

WOMEN'S  
COMMUNITY  
SHELTERS

2021 ANNUAL REPORT

---

**SUPPORTING  
HOMELESS  
WOMEN**

---

Acknowledgement of Country _____	2
Foreword _____	3
<b>WCS Chair &amp; CEO Reports</b> _____	4
<b>Vision &amp; Values</b> _____	8
Social Franchise Model _____	10
Individual Shelter Model _____	11
Building a Network	
– WCS Timeline _____	12
People & Structure _____	14
2020 Year in Review _____	18
Our Year in Numbers – Measuring the Impacts of COVID-19 _____	22
A Spotlight on the WCS Hub and Its Staff _____	28
Financial Highlights _____	39
With Thanks to Our Supporters _____	40
Accountability & Contacts _____	42

## **ACKNOWLEDGEMENT OF COUNTRY**

Women's Community Shelters acknowledges the Gadigal, Darug, Worimi and Dharawal people who are the traditional owners of the lands, waters and communities in which we live and work.

We pay our respect to Elders past, present and emerging, especially Elders working to eradicate homelessness and domestic and family violence.

We acknowledge that homelessness and domestic and family violence are both problems experienced disproportionately by Aboriginal and Torres Strait Islander communities.

We acknowledge the strength, resilience and wisdom of Aboriginal and Torres Strait Islander people and celebrate their ongoing custodianship of this beautiful land we all share.



## Foreword

---



As we look back on the past 12 months, it is impossible to draw any conclusion other than this was truly a year like no other.

For Women's Community Shelters (WCS), the unprecedented turmoil wreaked by COVID-19 presented direct challenges, with the pandemic causing a spike in women and children seeking access to emergency crisis accommodation.

Not only did WCS successfully pivot (to use a defining word of the year) to provide what was soon declared an 'essential service' by the NSW Government, but it continued to grow and evolve. In addition to the seven shelters in operation across NSW, two more are on track to open later this year.

But beyond the vital services provided by the Shelter Network is the work being done to support women and children rebuild their lives in practical and tangible ways including outreach programs, employment and education.

In recent months, WCS has built upon its well-received high school initiative, Walk the Talk, with the launch of a corporate training pilot designed for the workplace leaders of Australia. Early feedback confirms it's a program with the power to change hearts and minds; to prompt soul-searching and

trigger long overdue conversations in both boardrooms and living rooms across the country.

Importantly, this latest undertaking from WCS comes at a time when Australians are becoming increasingly aware of the issue of violence against women, and the myriad of ways in which that abuse can occur.

The horrifying murders of Kelly Wilkinson, and Hannah Clarke and her children, have generated not only headlines about intimate partner homicide but have shone a light on the urgent need to address coercive control and entrenched gender inequality.

From the very beginning, the mission of WCS has been to work with local communities to build respect for women and combat domestic violence.

That we are at a moment in history where these values are intersecting with the public mood presents every single one of us with an opportunity to create fundamental and enduring change. Never before has the life-changing work undertaken every day by the staff, board members, volunteers and supporters of WCS so aligned with a determination across the wider community to create a society free of domestic and family violence.

**Sarrah Le Marquand**  
**Editor-in-Chief: Stellar,**  
**Body+Soul, [bodyandsoul.com.au](http://bodyandsoul.com.au)**  
**and WCS Ambassador**

# WCS Chair Report



**KRIS NEILL, CHAIR**

**Almost a decade ago** Women's Community Shelters was established by our Founder and Board Member, Peter Hunt AM and his late wife Ellie. A board was appointed and the organisation had the mission of replicating the one shelter at Manly, now known as the Northern Beaches Women's Shelter, which came under the WCS umbrella later. In 2013, the board appointed Annabelle Daniel OAM as CEO – a most fortuitous appointment – and providing Annabelle with just a desk and a phone, we were on our way. In 2021 we can celebrate a decade of significant achievement.

Fast-forward to today and WCS continues to innovate and to grow. With our wonderful Shelter Boards and teams, we operate seven shelters providing vital care and support for women and children fleeing domestic violence. Another two, Camden and Revesby, will open this year. WCS is the only organisation currently opening new shelters in NSW.

Under the careful eye of our COO, Simone Parsons, WCS has established another service, Pathways Home, which uses 'meanwhile use' properties earmarked for later development to provide transitional housing

to women and children leaving our shelters. This is a vital and rare service for families leaving emergency accommodation, giving them the best chance to re-establish their lives. We also have two 'meanwhile use' facilities, Beecroft House and Mosman House, providing accommodation for older single women awaiting the provision of permanent social housing. Older single women, we know, are the fastest growing cohort of homelessness.

We are also heavily focused on the prevention of domestic and family violence. Our school-based 'Walk the Talk' Program has been lauded by participating teachers and students alike and continues to expand into new schools and, more recently, the corporate sector. Advocacy is an important pillar for DFV prevention and Annabelle and the team are tireless in advocating on behalf of vulnerable women and children in the media, with government, the corporate sector and in the community.

WCS has been outspoken on the need for coercive control laws amongst a range of much-needed reforms. We are immensely proud that Annabelle was recently appointed Chair of DV NSW in recognition of her leadership and advocacy efforts. WCS is committed to continuing its advocacy as focus on DFV continues to intensify in the Australian community.

The past year has been like no other in our lifetime. COVID-19 has brought about so many, likely, long lasting changes and challenges to the way we go about our everyday activities. Providing advice and share accommodation to vulnerable women and children in the midst of a pandemic brought with it a

**“ Under the careful eye of our COO, Simone Parsons, WCS has established another service, Pathways Home, which uses 'meanwhile use' properties earmarked for later development to provide transitional housing to women and children leaving our shelters. This is a vital and rare service for families leaving emergency accommodation, giving them the best chance to re-establish their lives. ”**

range of challenges to keep people healthy and safe and our shelters operating. I commend both the WCS Hub team and the Shelter teams for operational excellence in successfully implementing our COVID-19 protocols and doing so with the myriad restrictions that were in place. The past year has been exhausting and nerve-racking for all our teams but their extraordinary commitment saw WCS continue to achieve its goals with great success. Their everyday commitment to the women and children we serve is admirable.

We don't know what the future will bring but we do know the pandemic continues to rage globally. We know we continue to undertake appropriate measures to deal with the pandemic and are as well prepared as we can possibly be. Of great reassurance to the whole WCS team is the measure of support we received over this past, very strange and trying year. Our donors reached out and rallied to help us through the initial stages of the pandemic while continuing to support our day-to-day activities. We are tremendously grateful for their generosity. We simply could not do what we do without them. WCS would also like to thank the NSW Government for its continued funding for shelter operations and the Federal Government for its JobKeeper assistance. We are fortunate to receive support from a wide section of the Australian community.

Governance is an issue we take very seriously at WCS and so, over the past year, we have committed to a process of board renewal and expansion. I am so pleased to have Betty Ivanoff, Terence Kwan and Daniel Martin join the WCS Board and for Julie White, a founding Director, to return to us. You can read more about their considerable talent, skills and qualifications elsewhere in this report.

Finally, I would like to thank the whole WCS team for once again going above and beyond for the betterment of so many.

**Kris Neill**  
**WCS Chair of the Board**

**“ Advocacy is an important pillar for DFV prevention and Annabelle and the team are tireless in advocating on behalf of vulnerable women and children in the media, with government, the corporate sector and in the community. WCS has been outspoken on the need for coercive control laws amongst a range of much-needed reforms. ”**



**Clockwise from top left:** Shelter kids playing basketball; A W Edwards staff at Mosman House; WCS Hub staff in the new Surry Hills Office; Walk the Talk Award Winners.



**ANNABELLE DANIEL**  
OAM, CEO

**As I write this foreword**, our organisation's social media is reminding me that it is the one-year anniversary of working from home, combined with schooling from home for many of us, after the rapid spread of the COVID-19 pandemic into Australia. It is surreal to look back on 2020 as a single year. For many of us, it will feel immeasurably longer, and yet also much shorter than that.

Those early months of the pandemic were nothing short of tumultuous for Women's Community Shelters and indeed, domestic and family violence services across Australia. We were quickly declared an 'essential service' by the NSW Government, even as we saw a domino effect of cancelled in-person fundraising events supporting our Shelter Network. Our key priorities immediately became:

- keeping our shelter residents safe through enhanced policies and procedures for prevention, isolation and quarantine,
- keeping our staff safe through modified service delivery protocols, and
- raising awareness with the media and general public about the likely impacts on women and children who may be experiencing domestic and family violence or homelessness.

Thankfully due to our efforts, our shelters and transitional housing network remained COVID-free

in spite of a couple of 'near misses'. What we learned from these close instances created a more cohesive and collaborative partnership between WCS Hub staff, Shelter Boards and Shelter staff. We united with the one aim of keeping everyone safe, and I had the privilege of witnessing the incredible commitment of everyone, no matter their official role, in this mission.

I was also greatly heartened by the level of public interest in our work, and the educated concern for the potential effects of isolation on women and children experiencing domestic violence. Many community partners, philanthropists and business allies reached out to us to learn more and understand the impact of the pandemic on our residents and services. For me, this was without question one of the highlights of an otherwise incredibly challenging year.

We did all the things that 2020 will be remembered for – we pivoted, we innovated, we reached out, we Zoomed. As a result, we learnt some spectacular lessons around providing choice to the women we support about how and when they engage with us, and what works well for them. We assisted women who hadn't yet made the decision to leave and did so safely. We rapidly rehoused women into rental accommodation. We met in shopping centres

**“ I was also greatly heartened by the level of public interest in our work, and the educated concern for the potential effects of isolation on women and children experiencing domestic violence. Many community partners, philanthropists and business allies reached out to us to learn more and understand the impact of the pandemic on our residents and services. ”**

and communicated via text and webchat. We connected with GP practices, community centres and local media, assuring people our services were both secure, accessible and most importantly, open and ready to assist.

Against this challenging backdrop, WCS continued to advance our strategic agenda, knowing how important it would be to continue to support women and children when the height of the pandemic was over. We moved forward with our Shelter establishments in Camden and Revesby, and now look forward to their opening in late 2021. We opened Mosman House, our second large-scale project providing 'meanwhile use' housing for older women, in partnership with Twilight Aged Care, Link Housing and Northern Beaches Women's Shelter. We moved offices, from our first ever home co-locating with The Big Issue in Redfern, to new premises in Surry Hills. We elevated our advocacy towards criminalising the insidious pattern of behaviours behind domestic and family violence – coercive control. We took 'Walk the Talk', our high schools education program, online, with 'Chores for a Cause' that students could complete at home. And we started work with partners KPMG on an ambitious corporate training program that can be rolled out Australia-wide, asking participants to engage with their hearts and hands, not just their heads.

2020 was not the year of consolidation we had planned. However, we are enormously grateful for our ongoing and committed friends and donors who continued to support us, speak well of us, and financially assist us, with genuine concern for the women and children we assist.

**“ We did all the things that 2020 will be remembered for – we pivoted, we innovated, we reached out, we Zoomed. As a result, we learnt some spectacular lessons around providing choice to the women we support about how and when they engage with us, and what works well for them. ”**

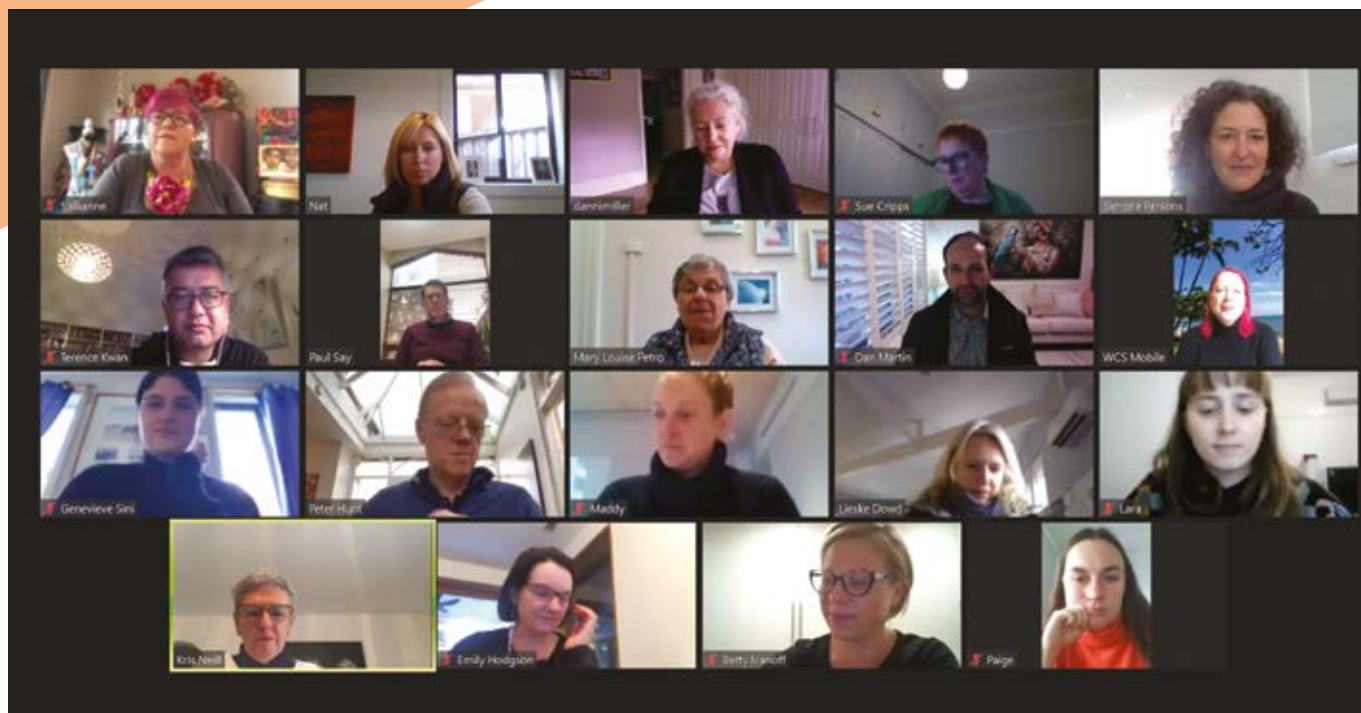
WCS is always a team effort and has never been more so that in 2020. Kindness, diligence, client focus and an 'over and above' commitment to our mission was evident at all levels of the organisation. The WCS Board and Shelter Boards are all volunteers, and all gave extensive commitments of time and energy, even as they were dealing with the impacts of the pandemic in their own spheres. The expertise and collaboration of the WCS Hub staff with Shelter staff reached a new level of excellence in every aspect of their work. We had three wonderful new members join the WCS Board, led by extraordinary Chair Kris Neill, whose assistance and support has been foundational to our success during 2020. To all, my thanks and gratitude.

To our State Government partners, thank you for working with us as partners and allies during a tough year. To our donors, philanthropists and supporters – thank you for placing your trust and goodwill in us to do more of what we do, and to continue our very necessary work in 2021 and beyond.

**Annabelle Daniel OAM  
Chief Executive Officer**



**From top:** WCS advocating for women on Sky News; Camden Board Members; WCS Hub staff at the Women's March 4 Justice in Sydney, 2021.



**WOMEN'S COMMUNITY SHELTERS (WCS) is an Australian charity working with local communities to set up new crisis accommodation shelters for women and children experiencing homelessness or domestic and family violence.**

The WCS Head Office (Hub) works to set up each shelter as an independent charitable entity in a 'Hub and Spokes' social franchise model.

WCS' ground-breaking funding model brings together business and corporate sponsorship, philanthropic investment, Commonwealth and NSW State Government funding and local community fundraising to support our Hub and seven shelters.

Our aim is to build an Australia where women and their children are safe, secure, supported and equal.

## OUR PURPOSE

Our core purpose is to work in partnership with local communities to establish crisis shelters for women and children at risk of homelessness and domestic and family violence.

We are working to expand our network to at least nine shelters across NSW and have developed a host of complementary programs to support women and children after crisis, including transitional housing and outreach programs, child support, employment, education and training and our 'Walk the Talk' education program.

The programs we offer in each shelter community continue to grow and evolve, reflecting local community needs and desires from partners to do more to assist our mission.

## WE BELIEVE

Community engagement in local initiatives is key to resolving the pressing social issue of women's homelessness and domestic and family violence.

We believe specialist women's shelters offering best practice support are a critical service for women and children.

**Above:** WCS Hub and Board meet over Zoom during COVID-19.

**Top right:** "A Garden of Her Own" by artist Amani Haydar.



# Our Values

## OUR FUNDING

**WCS Hub:** \$1.3 million per annum, underwritten solely by philanthropy.

### Each shelter in our network:

Costs on average a minimum of \$440,000\* per annum to run, through a tri-partite funding model involving philanthropy, business, local community fundraising, in-kind support and the NSW Government funding.

\*Certain shelters have larger costs due to additional programs and rent costs.

### Funding Model

WCS underwrites up to two thirds of each shelter's funding for the first two years, and up to 50% per annum in following years. By working this way, it means the local community takes on the responsibility of fundraising for each shelter and takes ownership of its success.

### Shelter Establishment Process

Once WCS determines the location for a new shelter, in an area of designated need, it activates four key elements on the critical path to shelter establishment.

“Identifying the local people in a community who want to do something about the need has been a core strength of the WCS model and working at the community level is key to addressing the issues of women's homelessness and domestic and family violence.”



## WCS PROVIDES:

- 1. Project Management Support** – to establish the legal structure and governance of each shelter, find an appropriate property, engage the local community to support the shelter, and recruit the right staff to operate it.
- 2. Funding Support** – half the set-up costs of each shelter (\$50,000 in a rented property) and two thirds of the operating costs for the first two years (total \$450,000).
- 3. Intellectual Property** – WCS provides a 'shelter in a box' form of IP – all the policies and procedures, templates, job descriptions, computer systems and other know-how to enable a local community to govern and run a shelter effectively.
- 4. Shelter Network Support** – WCS joins together the Board and Staff of each established shelter in a learning and support network, providing governance training, operational guidance, fundraising and other essential supports.

## 1 Respect:

We value our staff, our volunteers and our community and recognise their contribution and worth.

## 2 Kindness:

We are generous and considerate, non-judgemental and understanding of other's needs.

## 3 Excellence:

We strive always to exceed expectations and deliver high standards.

## 4 Courage:

We seek to drive positive change and challenge the status quo.

## 5 Hope:

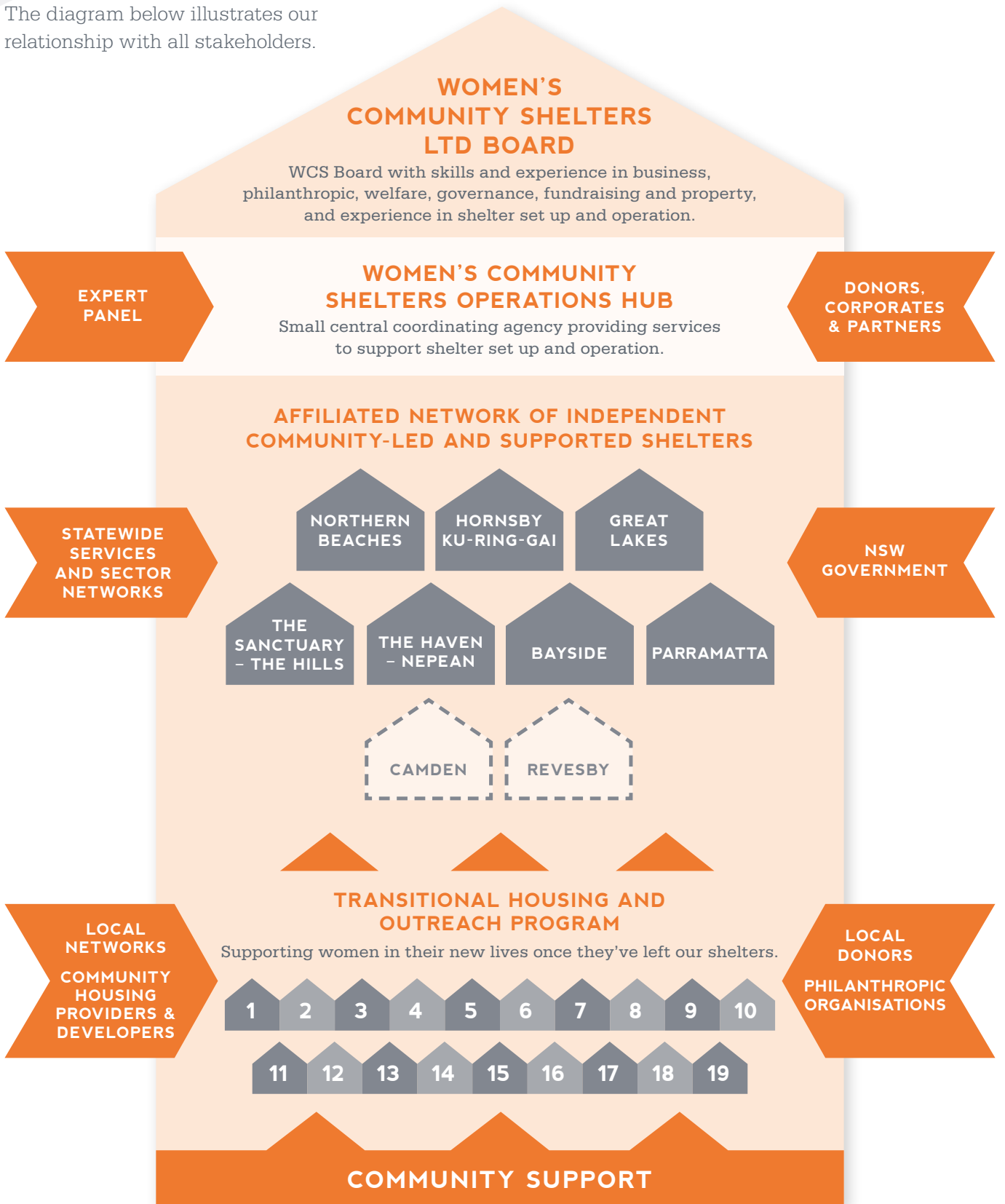
We provide hope and an optimistic outlook to all our clients and communities through collaboration and partnership.

# Social Franchise Model

## Women's Community Shelters is a social franchise model.

The model is unique to Australia's homelessness and Domestic and Family Violence (DFV) sectors because it is supported by diversified funding from corporate and private philanthropy and community fundraising. It receives minimum Government funding for its shelters and its head office (Hub) is solely funded by philanthropy.

The diagram below illustrates our relationship with all stakeholders.



# Individual Shelter Model

In 2021, WCS has expanded and grown into a respected sector leader with seven shelters across its network – each one an affiliated, yet separate incorporated entity, secured to the WCS Hub under a unique Funding and Support Agreement.

Each of our shelters are funded through a mix of NSW State Government funding (around 48%

through WCS) and the balance through philanthropy and community fundraising.

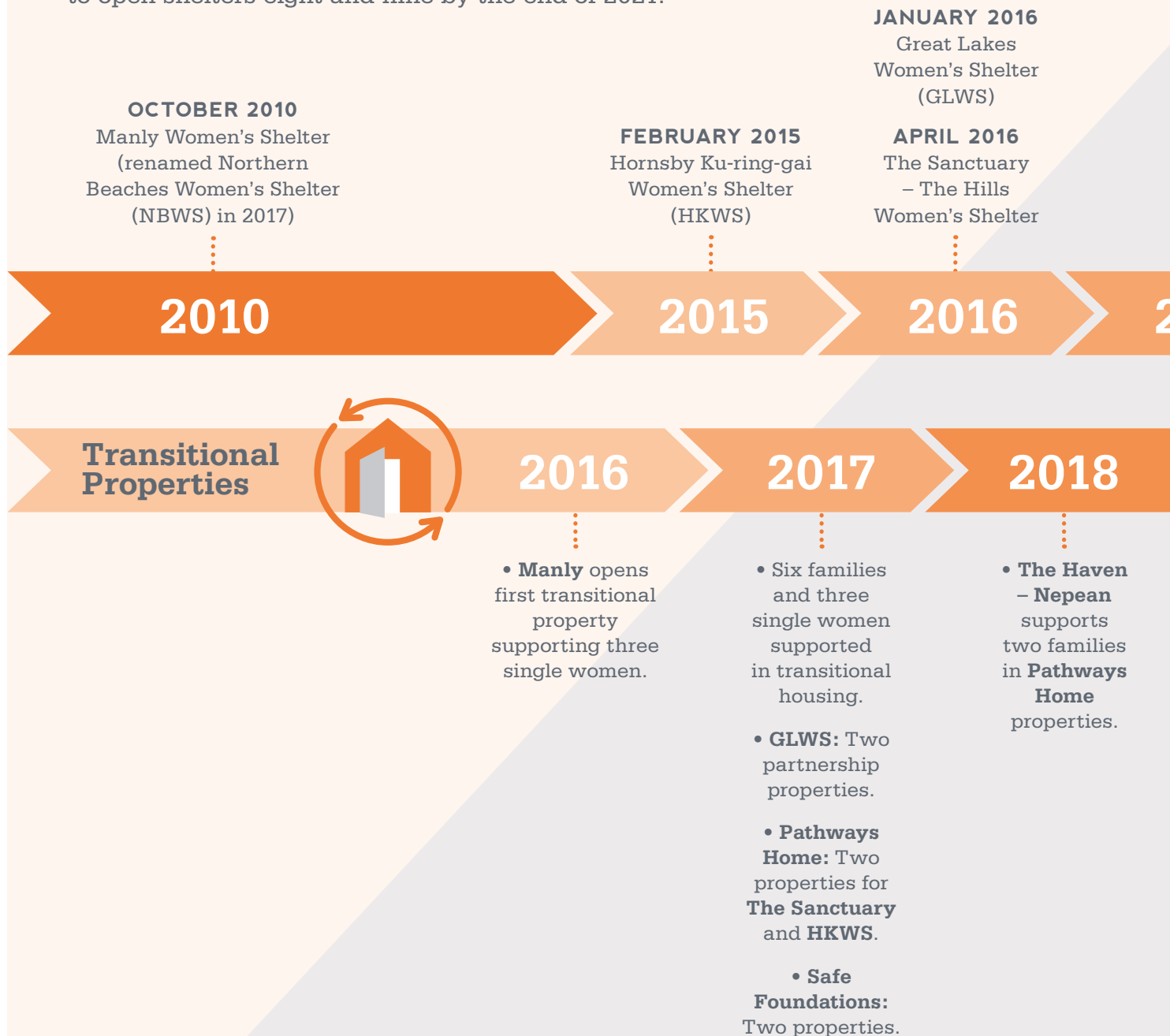
The women and children are always at the centre of what we do and why we do it and are cared for and supported by our Shelter Managers, Case Workers, Shelter Boards and their local community.



# Building a Network – WCS Timeline

Since 2010, Women's Community Shelters (WCS) has helped seven different communities establish and operate shelters on a 'social franchise' model to provide more desperately needed support for vulnerable women and children across NSW.

We are working with the communities in Camden and Revesby to open shelters eight and nine by the end of 2021.





# People & Structure

**THE CHARITY** Women's Community Shelters Ltd (trading as Women's Community Shelters) is proud to be a registered charity (153 006 556) in Australia and New Zealand and is registered with the Australian Charities and Not-for-profits Commission (ACNC).

WCS is a company limited by guarantee (ACN: 153 006 556) and is governed by its Constitution, with the utmost commitment to transparency, accountability and governance. WCS has DGR1 status and is a Public Benevolent Institution.



## OUR BOARD



### **Kris Neill (Chair)**

Kris Neill is the Head of Public Affairs at the Paul Ramsay Foundation and the Managing Director of Kris Neill Consulting. She is a leading corporate brand and reputation strategist with global experience. Kris is a former Macquarie Group Executive Director and a board member and mentor of the Melba Opera Trust.



### **Peter Hunt AM**

Peter is a philanthropist involved in funding, developing and scaling social sector organisations and the founder of WCS. As an investment banker Peter advised local and multi-national companies and governments in Australia. Peter became a Member of the Order of Australia (AM) in 2010 for services to the philanthropic sector.



### **Paul Say**

Paul has over 35 years' experience in commercial property with Lendlease, Dexus and JLL. Currently he is a non-executive director of listed trusts ALE and FLT and several HNW Family Offices providing governance, transactional and strategic advice. Paul is a Fellow of the AIV and RICS and a qualified property valuer.



### **Emily Hodgson**

Emily Hodgson is Chief Financial Officer at Australian Securities and Investments Commission (ASIC). Emily is also a member of Ashfield Council and Inner West Council Audit and Risk Committee, where she oversees the Councils' governance, internal controls, financial reporting and internal and external audit.



### **Sr Mary-Louise Petro**

Sister Mary-Louise Petro is a Sister of Mercy, of the Parramatta Congregation. In 1985, Mary-Louise founded The Mamre Project at St Marys, which assisted the unemployed, people with a disability, youth at risk and refugees. Mary-Louise is currently the Congregation Leader for her order.



### **Terence Kwan**

As Division Director at Macquarie Group, Terence has collaborated with the Macquarie Group Foundation for many years and chaired his business division's philanthropic arm from 2013 to 2019. Terence is a board director for Radio Community Chest Incorporated and formerly a board member at non-profit One Disease, which works with remote Indigenous communities in Australia.



### **Betty Ivanoff**

An experienced legal and governance executive whose roles have included Group Director – Legal & Corporate Affairs (Coca-Cola Amatil) and previously with GrainCorp Limited, CSR Limited and other organisations. *Stepped down 21.05.21.*



### **Daniel Martin**

Daniel has nearly 20 years' experience in advancement, fundraising, health and medicine leadership within non-profit, secondary and tertiary education sectors. He has led fundraising and engagement initiatives, which have significantly advanced organisations such as Fred Hollows Foundation, Children's Cancer Institute, University of Sydney and UNSW Sydney. Daniel is currently Director of Foundation at St Aloysius' College Foundation.



### **Julie White**

Julie White has over 40 years' experience in both not-for-profit and corporate sectors. She is currently Chair and Director of Catherine Hamlin Fistula Foundation; Independent Director of Ability First Australia; and a member of Chief Executive Women and the Australian Institute of Company Directors.

## BOARD COMMITTEES

The Board has established a number of committees to support the fulfillment of its governance responsibilities.

## RISK, AUDIT & COMPLIANCE COMMITTEE

The purpose of this committee is to ensure the integrity and transparency of the financial statements, the risk management framework and the system of internal controls, such that these align with WCS' values and meet its legislative and regulatory obligations.

## NOMINATION & REMUNERATION COMMITTEE

The purpose of this committee is to review the organisation's governance policies in accordance with best practice within the sector and to fairly and objectively identify and nominate suitably qualified candidates for appointment to the Board.

## FUNDRAISING COMMITTEE

The purpose of this committee is to oversee the organisation's fundraising strategy and ensure the financial viability, sustainability and stability of the organisation.

## OUR PEOPLE

WCS employs thirteen staff at its head office (Hub) in Surry Hills, four full time and nine part time, all working together to support the network of growing WCS Shelters and transitional properties.

### WCS HUB STAFF



Chief Operations Officer:  
Simone Parsons (f/t)



Chief Executive Officer:  
Annabelle Daniel OAM (f/t)



Director of Development:  
Sallianne McClelland (p/t)



Director of Education and Special Projects:  
Dannielle Miller OAM (p/t)



Education Officer:  
Jack Ellis (p/t)



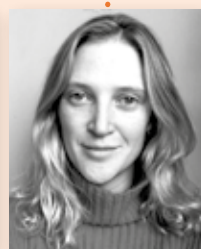
Corporate Services Manager, Paige Thompson (f/t) (until Dec 2020)



Business Manager, Capacity and Operations:  
Lieske Dowd (p/t)



Head of Partnerships and Communications:  
Nathalie Peacock (p/t)



Housing and Employment Pathways Coordinator:  
Maddy Neely (f/t)



Shelter Practice Lead:  
Donna Cavanagh (p/t)



Practice and Quality Lead:  
Sue Cripps (p/t)



Uma Ramaprasad replaced Paige Thompson as Finance Officer, from May 2021 (p/t)



Administration Officer:  
Tasmin Hill (f/t)



Outcomes Officer:  
Genevieve Sini (p/t)

# People & Structure

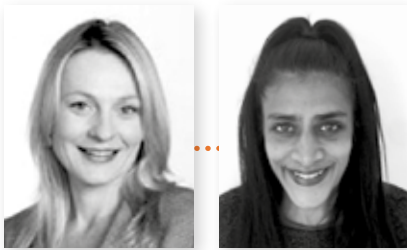
## THE HAVEN – NEPEAN WOMEN'S SHELTER



Co-Chairs:  
Sharon Levy & Natalie Falvey

Manager:  
Sarah Eberhardt  
(acting)

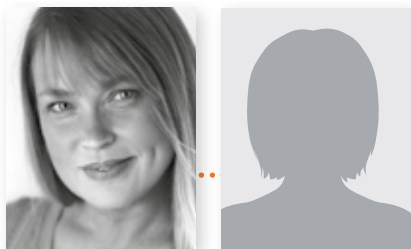
## HORNSBY KU-RING-GAI WOMEN'S SHELTER



President:  
Louise McCann

Manager:  
Hylette Evans

## THE SANCTUARY – THE HILLS WOMEN'S SHELTER



Chair:  
Yvonne Keane AM

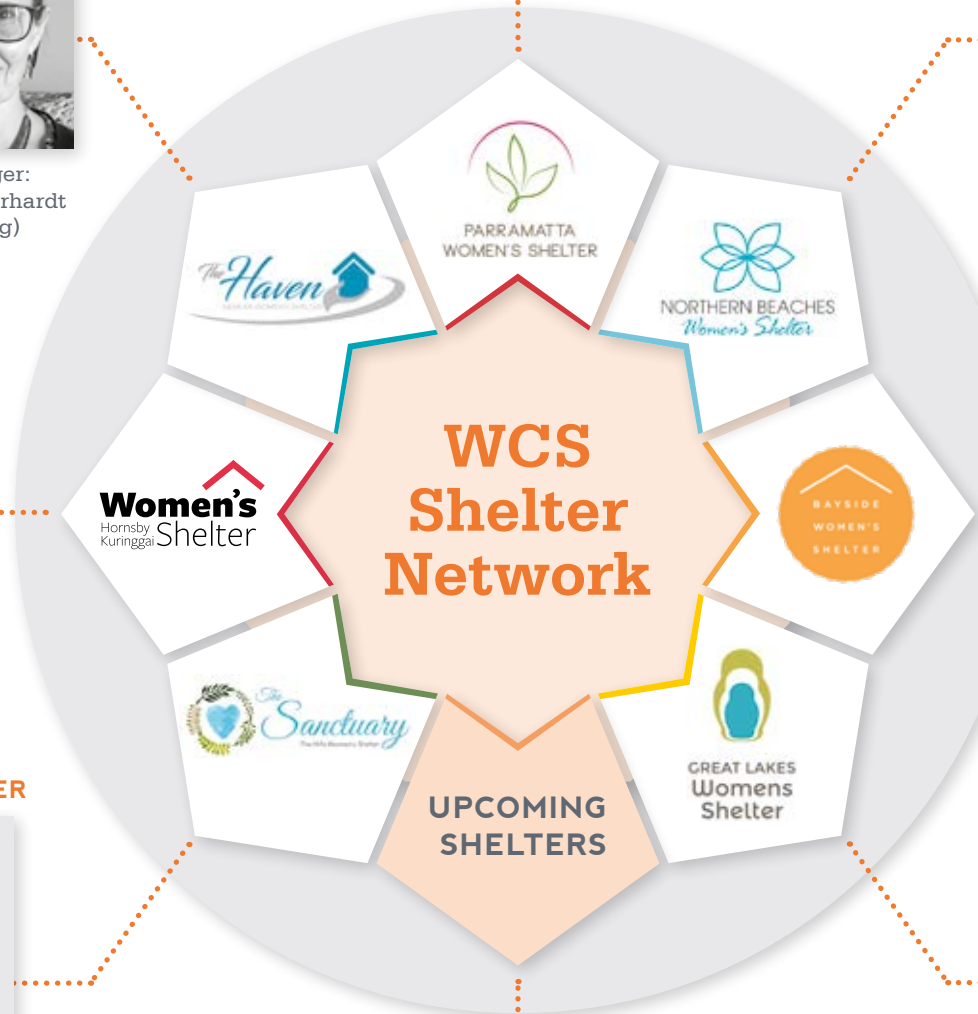
Manager:  
Brigitte Lees

## PARRAMATTA WOMEN'S SHELTER



Co-Chairs:  
Elizabeth Scully & Caitlan Carpenter

Manager:  
Tania Smith



## Our Network

Each WCS Shelter is its own incorporated entity with a skilled volunteer Board. The Shelter Board is supported by the WCS Hub to establish and operate each new shelter in partnership with their local community.

Each individual shelter employs a paid Shelter Manager, a number of Case Workers, an Outreach and Child Support Worker (where funds allow) and are further supported by a network of hard-working volunteers.



Blue Wren House –  
Camden Women's  
Shelter Chair:  
Scott Taylor



Biyani House –  
Revesby Women's  
Shelter Chair:  
Ghania Dib



**NORTHERN BEACHES  
WOMEN'S SHELTER**



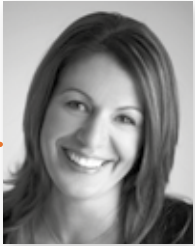
President:  
Rosy Sullivan



Manager:  
Narelle Hand



**BAYSIDE  
WOMEN'S SHELTER**



Chair:  
Christina Curry



Manager:  
Sallianne Faulkner

**GREAT LAKES  
WOMEN'S SHELTER**



President:  
Julie Brady



Manager:  
Carly Ravenscroft

**Clockwise from top left:**  
Working with OzHarvest at NBWS; Celebrating NAIDOC Week at NBWS; Children's space at The Haven – Nepean Women's Shelter; Child Support Forum at the WCS Hub; Annabelle attends the round table hosted by Trish Doyle MP on supporting migrant and refugee women through domestic and family violence; Volunteers at a Beecroft Working Bee.

**THE WCS NETWORK OF  
SHELTERS IS SUPPORTED  
BY CASE WORKERS**

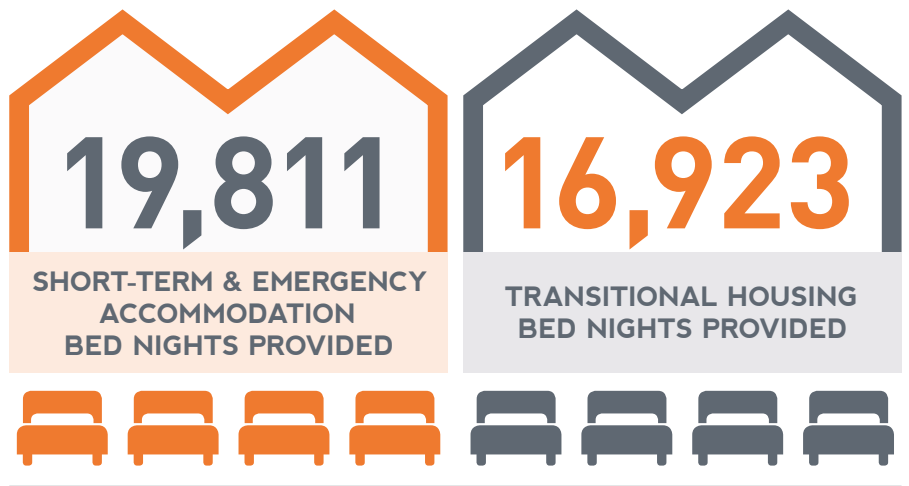
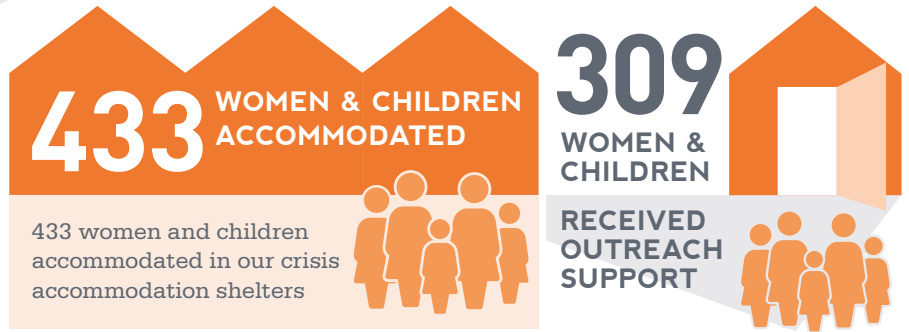
**31 CASE WORKERS**  
including Outreach and  
Child Support workers



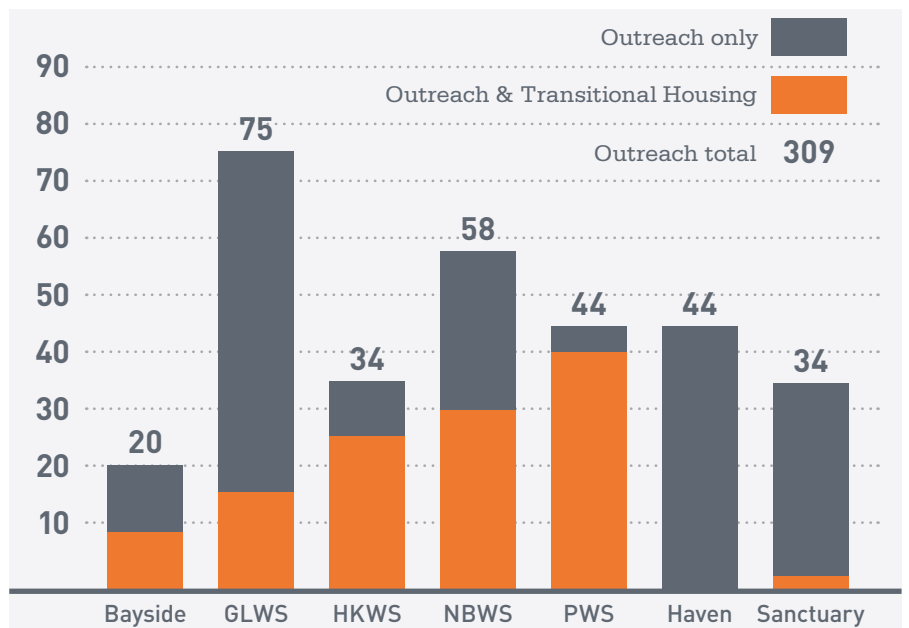
# 2020 Year in Review:

## WCS Network Statistics 2020

- In 2020, Women's Community Shelters supported **863 women** and children in crisis.
- We accommodated **433 women and children** in our crisis accommodation shelters.
- We provided outreach support to **309 women and children**.
- We accommodated **121 women and children** in transitional housing.
- We provided **63,305 support days** to our clients.
- In 2020, over **11%** of the women we supported were **over the age of 50**.
- We provided **19,811** short-term and emergency accommodation bed nights and **16,923** transitional housing bed nights.
- At exit from our shelters, there was an **11.6% increase** in clients exiting into long-term housing, a **12.4% increase** in clients exiting into medium-term housing and a **13.9 % decrease** in clients exiting into short-term housing situations.



### OUTREACH PROVIDED BY WCS 2020



# WCS Shelter Snapshot:

## January to December 2020

Across the WCS Network of seven shelters, trends in shelter occupancies and bed nights are shaped by many factors. This was especially true in 2020, following the outbreak of COVID-19 and the impact it had on service delivery and shelter occupancy.

However, despite the pandemic, WCS Shelters remained open 24/7 and supported single women, women with children, older women, women on no income, women on temporary visas and families of various shapes and sizes.

The following demonstrates client trends in the 2020 calendar year across the WCS Shelter Network.

Bayside Women's Shelter

42 CLIENTS

2,223 BED NIGHTS



- 42 clients accommodated: 23 adults, 19 children

878 TRANSITIONAL BED NIGHTS

Great Lakes Women's Shelter

61 CLIENTS

4,159 BED NIGHTS



- 61 clients accommodated: 25 women, 36 children

2,837 TRANSITIONAL BED NIGHTS

Hornsby Ku-ring-gai Women's Shelter

72 CLIENTS

1,550 BED NIGHTS



- 72 clients accommodated

4,819 TRANSITIONAL BED NIGHTS

Northern Beaches Women's Shelter

35 CLIENTS

2,020 BED NIGHTS



- 35 clients accommodated

2,606 TRANSITIONAL BED NIGHTS

Parramatta Women's Shelter

51 CLIENTS

4,219 BED NIGHTS



- 51 clients accommodated: 12 adults, 39 children

6,101 TRANSITIONAL BED NIGHTS

The Haven – Nepean Women's Shelter

72 CLIENTS

3,152 BED NIGHTS



- 72 clients accommodated: 28 adults, 44 children

0 TRANSITIONAL BED NIGHTS

The Sanctuary – The Hills Women's Shelter

100 CLIENTS

2,488 BED NIGHTS



- 100 clients accommodated: 36 adults, 64 children

64 TRANSITIONAL BED NIGHTS

# 2020 Year in Review

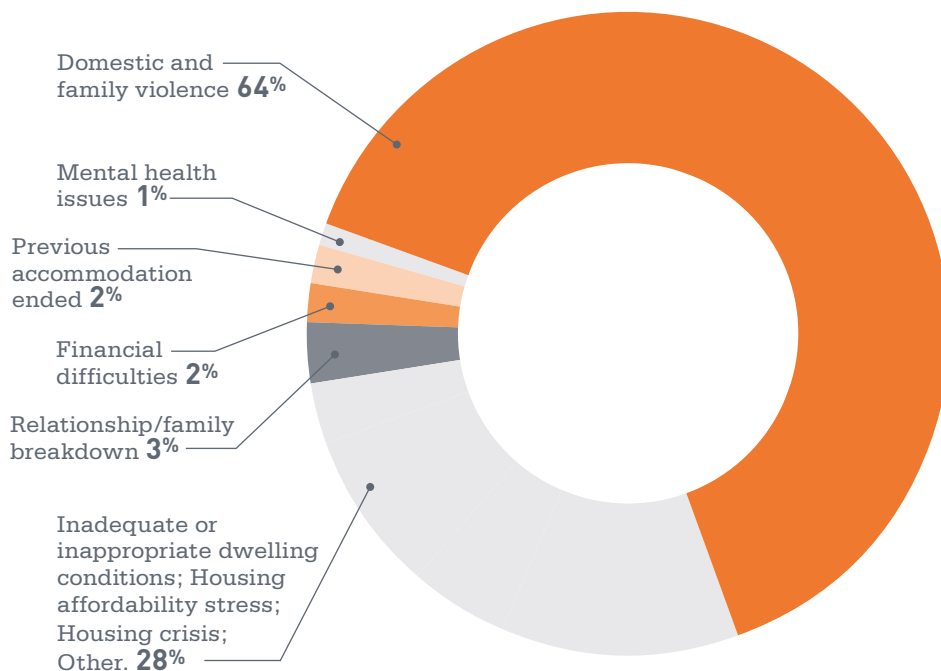
## ABOUT THE WOMEN AND CHILDREN WE SUPPORT

The reasons women and children are referred to crisis shelters are complex and rarely relate to a single risk factor or vulnerability. Across Australia, the primary presenting cause for women's homelessness is domestic and family violence.

### PRIMARY REASONS FOR REFERRAL

Over 60% of the women and children supported through our Shelter Network were escaping domestic and family violence. A further 3% were at risk of homelessness due to family and relationship crisis.

Being homeless, experiencing mental health issues and being at risk of homelessness were the other primary reasons women presented to our services.

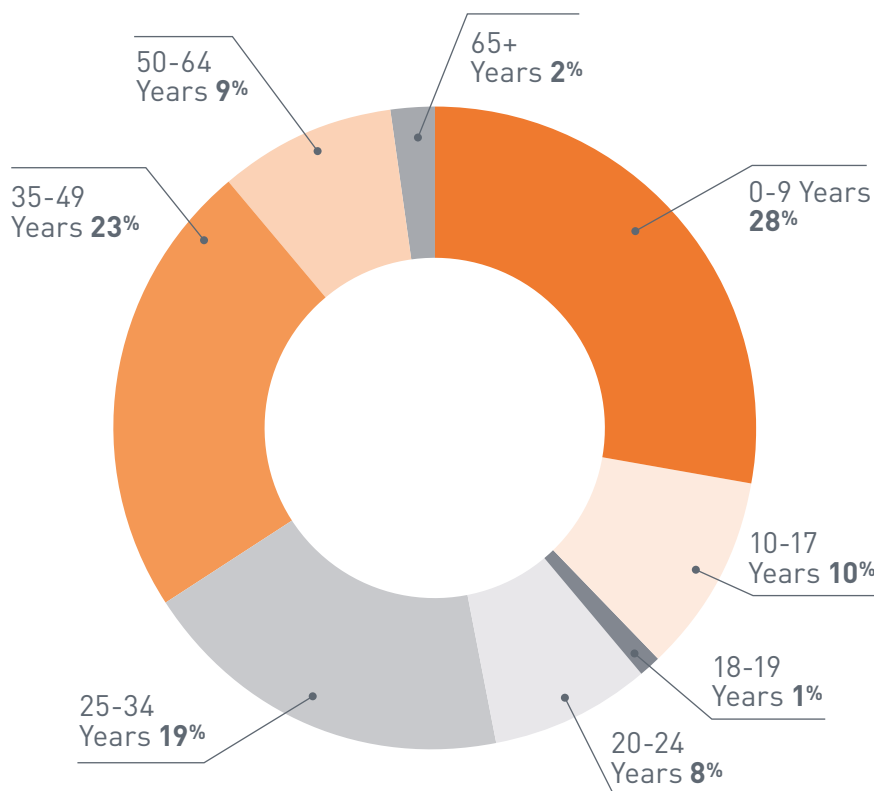


### AGE RANGES

The majority of women occupying shelters were in the peak working and parenting years aged between 25-49 years of age.

This highlights the importance of our return to work and training programs and focus on secure income and housing pathways.

Children between 0-9 years make up 28% of Shelter occupancy. This highlights the ongoing need for our Child Support Program.





Children **38%** Adults **62%**

### WOMEN VS CHILDREN ACCOMMODATED

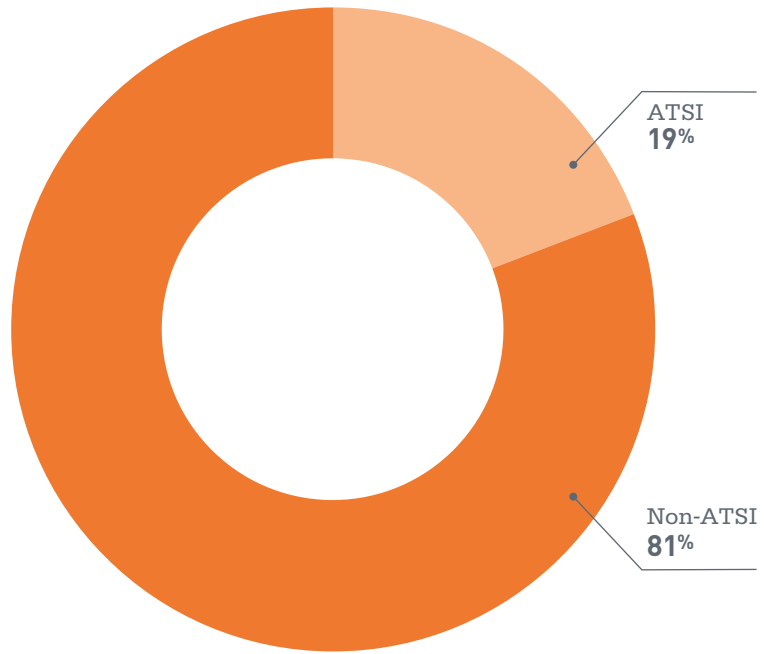
Almost 40% of the clients supported in the WCS Network are children and young people (under 18 years). The majority of children supported are primary school age. Our support to children and young people comprises an individual support plan, a commitment to school engagement and learning and the focused support of an experienced team member delivering child support programs.

### COUNTRIES OF BIRTH OF OUR RESIDENTS

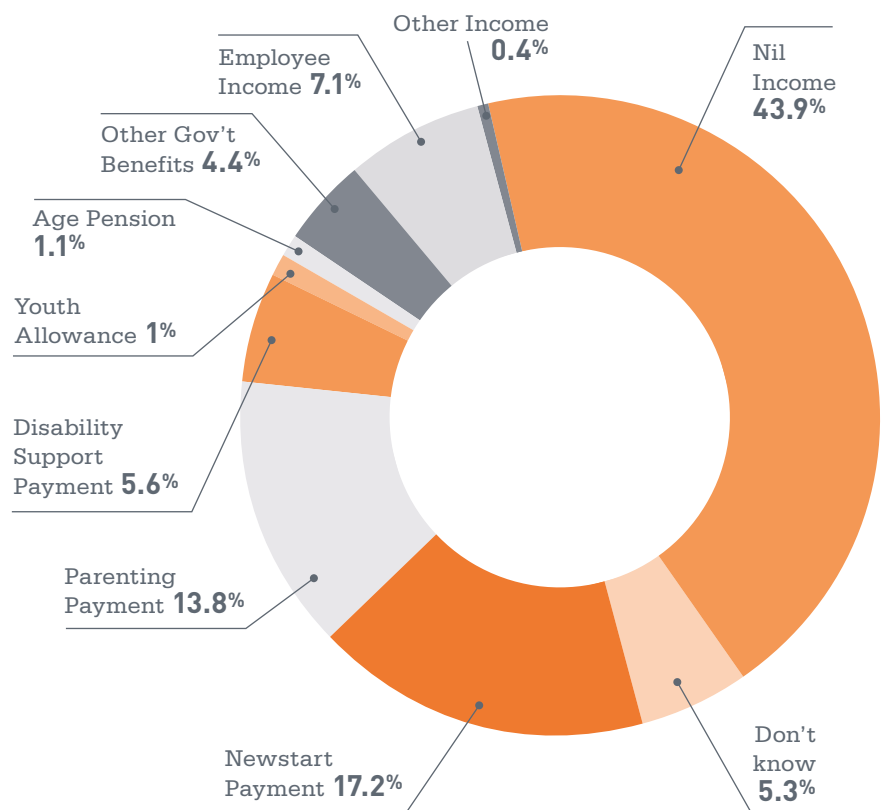
- |             |               |
|-------------|---------------|
| Afghanistan | New Zealand   |
| Australia   | Northern      |
| Bangladesh  | Ireland       |
| Belgium     | Pakistan      |
| Brazil      | Papua New     |
| China       | Guinea        |
| Colombia    | Peru          |
| Congo       | Philippines   |
| Denmark     | Poland        |
| Egypt       | Portugal      |
| England     | Republic      |
| Ethiopia    | of Korea      |
| Fiji        | (South)       |
| Germany     | Russian       |
| Greece      | Federation    |
| Hong Kong   | Samoa         |
| India       | Singapore     |
| Indonesia   | Slovenia      |
| Iran        | South Africa  |
| Iraq        | Spain         |
| Ireland     | Sri Lanka     |
| Japan       | Sudan         |
| Jordan      | Syria         |
| Kenya       | Taiwan        |
| Kuwait      | Thailand      |
| Lebanon     | Tonga         |
| Malaysia    | Turkey        |
| Mali        | Ukraine       |
| Mauritius   | United States |
| Mexico      | of America    |
| Mongolia    | Vietnam       |
| Myanmar     | Zimbabwe      |
| Nepal       |               |

### NUMBER IDENTIFIED AS ABORIGINAL OR TORRES STRAIT ISLANDER

Aboriginal and Torres Strait Islander women make up 19% of the people we support across the network. Our Great Lakes Women's Shelter, in particular, averages nearly 60% percent of women identifying as Indigenous.



### SNAPSHOT OF EMPLOYMENT STATUS



# Our Year in Numbers: Measuring the Impacts of COVID-19

## CONTEXT

The first cases of COVID-19 in Australia were identified in late January 2020. Three months later, following a peak of cases, social restrictions were imposed on 21st March 2020 and state governments started to close 'non-essential' services.

During this time, WCS was declared an essential service. From the outset of the global pandemic, WCS recognised the huge challenge COVID-19 would pose for the organisation, its service delivery, special programs and on the women and children living in shelter or those trying to access emergency crisis accommodation or transitional housing.

In times of disaster, evidence shows there is an increase in demand for domestic violence services. However, due to the social isolation measures implemented across the globe to help reduce the spread of COVID-19, people living in volatile situations of domestic or family violence were restricted to their homes and unable to seek the support they needed, reducing their ability to leave.

In the early weeks of the pandemic, social restrictions, combined with rising unemployment and financial stress linked to the pandemic, caused domestic violence to spike across Australia and WCS saw an increase in calls requesting help.

WCS CEO, Annabelle Daniel said the beginning of COVID-19 was a really challenging time for WCS.

"Some women were understandably nervous about coming to a Shelter, into what was potentially a communal environment, even though the WCS team implemented bulletproof policies and procedures for prevention, isolation and even quarantine," said Annabelle.

"Just before lockdown we saw a 30% increase in phone calls with people saying 'I just need to know that if things get bad, there is a safe place for me.' Things then went quiet for a couple of weeks until after the Easter long weekend, when we saw a move upwards in requests."

**Reports show increased calls to domestic violence helplines during the pandemic with Google reporting a 75% increase in internet searches relating to support for domestic violence\*.**

\*[www.abc.net.au/radionational/programs/breakfast/reports-75-per-cent-spike-in-searches-for-help-with-domestic/12101690](http://www.abc.net.au/radionational/programs/breakfast/reports-75-per-cent-spike-in-searches-for-help-with-domestic/12101690)

Another survey of 15,000 women conducted by the Australian Institute of Criminology (AIC) revealed that more than half of women who had experienced physical or sexual violence before the COVID-19 crisis said the violence had become more frequent or severe since the start of the pandemic.\*

\*<https://www.aic.gov.au/publications/sb/sb28>

**“What we know happened during COVID-19 was that there was a shadow pandemic of women and children experiencing domestic and family violence in their homes, more so than ever before. The pathways for them to escape and leave were closed or harder to navigate and that meant WCS had to open up all potential channels of communication. That could be via phone, email, messenger apps, or social media and it also meant we had to be alert to the fact that women might reach out in the middle of the night when the perpetrator was sleeping...”**

**– WCS COO, Simone Parsons**

“It is very common, after long weekends or holiday periods to see a spike in domestic violence referrals, because people are around each other far more creating opportunities for the power of control to be exerted.”

“We also saw that once community transmission effectively ended in New South Wales that the requests for beds started to exponentially increase.”

### SOCIAL DISTANCING

One of the immediate impacts social restrictions had on the WCS Network was the four-square metre rule where under COVID-19 restrictions, all gatherings had to be held in spaces large enough to allow one patron per four square meters.

This had a major impact on the WCS Network especially on the single women’s shelters where some women shared rooms. It meant that staff had to be very aware of their shelter’s capacity and respond accordingly.

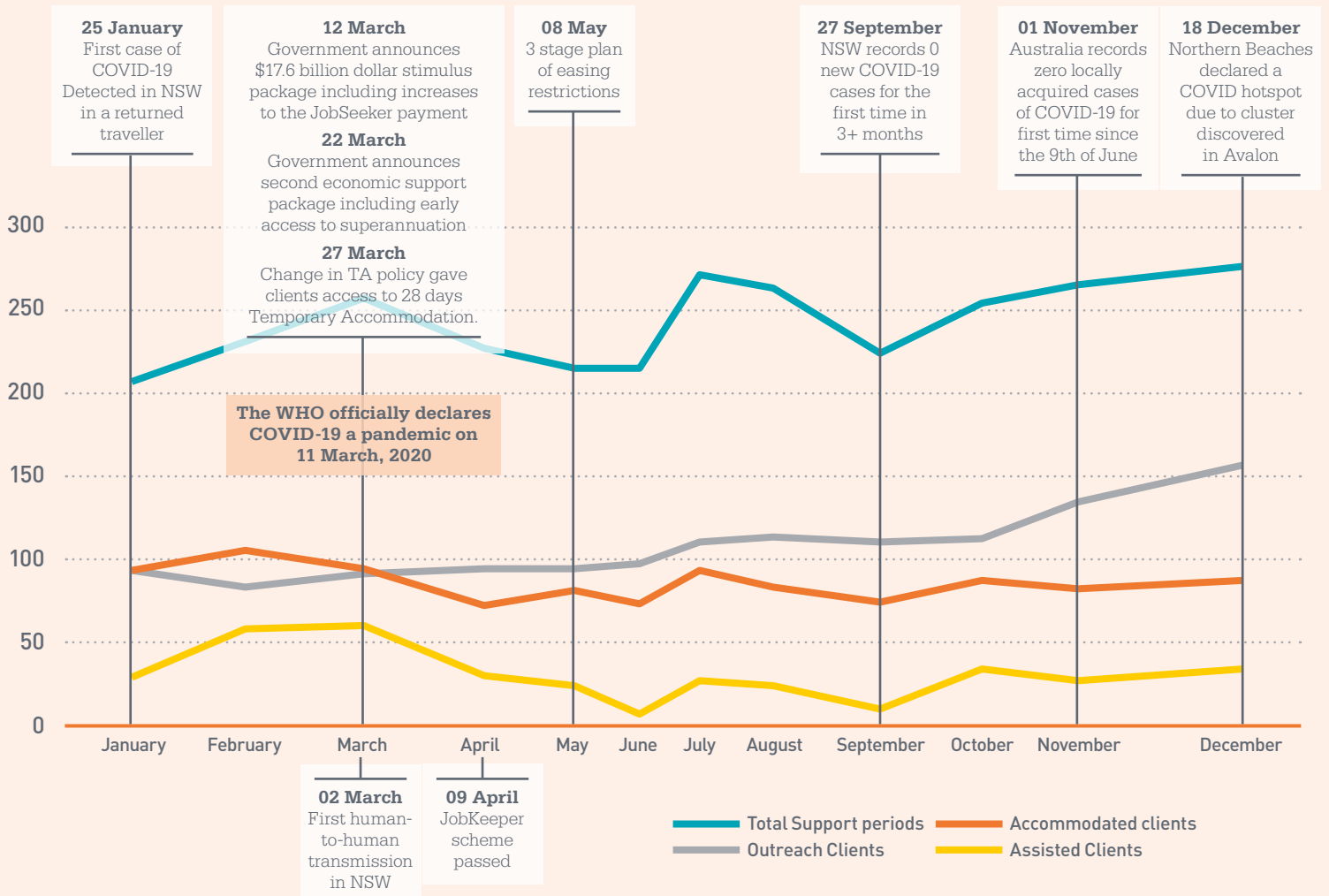
The tangible and intangible costs of COVID-19 have been challenging for many and the graph below shows the key milestones in the spread of the pandemic and the impacts on WCS Shelter occupancy in 2020.

COVID-19 was declared a pandemic by the World Health Organisation on 11 March, 2020.

July saw a peak in accommodated clients and subsequent support periods. This was due to an effective end of community transmission in New South Wales for a sustained period.



## WCS Network Occupancy 2020





“The WCS Hub provided ongoing support, up to date information on government guidelines and safety mechanisms, access to reliable and factual information to reduce risk of harm and to alleviate anxiety and confusion. I am impressed with the strategies that WCS provided and that remain in place to reduce risk of community transmission, screen intakes to reduce risk to other service users and staff and the provision of information and resources in response to the pandemic.”

– Sanctuary Shelter Manager

### SILVER LININGS

Despite the major challenges thrown up by COVID-19, dealing with the outbreak and the concurrent shadow pandemic (the upsurge of domestic and family violence against women), was a major achievement for WCS in 2020.

“Throughout the pandemic, WCS Hub and Shelter staff reacted quickly and professionally to an extremely difficult and challenging situation. They responded to the initial increase in enquiries at the start of the pandemic with speed and expertise. They also kept the Shelter Network open and running smoothly when the NSW Government declared the work of WCS Shelters to be an ‘essential service’, when other services closed,” explained Annabelle.

Within weeks of the initial outbreak, WCS Hub staff provided new COVID-safe policies and procedures and implemented hygiene and social distancing protocols across the Shelter Network. WCS pivoted their service delivery to provide more Outreach support to help those women and children who weren’t able to come into shelter.

The WCS Hub increased communication protocols, distributing advice to services two weeks before the Government were able and supported remote working procedures, ensuring staff were suitably equipped and safe to work from home. They also switched to remote Zoom meetings to keep staff connected and provide a forum to ensure staff health and well-being.

“Across the network we adapted our service delivery to women to ensure continuation of service in a COVID-safe environment. We pivoted our work to ensure in-shelter safety planning for COVID-19, business continuity and different modes of client support in outreach to maximise safety for staff and residents,” said WCS CEO, Annabelle Daniel OAM.

“I am incredibly proud of our extraordinary cohort of WCS Hub staff and Shelter Managers who rose to the challenges of COVID-19 and excelled in the face of adversity and uncertainty, in order to provide safe and secure accommodation to those who needed it most.”





## COVID-19 AND THE WCS NETWORK

To ascertain the impacts of COVID-19 across the whole network, WCS asked the Shelter Managers for feedback to learn how COVID-19 impacted service delivery, their personal lives and sought any key lessons they would take forward. The results showed that WCS achieved many positive outcomes during the challenges of 2020.

## WCS HUB SUPPORT

Strong and proactive leadership from the WCS Hub staff helped establish a clear vision for how WCS would respond to the emerging crisis and how our staff would operate. The WCS Hub helped Shelter Managers implement new COVID-19 policies and procedures in a quick and confident way, allowing them to focus on the clients in their care, case management and normal day-to-day duties.

“The Hub didn’t stop supporting us. The weekly meetings kept us connected. The changes of policies and guidelines were so helpful and everything was clearly explained. The regular phone calls just to make sure we were all ok. I always knew I worked for an incredible organisation but WCS Hub and the Shelter Network took it to a new level and worked as one strong team. That’s what makes us stand out from other organisations.”  
– HKWS Shelter Manager

**Left:** Deliveries needed to be maintained throughout lockdown.

**Right:** WCS Hub staff kept communication open and stayed connected via many Zoom meetings.

## COMMUNICATION AND STAYING CONNECTED

The speed and scale of the COVID-19 outbreak caused anxiety, uncertainty and emotional and physical disruption across the WCS Shelter Network. The way WCS communicated with speed, transparency, knowledge and expertise helped build trust, resilience and confidence amongst Shelter staff and created an environment for learning and positive change.

“We had increased communication/ meetings and we were supported with procedures to assist us. I knew that I could always pick up the phone and ask a question and there’d be someone on the other end to help.” – Parramatta Shelter Manager

“The Hub were amazing at keeping us all up to date with the current COVID-19 regulations and restrictions, as well as sourcing lots of funds and resources to get us through the hurdles.” – GLWS Shelter Manager

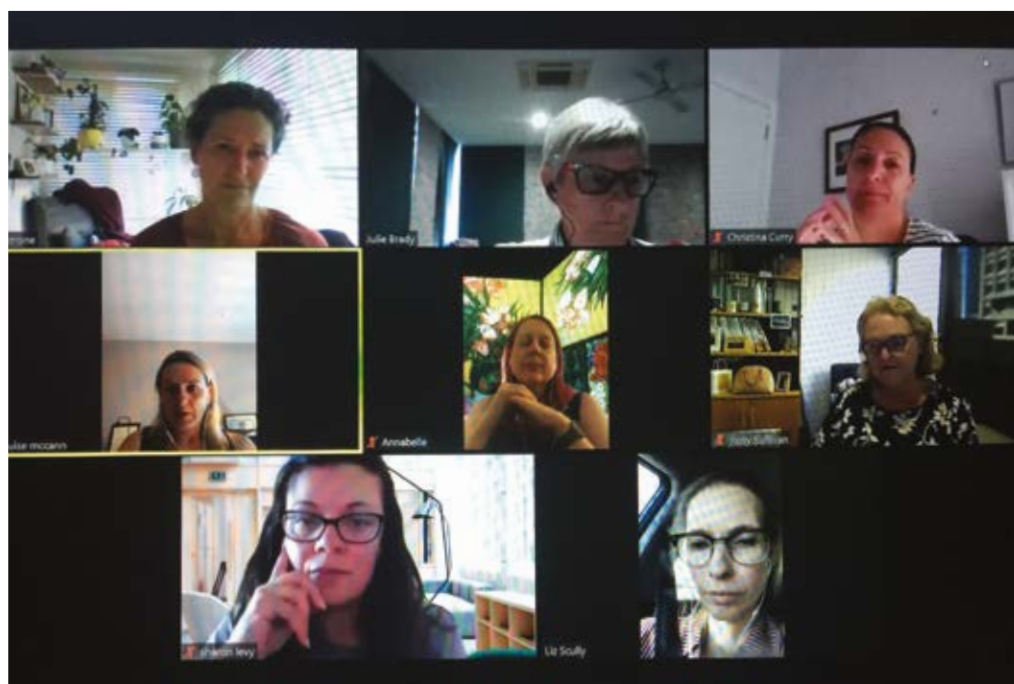
## RESILIENCE AND ADAPTABILITY

In light of COVID-19, WCS has learnt it is resilient, adaptable and agile. Responding quickly and effectively to a variety of changing circumstances, shelter requests and client needs.

“Our team were amazing, they rose to every challenge without hesitation. Working from home was very productive, staff working solo in the office were productive and resourceful. Communication levels were really improved and everyone was happy to use Zoom on a daily basis.”  
– GLWS Shelter Manager

“COVID-19 highlighted the resilience of people in general and the capacity for change.”  
– Bayside Shelter Manager

“The depth of experience, expertise and knowledge WCS has gained in the last 18 months has been incredible, and it’s a testament to the sheer determination, adaptability and agility of our staff that we remained open, offering an effective and high quality service.” – WCS CEO



## OUR YEAR IN NUMBERS: MEASURING THE IMPACTS OF COVID-19 (CONT.)



### TEAMWORK

Teamwork is crucial to any successful organisation and every individual across the WCS Network worked collaboratively and effectively towards the common goal of assisting and caring for the women and children in their care during COVID-19.

“COVID-19 made us even stronger as a team, and we realised how much we all enjoy working with one another in the office. Our Board, Community, WCS Hub team all shone through COVID-19, and I feel that is a real testament to our team, and how we all cohesively work together in any conditions.”  
– GLWS Shelter Manager

### COMMUNITY

WCS understood the need to come together during the pandemic, especially with staff working remotely and did this in practical ways such as arranging additional virtual meetings, chat groups, coffee clubs and end of week team meetings simply to check in. These

were backed up with one-to-one communication via phone, email, or video to individuals or teams.

These actions helped form a sense of belonging and security when many staff were feeling isolated and struggling with the prolonged lockdown and isolation.

“The challenge of COVID-19 was hard but definitely worth it. I never thought we would experience a pandemic but we all learnt so much. I was initially scared but with the support of everyone I realised that we would get through it and we did.”  
– HKWS Shelter Manager

### COMMUNITY ENGAGEMENT

Community engagement is fundamental to WCS’ advocacy efforts, which serve to support and amplify the voices of the women staying in their shelters and transitional properties. The COVID-19 lockdown meant this was difficult, but after restrictions eased, getting back out into the community was a key priority across the network.

“We definitely got out in the community more and reminded other services what we do. We connected with services that we hadn’t had much contact with in the past. I realised how much the staff loved working with our Outreach families which was completely out of our comfort zone. The silver lining is we got through it with no positive cases.”  
– HKWS Shelter Manager

“We conducted significant community activation, proactively advising local networks of our availability or support and encouraged referrals.” – WCS CEO



### INCREASED OUTREACH AND CHILD SUPPORT

During COVID-19, it became increasingly apparent that more active Outreach and Child support was required and many women needed more intensive support to stay safe during the pandemic.

Shelter staff rose to the challenge and adapted service delivery to ensure the needs of the women and children were met.

“Our Outreach numbers increased. The staff were ringing services, they learnt what it was like to work with families and we all made the best of a new ‘normal’. I realised that it was the toughest year but I’m proud of our achievements.”  
– HKWS Shelter Manager

“Some of our children received additional support at school where they would not have otherwise. This enabled them to improve their literacy skills considerably. We were so lucky to have individual shelter properties, larger spaces and this enabled us to remain full for most of the pandemic and operate as we ‘normally’ would.”  
– Parramatta Shelter Manager

**Left:** WCS CEO, Annabelle Daniel OAM (centre) and COO, Simone Parsons (left) meet Liesl Tesch MP.

**Right:** Corporate support is key to WCS’ success.

# WCS Key 2020 Achievements

- Expanding the WCS Network to seven shelters across NSW, with a further two in the pipeline.
- Working with two local communities to continue the process of shelter establishment in Camden and Revesby. Both shelters will open in 2021.
- Increasing WCS Transitional Housing offer with over 19 transitional properties now available, providing safe and secure housing with outreach support to women and children in need.
- Opening Mosman House, a unique 'meanwhile use' property which provides safe and secure accommodation to older women.
- Expanding program delivery to meet the demands of clients. Programs now include Outreach, Child Support, Education and Early Intervention (Walk the Talk) and Employment and Education Pathways.
- WCS CEO, Annabelle Daniel (below) received a Medal of the Order of Australia for service to women through social welfare initiatives.
- Three new, highly skilled recruits to the WCS Board, Terence Kwan, Betty Ivanoff and Daniel Martin, and the return of Julie White.
- After six years co-locating with the Big Issue in Redfern, WCS Hub moved to a new office in Surry Hills.

## CORPORATE SUPPORT

WCS was amazed by the offers of support received from Community and Corporate partners during the peak of the pandemic. At an incredibly difficult time for both charities and businesses due to the environmental and economic climate, the offers of support ranging from financial donations, donations of goods and services or offers of skills based support were incredibly generous and incredibly humbling.

"I am enormously grateful and overwhelmed for both our existing supporters and all our new donors last year. I am incredibly heartened by the interest in domestic and family violence and women's homelessness during the pandemic and that support was critical at an extremely challenging time."

– WCS CEO

## REMOTE WORKING

COVID-19 saw an increase in remote working, the facilitation of flexible working practices and WCS staff moved from the office environment to working remotely and supporting the Shelter Network from home.

"We implemented a roster that enabled the team to work from home... those who had small children needed this the most. Other members of the team were really flexible with the fast changing roster and the different demands, such as additional cleaning that was required of them." – Parramatta Shelter Manager

## FLEXIBILITY OF FUNDERS

As a group of charities, the WCS Network relies on face-to-face fundraising to provide income to cover the operating costs of its seven shelters. The outbreak of COVID-19 meant that multiple fundraising events were cancelled across the network and the anticipated income stream lost.

The understanding of funders was key at this time and WCS thanks those Foundations and donors who understood the additional financial stress charities were under during the pandemic and allowed flexibility in terms of changes to planned projects or funding agreements.

"Everybody was more adaptable, which made a massive difference when there are so many different variables in the equation during COVID-19. To have that untied support was invaluable."

– WCS Shelter Manager

## CASE STUDY

St.George Foundation is a good example of a Foundation who understood the added pressures during COVID-19 and responded accordingly:

"As the impacts of COVID-19 became apparent, St.George Foundation committed to increasing its financial support to Australian communities. Emergency Relief Grants were made available and funding for Community Grants was increased to support more children through more projects around Australia. Grant recipients with projects underway were afforded flexibility to divert their funding to where it was needed most, or to delay timeframes for project delivery.

An Emergency Relief Grant was provided to assist WCS supply laptops and Personal Protective Equipment across their NSW network of shelters for the women and children in their care undertaking courses and home-schooling, and to enable Case Workers' continued assistance to women through their Outreach Program." – St.George Foundation



# A Spotlight on the WCS Hub and Its Staff



## WCS HUB STAFF

### **Annabelle Daniel OAM, Chief Executive Officer,**

Annabelle Daniel is the inaugural CEO of Women's Community Shelters and has worked for the charity since it began operations in 2013, when only the Manly Women's Shelter was established.

Annabelle has taken the innovative philanthropic model from an inspired idea to the successful establishment of seven shelters in under a decade. During her time, the WCS Hub team has grown from just herself to the hardworking team of 13 now located in Surry Hills.

"The WCS Hub has grown extraordinarily over time, it's been a lot like building the plane as we've been flying it, because we have established and grown the WCS Hub and the Shelter Network in parallel," said Annabelle.

"The level of support we provide the network has increased significantly over time, and even more so during the past 12 months as WCS faced the global pandemic."

After eight years as CEO, Annabelle continues to be as enthusiastic and determined as ever to build an Australia where women are safe, secure, supported and equal.

"I'm such an optimist about the work of WCS, and my role as CEO has been the most important part of my professional career to date. I never take for granted the opportunity to work with amazing people across New South Wales. It makes such a significant difference to women and kids, which has been everything I could have imagined it to be and beyond."

**Previous WCS Annual Reports have focused on the significant work carried out by the Boards, Managers, Staff and volunteers across the network of seven shelters. This year, we highlight the stories of the incredible team who work tirelessly at the WCS Hub to support the establishment, opening and ongoing operations of each WCS Shelter, its transitional properties and the special programs on offer.**

Their hard work was even more evident during 2020 when staff had to navigate the challenges of COVID-19 alongside their normal roles and responsibilities.

Through commitment and dedication, WCS has opened seven shelters across NSW and are working with communities in Camden and Revesby to open two more by the end of 2021.

WCS has also opened Beecroft House and Mosman House (in the midst of the pandemic), providing safe and secure transitional accommodation

to women over 50, plus established another 17 smaller transitional properties.

The WCS Hub is integral to making the organisation a success. Staff take responsibility for the overall continuation and success of the network of shelters and help to ensure correct governance, policies and processes are adhered to.

The WCS Hub receives no government funding and all staff salaries are funded solely via philanthropic, corporate or community support.



**Left:** Shelter Manager meeting at the WCS Hub office. **Above:** Annabelle Daniel OAM, with Ian Lynch of Pacific Housing and Sue Mowbray of the Mercy Foundation at the Central Coast Forum on Older Women’s Homelessness, March 2021. **Below right:** James Griffin MP, Member for Manly visiting Mosman House.

“I’m such an optimist about the work of WCS, and my role as CEO has been the most important part of my professional career to date. I never take for granted the opportunity to work with amazing people across New South Wales and makes such a significant difference to women and kids, which has been everything I could have imagined it to be and beyond.”

– WCS CEO, Annabelle Daniel OAM

### Simone Parsons, Chief Operating Officer

Simone Parsons is the Chief Operating Officer (COO) at WCS and has worked for the organisation for six years, with more than 20 years’ experience in the homelessness and housing sectors.

The COO role supports the CEO and WCS Board to ensure key strategies developed are implemented. Simone’s role also involves leading the WCS Hub team to manage operations and support the growing Shelter Network in line with the WCS values and core purpose – to support women and children escaping homelessness or domestic and family violence.

### INCREASING TRANSITIONAL AND MEANWHILE USE HOUSING OPTIONS

Since joining WCS, a high priority for Simone has been to expand the WCS model and broaden the support we offer on either side of shelter accommodation, to improve and expand housing options for women leaving WCS Shelters.

Simone has led the development of an innovative ‘meanwhile use’ housing program that has provided transitional housing to over 120 women and children.

### PATHWAYS HOME

Simone is responsible for developing WCS’ Pathways Home Project – an innovative tri partite partnership to manage housing land-banked for future development, to provide transitional housing for women and children leaving emergency crisis accommodation.

This has been a successful partnership between WCS, PAYCE Foundation and community housing organisation Bridge Housing Limited.

The Pathways Home Project aims to break the cycle of homelessness by providing a pipeline of affordable properties for women and children leaving WCS Shelters, whilst they continue to receive outreach support from WCS qualified staff, enabling them to stay on track for a more secure future.

“We need to keep exploring the ways in which we’re partnering with community housing providers and the opportunities we have to extend our partnerships with local developers. It is a really important part of our work; we’re having to create those transitional and ‘meanwhile use’ housing resources from a base of nothing and need to keep increasing our offer,” said Simone.

“The growth in that space, over the last three years has been massive. Last year alone WCS saw a 294% increase in the number of places available in our transitional housing services, which is just incredible and a testament to the hard work of all involved.”

Additional achievements of Simone over the last six years include the opening of Beecroft House (2019) and Mosman House, which opened in the middle of the pandemic.



### Beecroft House

Beecroft House opened in August 2019 and provides safe and secure accommodation to 20 older women with a guarantee of permanent housing when they leave.

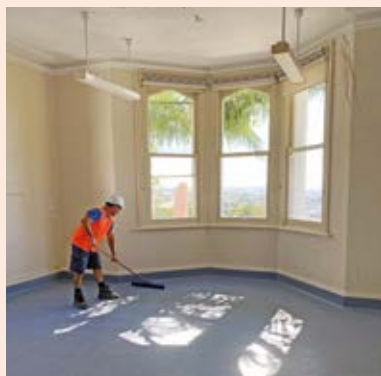
The project was a unique collaboration between WCS, Link Housing, National Projects and Maintenance, The Generous and The Grateful and supported by Twilight Aged Care.

Due to the success of Beecroft House, WCS replicated the project and opened a similar transitional property in Mosman in 2020.

### Mosman House

Mosman House opened in 2020 and was the second collaboration between WCS, community housing provider Link Housing and Twilight Aged Care who provided the facility rent free as holistic housing and support, for two years.

Mosman House is also connected to local allied health services who deliver support onsite to the women who reside there.



Limited availability of affordable housing is the greatest challenge facing homeless people in Sydney today and older single women are the largest growing cohort of homeless people in NSW.

“Both these housing projects were really powerful because they were partnerships between philanthropic organisations who wanted to take action. The fact we’re able to do that really quickly, without government involvement or funding, but which the government can look at and see what we’re doing can only help build trust for future projects that we might deliver in partnership with them,” concluded Simone Parson, WCS COO.

### SUPPORT AND ADVOCACY FOR WOMEN WITHOUT INCOME

Another issue close to Simone’s heart is assisting a particularly vulnerable group frequently seeking assistance – women with insecure residency or visa status.

Women in this group are particularly vulnerable to abuse as abusive partners can use sponsorship and support provisions in these visas to entrap women and enforce compliance with behaviours. These women are also frequently turned away from the existing shelter system as they cannot contribute client ‘fees’ towards their own stay or support. The result is that this group is one of the most significant seeking assistance from WCS.

“There’s a great deal of complexity in the women who approach us for support in that situation. But the key issue is that they’re not eligible for any social support, particularly housing or medical support and so emergency shelters are really one of their last resorts.”

Women with no income have an increasing complexity of needs

“**Temple & Webster’s vision is to make the world more beautiful one room at a time and we are very grateful for our partnership with WCS which allows us to do this for women and children when they are at their most vulnerable. WCS have taught us the value of nurturing, homely, beautiful surroundings in assisting with the healing journey and restoring self-respect for traumatised women.**

**The Mosman House project was particularly rewarding to see an unused hospital transformed into a calm, peaceful and beautiful environment for older women to rebuild their lives in transition housing before they move onto their reclaimed futures. We are grateful and honoured to play a small part in their healing journey. ”**



and a recent survey\* showed some of the significant complexities include the loss of work with no eligibility to receive income support; the limited housing options with no eligibility to access crisis accommodation services; the language barrier and associated limited understanding of the legal system and law enforcement; and the inability to change visas or return home during the pandemic.

\*Women's Safety NSW survey 2020.

### **SIGNIFICANT BARRIERS TO ACCESSING SAFETY AND SUPPORT**

Due to WCS' unique funding model, shelters are able to provide accommodation for this cohort of women at no fee. WCS Case Workers provide guidance and support to connect those women to specialist, legal and immigration services they need, and work with them to try and resolve their current status and work towards permanent residency.

WCS subsidises women with no income and supports them through their ongoing recovery. The shelters also help towards the costs of other essential items such as medical expenses, food, clothing and all the other support they need during their time in a shelter and beyond.

Simone has also spearheaded inclusivity as a core value of the WCS Network, leading the implementation of the WCS Reconciliation Action Plan (RAP), liaising with People With Disability Australia to audit shelters across the network and signing all shelters up to the Welcome Here program run by ACON.

---

**Above left:** Preparations at Mosman House.

**Left:** Receiving donations from Temple & Webster.

**Top right:** Lieske Dowd (right) and Tasmin Hill (left) celebrating National Volunteer Week.

---

### **Lieske Dowd, Business Manager, Capacity and Operations**

After the CEO, Lieske is the longest serving member of the WCS Hub, having joined the organisation in October 2014 as Administration Officer.

Due to the expanding nature of the Shelter Network, Lieske's role has developed and grown from providing administrative support to just the CEO to providing support and guidance to the Hub team, the entire Shelter Network, their Boards, Managers and staff.

As Business Manager – Capacity and Operations, Lieske primarily supports the COO, Simone Parsons, but also has responsibility for a variety of tasks including staff training, Department of Communities and Justice (DCJ) compliance, outcomes measurement support, policies and procedures support, HR and new shelter establishment.

Lieske works collaboratively with the WCS Shelter Network in the recruitment and training of staff and the implementation of core program activities.

### **CONNECTING THE NETWORK**

Lieske is passionate about facilitating peer support within the network. As part of the WCS Intranet service, she has created a number of forums to connect different roles across the network, including a Governance group, a Chair's group, a Shelter Manager's forum, a Child Support Workers forum, and an Office Administrators forum.

The forums are a place for the members of the WCS Network to communicate with their peers, to share ideas and new resources, and as a place to seek advice, discuss issues and find solutions.

“The support the Hub gives to all of the shelters is invaluable, and really sets us apart from other refuges



and services. There's that extra layer of assistance, support, help and guidance that we provide to the Shelter Boards down to the Shelter staff. It's a really supportive collaborative environment, which makes the whole greater than the sum of its parts," Lieske concluded.

---

### **Sue Cripps, Practice and Quality Lead**

As Practice and Quality Lead at WCS, Sue supports senior management and WCS staff to identify issues and trends that may impact on shelter service, outcomes, quality, safety and issues of compliance.

At WCS, Sue is responsible for providing expert practice and establishing and maintaining standards with the aim of ensuring the quality of support is continually improved. She is responsible for the creation and audit of all WCS policies, procedures and support plans and the underpinning of shelter practice in line with sector guidelines.

Sue said: “My role with WCS is to help support the Shelter Network and WCS services more broadly to consolidate and strengthen their practice approach and facilitate ongoing professional standards for the organisation. That includes their policy and procedures, and the tools and resources used, so that we support our shelters to develop a really strong and consistent evidence based service model.”

### COVID-SAFE POLICIES AND PROCEDURES

Following the outbreak of COVID-19 in 2020, Sue was instrumental in creating and implementing new COVID-safe policies and procedures across the network.

“During the pandemic, I worked with Hub colleagues to develop all the policies, procedures and the practice tools that the shelters required to keep the staff, women and children safe in the shelters. That ability to develop tools and resources to guide best practice, particularly in a crisis, was absolutely critical. The Hub had the capacity to help the shelters because they were so busy with core business and just keeping things going on the ground.”

Sue works two days a week and has been with WCS for two years.

### Madeleine Neely, Housing and Employment Pathways Coordinator

Maddy Neely is the Housing and Employment Pathways Coordinator at WCS and has been with the organisation for two years. Her role has two major areas of responsibility.

As Housing Coordinator, Maddy works closely with the COO to build relationships with community housing providers that can provide transitional housing and identify ‘meanwhile use’ opportunities to expand the Pathways Home Project.

“A key part of my role is to find ‘meanwhile use’ properties, that is, the use of underutilised, or vacant property for the purpose of providing secure and affordable housing for women and children on a temporary interim basis. This innovation makes it possible for WCS to provide transitional housing for women leaving shelter accommodation so that they can build a new life and future for themselves and their children,” explained Maddy.

Often empty or underutilised properties are hiding in plain sight and WCS is working to significantly expand their Pathways Home program to take advantage of them.

### INCREASING THE WCS HOUSING PORTFOLIO

Growing the WCS portfolio means women can transition through the shelter to new lives more quickly, freeing up shelter beds to allow WCS to support greater numbers of women seeking emergency help. It also enables women to build a tenancy history. WCS now has access to 19 transitional properties through partnerships they have developed which provide accommodation for families of up to five. This has grown from just three properties in 2018.

Since 2019, as part of the Pathways Home initiative, seven properties have been provided to WCS for use as transitional properties, which have housed 56 women. This includes Beecroft House (2019) and Mosman House which opened in 2020.

“Being here has made me realise that I’ve come from no security, no support, isolation, and loneliness to a place of security, total support – professional support. I am being fed, I am being clothed, I am being cradled.

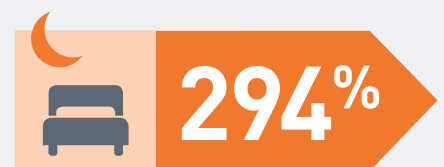
It is time now for me to reflect and to work hard on issues. I am more self-assured and confident. I can stand up and face the world. Where before I was falling apart. ”

– Mosman House resident

## The WCS Housing Portfolio

**In 2020, WCS refined the Pathways Home model to offer flexibility to a wide range of property owners and managers.**

**This resulted in a 294% increase in bed nights created, and a 179% increase in the number of women and children housed through ‘meanwhile use’ projects.**



INCREASE IN BED NIGHTS



WOMEN & CHILDREN HOUSED IN MEANWHILE USE PROJECTS



## EMPLOYMENT AND EDUCATION PATHWAYS

The other major aspect of Maddy's role is her work developing employment and education partners and pathways.

Women who experience domestic and family violence are more likely to experience extended periods of unemployment or disrupted education/employment. As a result of time spent out of the workforce, women may face barriers to finding a job such as limited or outdated qualifications, lack of experience, limited job search skills and low self-esteem. Domestic and family violence also has negative impacts on mental and physical health, reducing opportunities to find employment.

The aim of the WCS Education and Employment Program is to provide opportunities for women to build their skills, gain confidence, overcome barriers to employment and education and access supported pathways into work.

Maddy's role is co-funded by the Payce Foundation and Lendlease, via their Future Steps grant funding.



Above: The A W Edwards team at Mosman House.

## Nathalie Peacock, Head of Partnerships and Communications

Nat Peacock has worked for WCS since 2016 when she joined as Fundraising and Communications Manager. Like other positions within the organisation her role has evolved over time and she was promoted to Head of Partnerships and Communications in 2020.

Nat's role involves identifying, securing and fostering financial and in-kind support from partners, including corporate sponsors, trusts and foundations, private donors, philanthropists and the local community. As Head of Communications, she develops

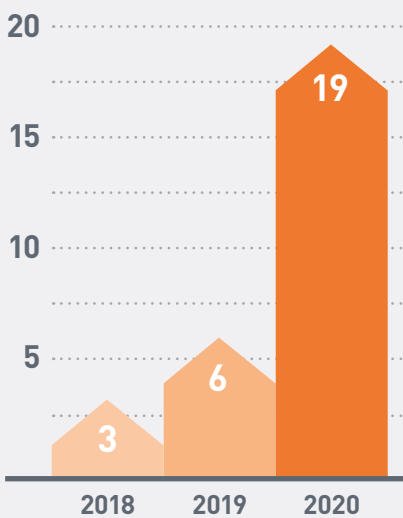
and implements internal and external communications to support WCS' core objectives.

"My role is quite diverse and has many responsibilities. A key objective is generating income for the charity whether that's developing corporate partnerships, engaging philanthropic organisations/foundations, or applying for grants. I'm also responsible for internal and external communications to ensure our key messages remain consistent across the network."

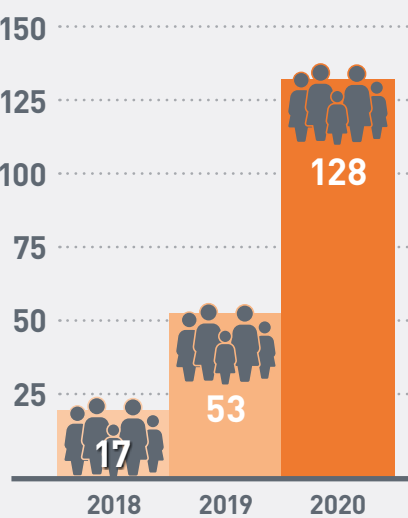
## CORPORATE SUPPORT

Nat's role also supports the COO with the end-to-end delivery of special projects. In 2020, this

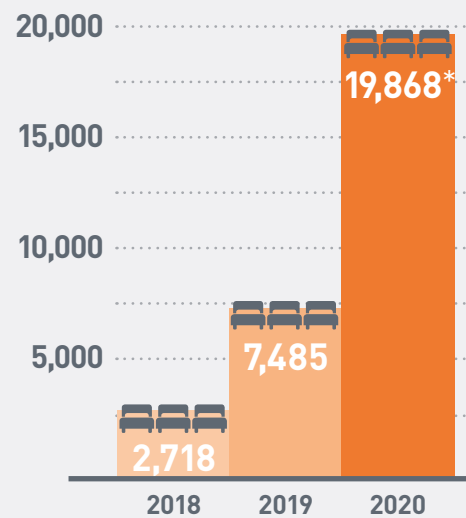
### TRANSITIONAL PROPERTIES AVAILABLE



### WOMEN & CHILDREN ACCOMMODATED



### BED NIGHTS PROVIDED



\*Includes PWS 'meanwhile use' shelter bed nights.



“The past 12 months has shown us how important it is to have face-to-face engagement. I’m hoping that the WCS Gala Dinner will help generate that connection again, that I think is fundamentally important to the work that we do.”

– Sallianne McClelland

included partnering with construction company A W Edwards and online homewares and furniture retailer Temple & Webster to help redevelop and refurbish Mosman House.

Through WCS’ ongoing capacity building at a local level, WCS has been able to draw out much needed corporate and philanthropic support for its shelters and Nat believes such support is crucial to WCS’ ongoing sustainability.

“Having the support of external partners is vital for WCS to undertake large projects like Mosman House. We simply couldn’t do it without the pro bono services and in-kind support that they offer. Even during COVID-19, the fact these two partners were willing and able to provide everything needed to turn a former hospital into a beautiful, safe space for older women speaks to the success of our model.”

**Above:** Sallianne McClelland delivering vital donations to the Shelter Network.

### **Sallianne McClelland, Director of Development**

Sallianne joined the WCS Hub in May 2019, after stepping down as the President of the Hornsby Ku-ring-gai Women’s Shelter, following five years’ service.

As Director of Development, Sallianne is responsible for sourcing revenue streams to allow WCS to achieve their mission and maximise their impact in the community.

#### **SOURCING INCOME**

As WCS’ predominant sources of funding are philanthropy and community fundraising, with Government contributing approximately 48% to our frontline services, Sallianne works with the seven Shelter Boards to help them educate their local communities about the need for sustainable income.

One of Sallianne’s key skills is the ability to mobilise a community to support and invest in their local Shelter and she now uses this skill to promote the work of the WCS Hub and secure funding for vital operations and core activities.

“A large part of my role is to introduce the community to WCS and to build a better understanding of what the Hub does and that we need funding, community, philanthropic and corporate support for the programs that we facilitate out to the network.”

#### **DIGITAL FUNDRAISING IN 2020**

Following COVID-19 and the cancellation of many face-to-face fundraising events, the need for Shelters to have a digital fundraising presence became vital and Sallianne has been instrumental in supporting the Shelters with this.

“I worked with each shelter to establish an online digital giving platform. The Hub was also the recipient of significant community giving, which gave us the opportunity to move that funding out to the shelters that needed it.”

#### **COMMUNITY ENGAGEMENT**

Sallianne believes community engagement is key to addressing the issues of homelessness and domestic and family violence.

“The past 12 months has shown us how important it is to have face-to-

face engagement. I'm hoping that the WCS Gala Dinner will help generate that connection again, that I think is fundamentally important to the work that we do."

The WCS Gala Dinner will be held on Thursday 25th November 2021 and will be the first major WCS Hub event following the outbreak of COVID-19.

---

**Donna Cavanagh,  
Manager of The Sanctuary  
– The Hills Women's  
Shelter (2016 – 2020)**

Donna Cavanagh was Shelter Manager of The Sanctuary – The Hills Women's Shelter, from 2016 until 2020, and has now transitioned to working at the WCS Hub.

The Sanctuary – The Hills Women's Shelter is the fourth shelter in the WCS Network and provides temporary, supported accommodation and responsive case work for women and their children who are experiencing domestic violence or homelessness in Sydney's North-West.

A survivor of domestic family and partner violence herself, Donna has a unique understanding of how to support the needs of the women and children who transition through the shelter.

**TRAUMA-INFORMED  
DESIGN**

The Sanctuary opened in April 2016 and can accommodate six clients. It was the first bespoke shelter in the WCS Network and its design was trauma-informed.

Trauma-informed design integrates the principles of trauma-informed care into design with the goal of creating physical spaces that promote safety, well-being and healing.



**Child Support  
Program**

As one of the five WCS family shelters, The Sanctuary has a dedicated Case Worker to implement the WCS Child Support Program.

The Child Support Program provides support to vulnerable children as they transition through their shelter stay, from crisis into long-term housing. It also connects children to support services and to work with mothers to develop positive relationships and parenting models. It also provides support, for kids who need it, to access culturally appropriate support services.

As Donna explained, "The WCS Child Support Program assists children with their developmental stages. It identifies any child protection needs and develops specific programs and ensures every child has a goal directed case plan to meet individual needs and connects them with appropriate services."

The Program provides support to vulnerable, marginalised and disadvantaged families

by enhancing the social and living skills of children and young people staying in shelters. It also enhances community safety and well-being by assisting with re-integration into the community and reconciliation with their families.

**Outreach and  
COVID-19**

The WCS Outreach Program supports women and families who have experienced domestic violence or abuse as they transition from crisis accommodation to independent living. The ongoing support of WCS Case Workers allows women to continue to work towards their support goals and on improving their mental and emotional well-being.

The Program also provides capacity for early intervention as Shelter staff can support local women who haven't yet been accommodated in shelter, but who need support to stay safe or maintain their accommodation.

Both these programs rely on philanthropic support to pay for Case Worker hours.



**Left:** Students taking part in WCS' Walk the Talk and Chores for a Cause campaigns.



In 2020, COVID-19 had a huge impact on the WTT Program. The outbreak and implementation of social distancing restrictions in April meant that Walk the Talk couldn't be actioned in schools in the latter half of the year, and so Dannielle came up with the Chores for a Cause Campaign as a way to keep schools and students engaged.

### CHORES FOR A CAUSE

Chores for a Cause encouraged kids to help out around the house in gender atypical ways (asking girls to take out the bins or boys to do the washing). As Dannielle explains, this was to create a way to build young people's awareness of domestic violence and women's homelessness and also raise funds for the WCS Shelter Network.

"Despite the challenges of COVID-19, with schools being closed for months, many still chose to find ways to support their local WCS Shelter and I have been genuinely moved by some of the work students have done to assist women and children in need."

Due to the success of Chores for a Cause, it will now be an annual WCS campaign, which takes place every September.

### Dannielle Miller OAM, Director of Education and Special Projects

Dannielle Miller is responsible for WCS' community-based prevention and education program – Walk the Talk (WTT), which has continued to evolve in 2020.

#### WALK THE TALK

Walk the Talk is a pioneering program that builds high school students' awareness of domestic violence and homelessness. The Program is delivered in schools across Sydney in the form of onsite workshops where students learn and discuss positive relationships and build student action from there.

It empowers students to support the women and children in their community by 'adopting' their local WCS Shelter, raising funds,

volunteering and donating in kind. Launched in 2019, this initiative is now in its third year and despite the challenges of 2020, is proving to be incredibly popular with the schools that take part.

The Walk the Talk Program differs from other respectful relationship and domestic violence awareness programs in two key ways. It has a high level of student engagement and a strong community based action element which helps sustain the students' learning.

Post COVID-19, the WTT Program has shown significant growth across the WCS Network, with participating schools remaining and new schools joining the Program\*, engaging approximately 3,200 students – an increase of 59% on the initial pilot program.

\*See WTT 2020 graphic far right.

---

**Jack Ellis,  
Education Officer**

In 2020, Jack joined the WCS Hub in the role of WCS Education Officer, working in a casual capacity to support the implementation of the Walk the Talk Education Program across NSW.

Jack co-presents the Walk the Talk workshops and has important conversations around domestic violence, gender equity and relationships.

“I’ve been really fortunate to be able to head into schools and really connect with young people. I have some tough conversations around gender equity, respectful relationships and masculinity, learning to break those myths like ‘all tough men need to have six packs’ and ‘boys don’t cry’ and I feel really privileged to be in that position.”

Jack believes, “It’s all about education at a grassroots level and really promoting healthy and respectful relationships between men and women, and just positive reinforcements and letting students know that it’s okay to be who they are. They don’t have to try to be someone else or look like someone else in order to be a certain type of person.”

---

**Genevieve Sini,  
Outcomes Officer**

Gen Sini is the WCS Outcomes Officer and is responsible for WCS’ client management system, known as CIMS (Client Information Management System).

Gen has worked for WCS in a part-time capacity for three and a half years and is also studying for a Bachelor of Science with a Program in Neuroscience and a Major in Psychology.

**WCS OUTCOMES**

As the WCS Outcomes Officer, Gen convenes and coordinates WCS’ data governance to support evidence building including evaluation, client performance reporting and the analysis of all WCS’ Shelter statistics for annual reporting. She also uploads this information to the Australian Institute of Health and Welfare (AIHW).

As Gen explained, the main component of her role is making sure everything runs smoothly with CIMS.

“This involves support to the WCS Hub, Shelter Managers and staff, and creating reports for Boards, as well as training, when we get new staff on board. I also support the Network staff to do their monthly upload to the AIHW, which is how we do our government reporting,” said Gen.

The AIHW is an independent statutory agency, which produces authoritative and accessible information and statistics to inform and support better policy and service delivery decisions, leading to better health and well-being for Australians.

WCS submits monthly data to the AIHW to help inform best practice within the domestic violence and homelessness sectors.

Gen’s role is an integral part of the WCS Hub as her knowledge of CIMS allows greater access to vital statistics and information about WCS clients as they journey through a WCS Shelter.

The benefit of using a client management system like CIMS is that it allows a greater understanding of WCS’ impact for women in their service and has transformed case management for their staff, creating a platform that has allowed for improved

# Walk the Talk 2020

**Bayside  
Women's  
Shelter**

Randwick Boys  
High School  
(Year 2)  
South Sydney  
High (Year 2)

**The Haven  
– Nepean  
Shelter**

Emmaus Catholic  
College (Year 2)  
Kingswood High  
School (Year 2)  
St Dominic's  
College (Year 1)  
St Paul's Grammar  
School (Year 2)

**Hornsby  
Ku-ring-gai  
Women's  
Shelter**

Asquith Boys  
High School  
(Year 2)  
Barker College  
(Year 2)  
Pymble Ladies  
College (Year 1)

**Northern  
Beaches  
Women's  
Shelter**

Stella Maris  
College  
(Year 2)

**Parramatta  
Women's  
Shelter**

Tara  
Anglican  
Girls School  
(Year 1)

**The  
Sanctuary –  
The Hills  
Women's  
Shelter**

Oakhill College  
(Year 2)  
Bede Polding  
Catholic College  
(Year 2)

reconciliation in case management throughout the network.

As a homelessness charity, a major focus of Gen's work is reporting on housing outcomes, but WCS also looks at outcomes in employment and education, transitional housing and outreach and Gen ensures the extracted data is of good quality.

"By mapping progress against key outcome areas, such as a woman's personal goals and their engagement in the service, CIMS can highlight key client outcomes such as; safety, housing, education and employment, self-efficacy, law and justice, mental and physical well-being, parenting and social connection.

The data collected through the longitudinal follow up program not only strengthens WCS' understanding of the impact of their work, but also allows WCS staff to reach out to women who may need assistance.



### **Tasmin Hill, Administration Officer**

Tasmin Hill joined WCS in September 2020, towards the tail end of COVID-19 and supports the WCS Hub and Shelters as WCS' Administration Officer.

"I came into the role in September, when things were starting to slightly return to normal. I joined at a time when COVID policies and procedures had already been implemented and had been successfully working for around

six months. So, I really began my role piggybacking off the great work that was in place, which made my life easier," said Tasmin.

The implications of COVID-19, with shelter communication being carried out virtually and remotely, meant Tasmin had to get up to speed quickly with all the technical support required during that time.

"At first, in terms of shelter support, I helped a lot with setting up Shelter Managers meetings and staff Zoom meetings. The constant 'check ins' with staff and that regular stream of communication was really important during that time.

I also assisted with getting donations of things like face masks, hand sanitiser and antibacterial wipes and things that the shelters needed, but didn't have time to source, and might need if there was a COVID-19 case or someone tested positive in the shelter, which luckily no one did.

The value of WCS is huge. It's such an interesting model and there is something really powerful about the local community having ownership of a shelter and being invested in its success. The work of the WCS Hub is unique and each shelter having access to that oversight, support and guidance in so many different capacities, like admin, finance, HR, fundraising, partnerships, service delivery, outcomes reporting, is just incredible.

What I've really come to value about WCS, is that it is client centered and there is flexibility in the approach. The WCS service had to meet the restrictions of COVID-19, but it also worked hard to meet the needs of the clients as well."



## Different Client Groups

**WCS supports a number of different client groups during their stay in a crisis shelter and/or transitional property**

### **UNASSISTED CLIENTS:**

Any person who seeks services from an agency and does not receive any services. Services include the provision, referral, or assessment of needs for services.

### **ASSISTED CLIENTS:**

A client who receives formal support during the intake/assessment process but who is not then accepted into shelter. This may include advice and information, advocacy and liaison or a formal referral to another organization.

### **ACCOMMODATED CLIENTS:**

A client that is accommodated in shelter (short-term/emergency accommodation).

### **OUTREACH CLIENTS:**

A client that receives support but is not receiving short-term or emergency accommodation. This is usually, but not always, a client that has transitioned through shelter and is now receiving support in a reduced capacity whilst accommodated elsewhere.

### **TRANSITIONAL HOUSING**

**CLIENT:** A client that is currently being accommodated in a transitional housing property which has been arranged/managed by WCS. All clients that receive transitional housing also receive outreach support. This includes clients at Beecroft House and Mosman House.

# Financial Highlights

## REVIEW OF 2019/20 FINANCIAL YEAR

In response to the COVID-19 pandemic, with a greater awareness of increasing rates of domestic violence, WCS received additional funds from both new and existing supporters. It was our experience that individuals, philanthropists, companies and the NSW Government stepped up their support of women facing domestic violence. This allowed WCS to safely service women and their children in need, by redesigning some aspects of service delivery with an outreach focus (whilst shelter occupancy was limited by social distancing regulations).

### DURING THE YEAR:

- We had seven shelters in operation. Shelters are funded from a mix of NSW Government grants, as well as donations from individuals, corporate partners and philanthropic trusts.
- There was an expansion of wrap-around programs to shelters, funded by giving. These include our outreach, child support and transitional housing programs.
- The WCS Hub and Walk the Talk were funded exclusively from donations.

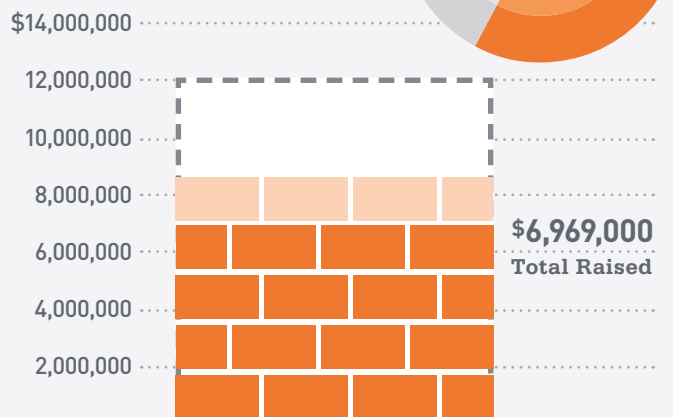
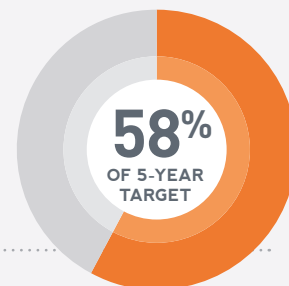
The surplus for the year was \$1.03 million, which came from donations. This surplus will serve future WCS Hub and shelter commitments. The 2020 result consolidated WCS' financial platform and enabled the commitment to expand the Shelter Network from seven to nine.

The audited balance sheet at 30th of June 2020 shows a net asset position of \$5.9 million. Whilst the health of the balance sheet has improved over the past year, all funds are fully committed towards future shelter and WCS Hub costs. In fact, as described in the fundraising targets of this report, there are significant funds still to be raised to meet 5-year commitments including the planned expansion of the Shelter Network.

There remains a necessary focus for fundraising in the long term, to support the ongoing work (and associated financial commitments) of WCS and its Shelters, as the Network grows to meet community need.

WCS' Directors have declared the organisation can meet all commitments as they fall due in the audited financial report, which is available in full at the Australian Charities and Not-for-profits Commission website ([acnc.gov.au](http://acnc.gov.au)) via the 'Find a Charity' function.

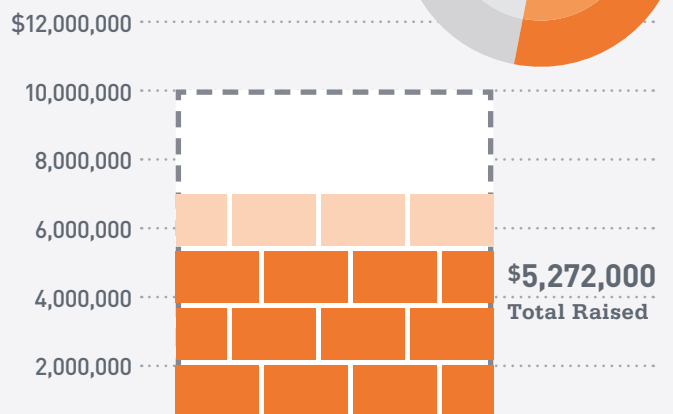
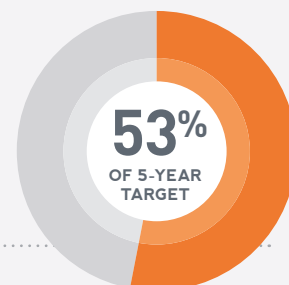
## WCS Hub Fundraising



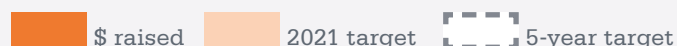
### PROGRESS



## Shelters Fundraising



### PROGRESS



# With Thanks to Our Supporters



**Thank you to our donors and supporters for helping us in our vital work, assisting hundreds of vulnerable women and children escaping homelessness and domestic and family violence.**

**We are empowered by the generosity of our local community, philanthropic, corporate, government, partners, stakeholders and individual supporters.**

**Your support is critical to our effort and our work would not be possible without you.**

## PHILANTHROPIC SUPPORTERS

- AMP
- ANZ Community Foundation
- ANSVAR
- ATF Global Discretionary Descendants Trust
- Ave Fenix Pacific Foundation
- Bronze Capital Management
- Build Your Descendants Pty Ltd
- Charles Warman Foundation
- Edwards Estate
- Elizabeth Gilbert
- Equity Trustees
- Fidelity Foundation (UK)
- 4Bevans Foundation
- Gandel Philanthropy
- Gene Pty Ltd (Alistair Hanley)
- Goodman Foundation
- Gray Family Foundation
- Hedgefunds Rocks
- Hogan Family Foundation
- Hummingsong Community Choirs
- Hunt Family Foundation
- ING
- Jante Korringa
- James Kirby
- JBWCEF – Sean Triner Gift Account
- Kathryn and Timothy Uther
- Lenity Australia
- LUCRF Super
- Macdoch Foundation
- Macquarie Group Foundation
- Maddocks
- Mercy Foundation
- Momento Foundation
- Mostyn Family Foundation
- Mutual Trust
- Neilson Foundation
- Pater Pty Ltd ATF The George and Mary Beswick Fund
- Patricia Canturi
- PAYCE Foundation
- Perpetual
  - Adolph Basser Trust
  - Baxter Charitable Trust
  - Estate of the Late Patrick Brennan
  - JLDJS Foundation
  - Mary Alice Foundation
  - Myee Codrington Foundation for Homeless Women
  - Ronald Geoffrey Arnott Trust
  - The Clark Family Foundation
  - The Isabel Sims Endowment
  - The Palmdale Trust
- PwC Australia
- Our Lady of Mercy College Parramatta

- Restore Hope Foundation
- Roberts Family Foundation
- Roberts Pike Foundation
- Roey Higgs
- Ro Markson
- Sisters of Mercy Parramatta
- Sisters of Mercy – St Michael's Fund
- Skrzynski Sky Foundation
- St.George Foundation
- StreetSmart Australia
- The Fred P. Archer Charitable Trust
- The Horizon Foundation
- The Paul Ramsay Foundation
- The PwC Foundation Trust
- The Snow Foundation
- Tribuo Foundation
- Westpac Group Foundation
- Wiggs Foundation

## CORPORATE SUPPORTERS

- Able Doors
- Apero Label
- A W Edwards
- Bankstown District Sports Club
- Bendelta
- Bittini Pty Ltd
- BUG Communications
- Camilla
- Campsie RSL Club
- Canterbury Hurlstone Park RSL Club
- Canterbury League Club Limited
- Chanel
- ClubGRANTS
- Colette
- Commonwealth Bank of Australia
- Credit Suisse
- ECOdirect
- Greenbox Architecture
- Humanitix
- Hunter Mason
- I=Change (and all online retail supporters)
- In Bed
- IOOF
- Jeep
- Kernel Property
- KPMG
- Lendlease – FutureSteps
- Link Housing
- Macquarie Bank and the Macquarie MSIS Higher Purpose Team
- National Projects and Maintenance
- PAYCE
- PAYCE Foundation
- Redhat APAC
- Revesby Workers Club



- Salesforce
- SC Johnson
- Temple & Webster
- TGH Operations and Management
- The Laughing Pug
- The Just Group
- Vivcourt
- Westpac Group

### GOVERNMENT SUPPORTERS

- Bayside Council
- Camden Council
- Commonwealth Government
- Department of Communities and Justice
- NSW State Government
- Parramatta City Council
- Service NSW

### PRO BONO/IN-KIND

- 1825 Interiors
- AW Edwards
- Bridge Housing
- By Johnny
- Evolve Housing
- Frasers Suites Sydney
- GWS Giants
- John Kell – Hicksons Lawyers
- King Living Foundation
- Link Housing
- Maurice Blackburn
- Parramatta Centenary Uniting Church
- PAYCE
- QIC
- Stellar Magazine
- Sydney Harbour Federation Trust
- The College (WSU)
- The Generous and The Grateful
- Twilight Aged Care
- Two Good
- Western Sydney University
- Women's Legal Services

### WORKPLACE GIVING

- Baker McKenzie
- Blackmores
- Greenhill
- Guardian Australia
- Hometrack Australia
- National Australia Bank Ltd
- PwC Australia
- Sumitomo Mitsubishi
- Banking Corporate
- Suncorp Group
- Westpac



Above: WCS CEO Annabelle Daniel OAM, receiving a donation from Revesby Workers Club towards Biyani House – Revesby Women's Shelter.

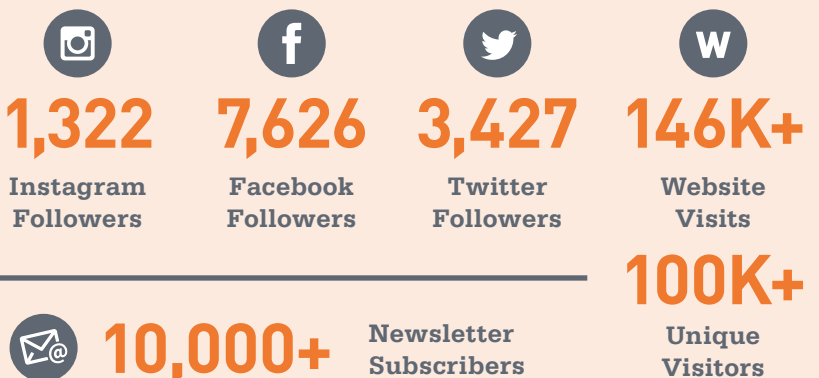
**We also thank those who have chosen to remain anonymous, we gratefully acknowledge the support.**

### ONLINE SUPPORT

The reach of WCS extends beyond our front-line services and programs, with many women turning to our website and social media channels for information and support.

In 2020, WCS extended their Social Media presence by joining Instagram and currently has 1,322 followers.

### WCS ONLINE SUPPORT:



# Accountability & Contacts

---

## WOMEN'S COMMUNITY SHELTERS LIMITED

Public Benevolent Institution with  
DGR1 (Deductible Gift Recipient)  
Status ACNC registered.

## ACCOUNTANTS

Purpose Accounting  
583 Elizabeth Street  
Redfern NSW 2016

## AUDITORS

SDJA Audit Specialists  
PO Box 324  
West Pennant Hills  
NSW 2125

## SOLICITORS

Hicksons Lawyers  
Level 32, 2 Park Street  
Sydney NSW 2000

## OFFICE

418a Elizabeth Street,  
Surry Hills NSW 2010

**m:** 0434 317 107

**t:** (02) 9539 6859

ABN: 54 153 006 556

ACN: 153 006 556

## Contacts

**For more information about  
the important work of WCS:**

**w:** [www.womenscommunityshelters.org.au](http://www.womenscommunityshelters.org.au)

**e:** [hello@womenscommunityshelters.org.au](mailto:hello@womenscommunityshelters.org.au)

**m:** 0434 317 107

**t:** (02) 9539 6859

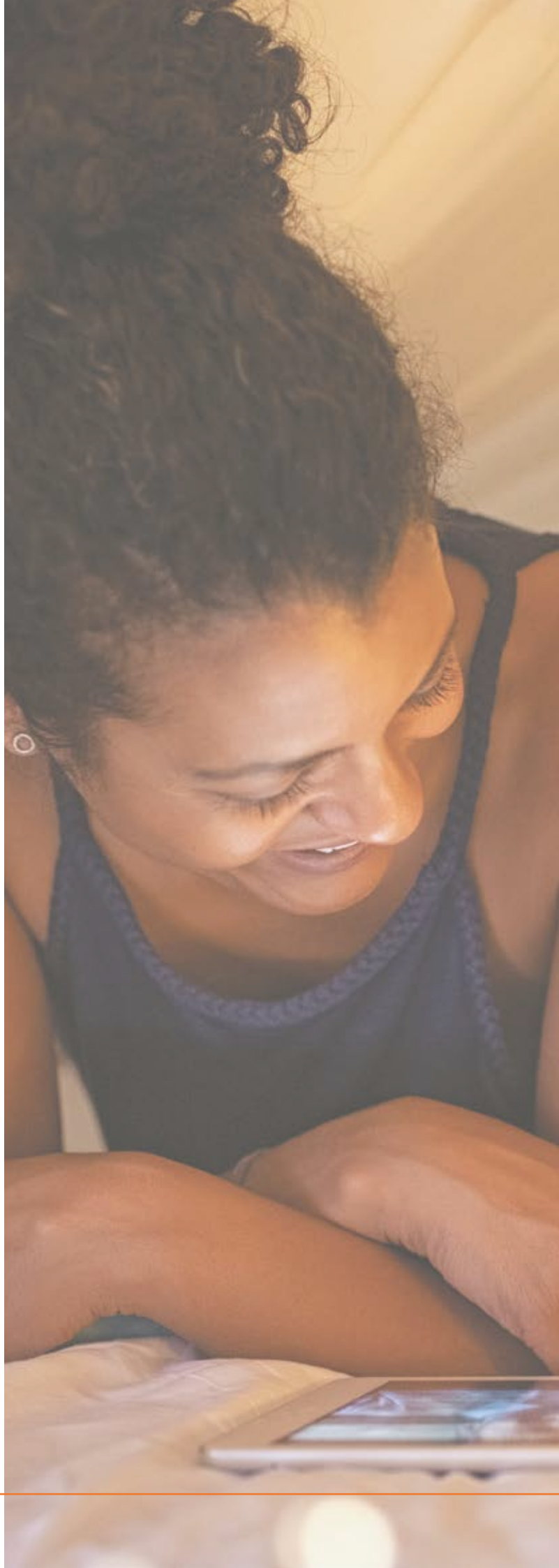
 WomensCommunityShelters

 womenscommunitysheltersau

 @WCS\_CEO

**TO DONATE PLEASE VISIT:  
WOMEN'S COMMUNITY SHELTERS**

[www.womenscommunityshelters.org.au](http://www.womenscommunityshelters.org.au)





**TO DONATE PLEASE VISIT:  
WOMEN'S COMMUNITY SHELTERS**

[www.womenscommunityshelters.org.au](http://www.womenscommunityshelters.org.au)

**w** [www.womenscommunityshelters.org.au](http://www.womenscommunityshelters.org.au)

**e** [hello@womenscommunityshelters.org.au](mailto:hello@womenscommunityshelters.org.au)

**m** 0434 317 107 **t** (02) 9539 6859

**f** WomensCommunityShelters **t** @WCS\_CEO

**i** [womenscommunitysheltersau](https://www.instagram.com/womenscommunitysheltersau)

