



ANNUAL REPORT

2021 – 2022

"Bridging the gap
from Homelessness
to home"



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The 2021–22 Annual Report of the Wollongong Homeless Hub and Housing Services Inc. (WHH&HS) is prepared in accordance with legislative requirements. It summarises the performance from 1 July 2021 until 30 June 2022.

On 30 September 2021, formally known as Wollongong Emergency Family Housing (WEFH), the organisation business name officially changed to Wollongong Homeless Hub and Housing Services Inc. (WHH&HS)

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Version: 1 November 2022

Acknowledgement of Country

Dharawal Nations

Wollongong Homeless Hub and Housing Services operates in the Illawarra region in which the many tribes of the Dharawal nations reside. WHH&HS acknowledges the traditional custodians of the land. We pay our respects to all elders, past, present, and emerging and extend that respect to all Aboriginal people.



Vision, Mission and Values

Our Purpose

To bridge the gap from homelessness to Home

Our Mission

To alleviate distress and empower vulnerable people from all backgrounds who are homeless or at risk of homelessness and support them transition from homelessness to home.

Our Vision

To be a voice for a diverse homeless community, that includes individuals, families, and young people, experiencing homelessness or at imminent risk of homelessness. To assist individuals and families make the transition from homelessness to home.

Our Aims

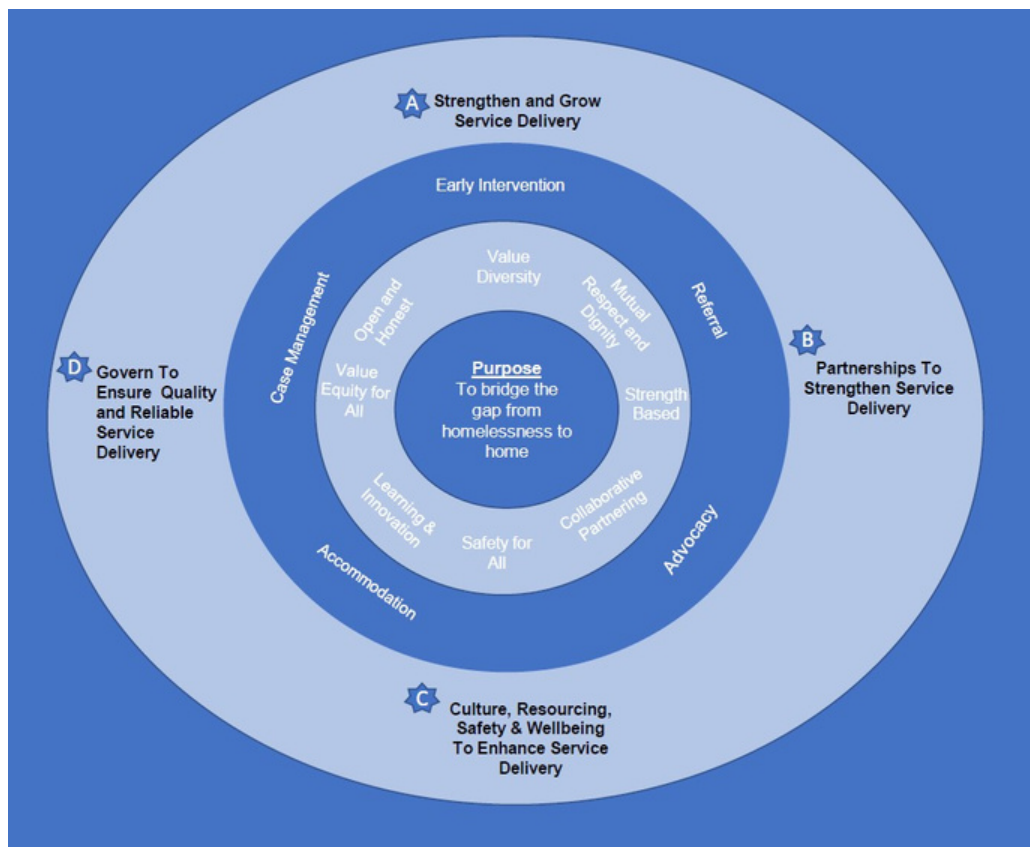
In line with Wollongong Homeless Hub and Housing Services (WHH&HS) aims, to provide a service whose aim is to support families and individuals in crisis.

Assisting them to achieve a level of independence that enables them to re-engage with their local community and live independently.

The Service achieves these aims by using an integrated collaborative service delivery model that identifies and responds appropriately to the needs of families and individuals, beyond that of providing shelter.

Our Values

- We recognise and value differences based on race, culture, language, gender, age, sexual orientation, ability, religion /spirituality.
- We recognise and respect value differences in people’s levels of communication, which may be linked to their culture, upbringing, or individual traits.
- We treat each other with mutual respect and dignity.
- We are open and honest in our communications.
- We promote a positive work environment and avoid adversarial relationships.
- We act ethically and with integrity.
- We create collaborative partnerships that benefit our community.
- We focus on the strengths and interests of the people we serve, and work for a fair, just and sustainable society.
- We encourage innovation that supports life-long learning.
- We lead by example.
- We learn and grow from community connections.
- We support every individual’s equal right to optimum level of health, dignity, and respect.



Introduction

Wollongong Homeless Hub and Housing Services (WHH&HS) is a registered not-for-profit charity with Deductible Gift Recipient Status and Registered Community Housing Provider – Tier 3.

WHH&HS supports families and individuals who are homeless or at risk of homelessness to either keep their existing accommodation or attain and keep new tenancies through a combination of early intervention, case management, referral, advocacy and information.

We continue to use a collaborative, client-centred approach to case management and support. Clients often have complex and diverse needs, and the service ensures that the process remains flexible in order to meet the individual requirements of each family or individual. WHH&HS identifies the importance of client 'self-determination' and encourages clients to identify their own needs and make informed decisions about services that can best assist them in achieving their goals.

WHH&HS is not about ticking boxes; it's about providing practical support to prevent the cycle of homelessness and assist people escape the cycle and assist them from 'homelessness to home'. WHH&HS comprises of four service delivery. These streams are displayed on the table on the following page.



Our Programs	Accommodation
<p>Homeless Hub Crisis Response</p> <ul style="list-style-type: none"> • Drop in Support • Crisis Management • Face to Face Support • Referral • Advocacy • Breakfast and Food Support • Telephone Support • Outreach 	
<p>Supported Temporary Accommodation</p>	<p>Crisis Accommodation</p>
<p>Community Movers</p>	
<p>Transitional Properties</p> <ul style="list-style-type: none"> • Case Management • Tenancy Support • Education and Living Skills 	<p>Transitional Accommodation</p>
<p>Glider Pre / Post Support</p> <ul style="list-style-type: none"> • Early Intervention • Targeted Support • Intensive Case Management • Proactive prevention to homelessness 	<p>Social and Community housing and private rental market</p>
<p>Rent Choice Youth</p> <ul style="list-style-type: none"> • Tenancy support 	<p>Rent in private market</p>
<p>Together Home</p> <ul style="list-style-type: none"> • Transitioning long term, rough sleepers to long term housing with support 	<p>Community Housing</p>
<p>Assertive Outreach</p>	<p>Rough / Street Sleepers</p>

Wollongong Homeless Hub

The Wollongong Homeless Hub (WHH) is an integral part of the Illawarra region, helping and supporting people in housing crisis. WHH assists many different client groups, including people fleeing domestic violence, single males and females, single parent families, people from culturally and linguistically diverse backgrounds, Indigenous, refugees, new settlement, youth and those who have considerable barriers to obtaining private housing, those recovering from drug or alcohol addiction, people living with mental health and those exiting correctional services.

The WHH provides a unique service for our clients, which includes:

- Face-to-face and telephone support so people in crisis can get seamless, integrated assistance and access to the most appropriate service to meet their needs.
- We provide access to funded homelessness, health, legal, housing, financial, advocacy and support services in the Illawarra. Referrals to appropriate services to help prevent client fatigue and having to repeatedly tell their story.
- Centrelink and other agencies attend the Hub at regular times.
- Illawarra Legal Centre attends the Hub weekly.
- Aboriginal Medical Service.
- Illawarra Retirement Trust (IRT) provides a worker one day per week, connecting aged service participants.
- We provide haircuts, shower and laundry facilities for homeless people of all ages.
- We provide breakfast Monday to Friday through our breakfast program.
- We provide a low-cost community-based removalist service through our Social Enterprise 'Community Movers'.
- Assistance with searching for private rentals, including access to computers, photocopier, telephones, fax and email.
- Culturally specific workers will be available at regular times.
- Referral and advocacy.
- Food support.
- Assertive Outreach.

Clients at 'The Hub' are able to access multiple agencies from a single point. Computers, photocopiers, and telephones are offered free of charge to people accessing services. Community engagement officers are available for support and other support services are also available to clients.

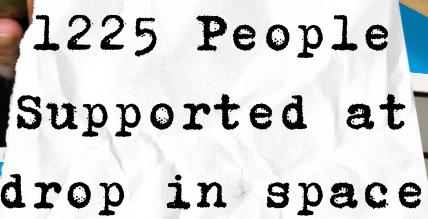
Statistics




7494 Frozen
Meals
Provided



4160
Breakfast
Packs
provided




1225 People
Supported at
drop in space



3427 Nights
provided in
transitional
housing



1300
Toiletry
packs



4702 Crisis
Accommodation
Beds

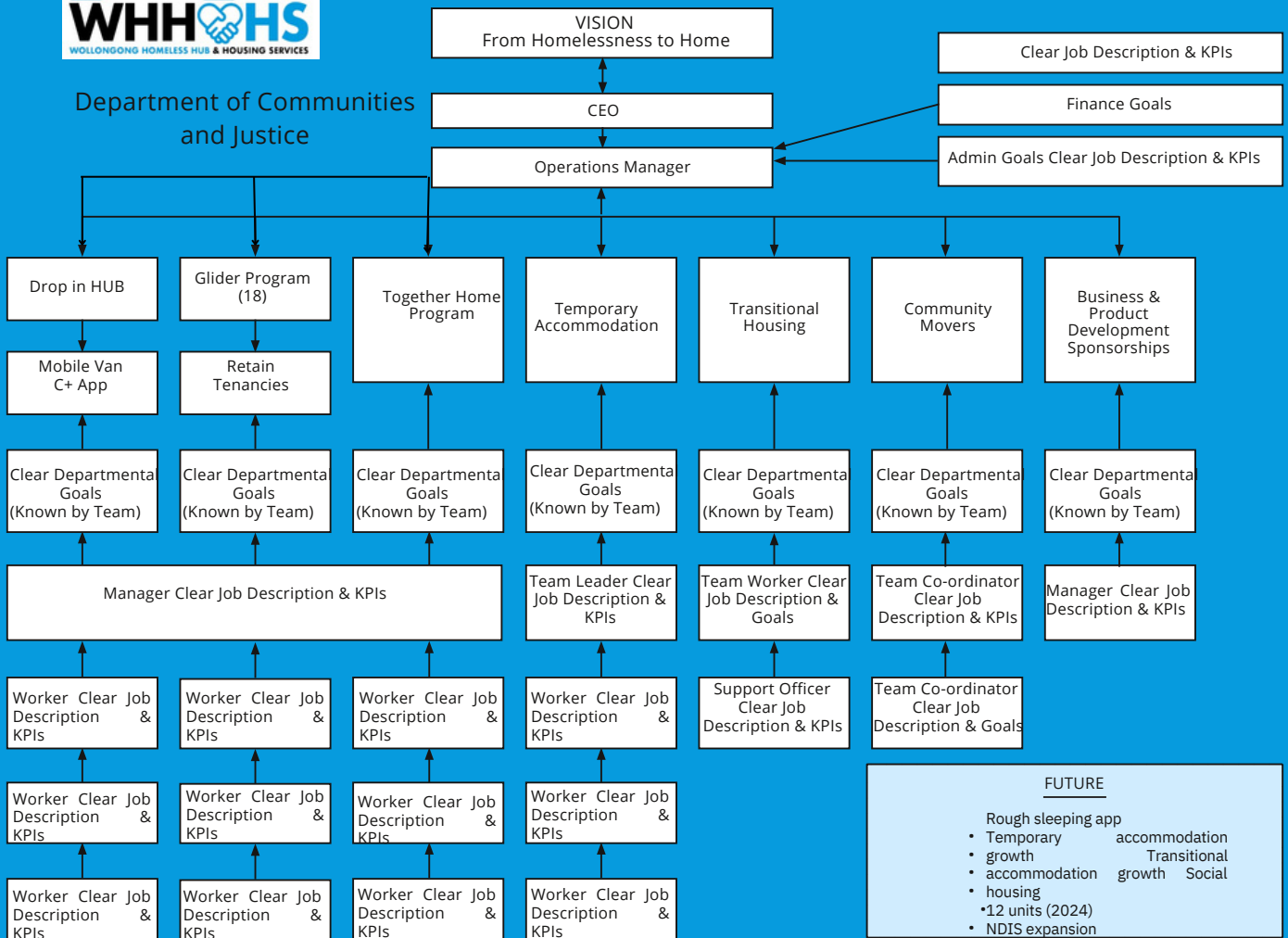
Management Committee and Staff

Management Committee Members

Jane Milinkovic	President
Mark Evans	Vice President
Michael Johnson	Treasurer
William (Bill) Simpson	Secretary
John Chesher	Committee Member
Amanda Reviglio	Committee Member
Lynton Nicholas	Committee Member



Department of Communities and Justice



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Volunteers

We have a wonderful team of volunteers who help to make breakfast packs, sort donations which include clothing, non-perishable goods and toiletries. They also create food packs which are given out to our rough sleepers. Volunteers also attend our events and at our busiest time of the year, Christmas, they assist with our hamper packing.

Chairpersons/ Presidents Report

Jane Milinkovic

2022! Where did the year go...?

My first year as Chair, and fourth as a Board Director, I take this opportunity to reflect over the gains, the challenges and the learnings, but most importantly the roll-out of many of the Organisations ever developing strategies and visions, as we continue to strive for an end to Homelessness and the risks to those that face Homelessness.



2021-2022 has seen a strengthening of the Organisations financial base in line with the strategic direction that was established in recent years past. This places the Organisation in strong stead to continue as an area leader in the provision of homelessness services.

Securing our first patch of dirt in Corrimal, we are now well underway with the design and planning stages of developing the site, which will see the Organisation deliver another 12 dwellings by March 2024. This project has sewn hope and enthusiasm into our amazing staff, leadership team & CEO to continue the hard work, knowing what we deliver makes a difference to a greater reach of those in need.

We have also seen an extension of our reach, through the launch of the Mobile Van. From the humble beginnings of the Organisation offering a drop-in hub space to the more extensive hub space we have held in recent years in Keira St which has seen the delivery of support services strengthened, to now taking the Hub to the people! Partnering with other valued local support services in the area, the Mobile Van provides us greater ability to reach where there was no reach before. The Organisation has been humbled by the generosity of the family that provided the funds for the Mobile Van to become a reality.

Challenges? Of course, there has been challenges! The complexities of Homelessness can often be confronting to the community. Engaging with and educating the community remains part of our commitment to deliver services in a respectful and caring way to all. Supporting our staff through critical incidents, the on-going challenges of Covid-19 and the growth of the Organisation and the growing pains that can arise, will continue to remain a focus for the Board into 2023.

As a growing Organisation, the Board's focus this year was on strengthening governance through the establishment of two sub-committees: a Risk and Audit Committee and a Property Working Group committee. It has been gratifying to see other Board members take the lead in overseeing these sub-committee requirements. I would like to thank all Board Directors for their commitment of both time and expertise to these committees. A lot of time is spent weekly overseeing the Organisations governance to ensure adequate support is provided to our committed CEO, Mandy Booker.

On behalf of the Board, I extend a warm thank you and ongoing gratitude to our CEO Mandy Booker, for her continuing strength in leadership of the Organisation, its staff and for her care for those at the receiving end of our services.

Finally, thank-you to the Board of Directors, Mark Evans, Michael Johnson, Bill Simpson, Armando Reviglio, and new Directors Lynton Nicholas and John Chesher for their on-going commitment and contributions.

As the Organisation, and all its parts, move into 2023, we do so with our purpose front of mind!

Let's continue to Bridge the gap from Homelessness to Home.

CEO Report

Mandy Booker

AGM Report 2021/22–What a rollercoaster this year has been, with as many highs as we have lows. We moved into our new premises at Unanderra after securing a 5-year lease to repurpose the decommissioned Integration centre. The site has given us much needed space for the continued growth in programs such as Together Home, Glider and our outreach teams. It has also been a valuable area to coordinate our donation and volunteer programs. Never did we consider how much the space would support our staff and community in the months to come.

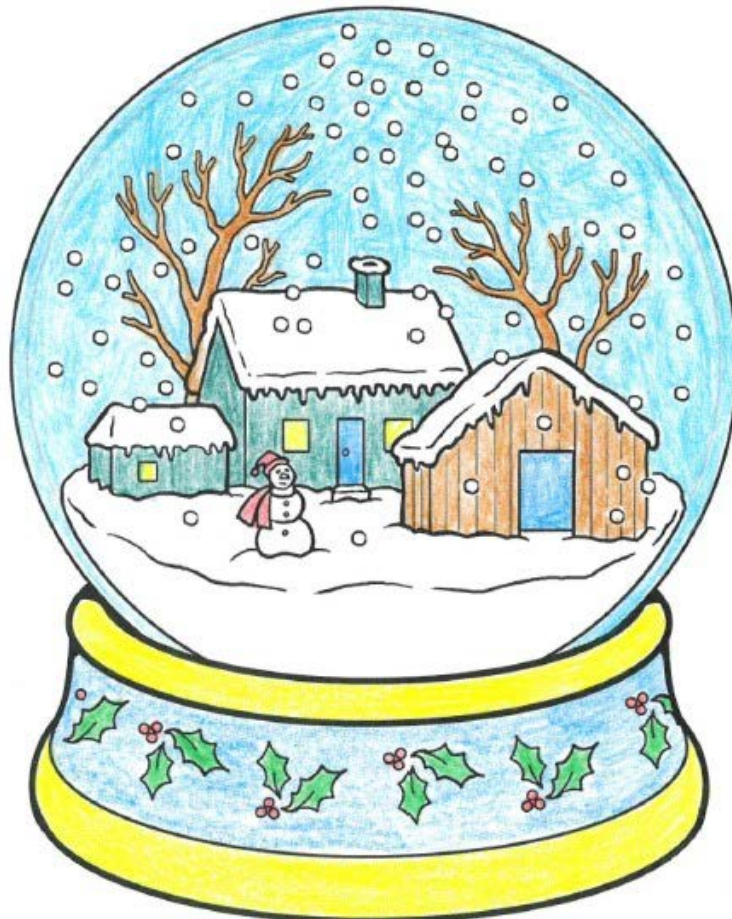


We started the reporting year in July 21 full of optimism that the year ahead was going to see us leave COVID restrictions and mandates behind us, even just a little. Unfortunately, we quickly learnt this was not to be as we became one of the first local services to experience a large Covid outbreak that put our Keira Street hub and crisis accommodation into full site lockdown. With most frontline staff deemed close contacts needing two weeks isolation, a planned surge workforce suddenly unavailable it was left to Managers Megan, Derek, Laurie and myself to continue to service the 80 units with vulnerable clients experiencing uncertain times ahead. The strength and commitment of our management committee has never been more evident as it was during this time and I cannot thank them enough. After the first 4 days we were assisted by Illawarra health in shutting the site down with assistance from Wollongong police, Drug and alcohol support workers and the Community mental health team. We continued to manage the site and all of its challenges over the next 3 weeks, all the while as staff came back out of isolation and were redeployed to working from Unanderra to provide outreach services and putting food and care packs together for community members in need. A special mention to our DCJ commissioning and planning Manager Liz and Sarah who went above and beyond to support me with many late-night calls and planning discussions.

We ended the year with securing a new crisis accommodation after it was identified that we could not mitigate the risk of future lockdowns in our current accommodation site. With one week to prepare the new site at Woonona. Again Megan, Laurie, myself with the generous volunteer hours our families donated to paint, decorate and remodel so that one week later we could be offering safe and supported crisis accommodation. As everyone else was preparing for an end of year break, our teams worked through as the demand continued to increase. This was the busiest Christmas we had experienced.

We came into the new year with a renewed focus on our strategic direction and a much-welcomed announcement of successful CHIF funding for 12 social housing units to be built, due for completion in 2024. Our glider pilot program finally secured funding and has continued to sustain tenancies and prevent people becoming homeless. Together home tranche 2 was launched with 10 participants securing long term housing managed by our partner Housing Trust with 2 years of wrap around support providing by our agency. The purchase of our mobile van was made and began its custom fit out. Demand for all programs has remained high with no end in sight as we continue to see the housing crisis impact all areas of our community.

I am proud to continue to lead an organisation that does not accept that people should be without a home and will always advocate and support those that are the most vulnerable in our community until we can say that we have assisted everyone from homeless to home. Thank you never seems enough to all WHH &HS staff, volunteers and donors that make it all possible.



Support Services Managers Report

Megan Arthur

The support staff of Wollongong Homeless Hub and Housing Services provide support to clients at all points in the homelessness journey. During 2021–2022 our support staff provided a wide range of services to a variety of clients via our drop in space, temporary accommodation, The Glider Project, Together Home program and outreach services.

In August 2021 I began my position as Support Services Manager. At the time it was not clear how challenging the next few months would be for myself, our staff and the organisation.



COVID 19 provided some significant challenges and staff showed resilience and creativity to continue to provide direct support to our vulnerable community members. For a period of weeks in September 2021 our drop in space and temporary accommodation were significantly impacted by an outbreak of COVID. During this time staff worked collaboratively with health, police, other government agencies and the community to continue to support clients who were required to isolate in the Keira Street complex. Staff on the ground at Keira Street continued to assist clients via phone support, coordination with other services and with practical things such as food delivery and rubbish collection. Our staff not based at Keira Street assisted with providing food, activities for clients in isolation and information needed by WHH staff and other agencies. While this proved to be an incredibly challenging time for all involved our staff worked very hard to continue to provide the best level of service possible to our community.

In December 2021 we underwent another significant change when temporary accommodation was transferred from the Keira Street building to the Windmill Motel at Woonona. Again, this required a high level of teamwork and cooperation from staff as we attempted to provide a seamless level of support to those in accommodation with us at the time.

As well as the challenges this year has presented, there has been some amazing outcomes for clients and achievements of staff across the programs.

The Glider Project

In 2021–2022 The Glider Project expanded to provide early intervention services to more clients with a tenancy at risk. In February 2022 the program employed a full-time support worker who assists clients with complex needs to establish a tenancy or assists those clients in accommodation to address issues placing their tenancy at risk.

Between February and June 2022 Catherine assisted 10 clients with complex needs to address issues such as hoarding and squalor, mental and physical health concerns, financial difficulties, family and relationship issues and much more.



Glider Program – Case Study

Robin was referred to the Glider Project in February 2022. He lives with his two adult sons & one teenage daughter and they have resided in their social housing property for 17 years.

When Robin first engaged with the service, his tenancy was at risk due to hoarding and he was in extreme distress. From the very first interaction with worker Robin presented with low mood and high anxiety. Robin health issues related to obesity.

DCJ requested Robin begin clearing and cleaning areas of his home and property. Robin found this challenging as he had rarely been outside the home in 2 years due to his health conditions and anxiety. Robin was extremely isolated and lacking in social supports but with the support of The Glider Project worker began to making attempts at clearing areas of his home.

Robin has several health issues which had been untreated. The Glider Project worker attended GP appointments with Robin who was prescribed medication for depression and anxiety. Robin is now stable on medication and his motivation has improved greatly. Robin was assisted to arrange two skip bins for removal of rubbish from the property and has cleaned and maintained his home with support from his family.

The GP has diagnosed Robin with diabetes and the Glider Worker assisted him to access the diabetes educator and dietitian address health issues related to diabetes and obesity.

In addition, The Glider Project worker assisted Robin to have his eyes tested and access glasses.

As well as assisting Robin to address his needs, the Glider Project worker is also assisting the other family members to address their social barriers.

Ronin's daughter who has a learning disability has had difficulty remaining in school. The Glider worker has attended a case management meeting at her high school to support daughter in the Transition to Work Program. She is also assisting the family to make an NDIS application for Robin's daughter.

After engagement with the Glider Project, Robin's tenancy is no longer at risk and long-term supports have been put in place to assist the family moving forwards.

Together Home

The Together Home program assist clients with long term homelessness and complex needs into housing and offers intensive support for a period of 2 years. In July 2021 we saw the beginning of the second tranche of Together Home. These ten clients were assisted to set up tenancies with The Housing Trust and worked with their support worker to begin addressing some of the health and social barriers which have prevented them from maintaining accommodation in the past.

In June 2022, the first Tranche of Together Home ended with the majority of clients successfully and independently living in their community housing property and linked to long term supports.



Together Home – Case Study

John is a 39-year-old man who is very quiet and gentle in nature with a great sense of humour and a love for rugby league. He also has an intellectual disability, Schizophrenia and a substance abuse disorder.

John has been homeless for the majority of his adult life. He has been sleeping rough in stairwells and parks as well as couch surfing and living in motels. He continued to experience periods of homelessness and housing instability until accessing Temporary Accommodation with WHH&HS.



In August 2020 John was accepted onto the Together Home program and moved into his first permanent home as an adult. Shortly after he began working with the support staff, John asked for help to address his alcohol addiction. Staff were able to support John in being accepted into a 3-month residential rehabilitation program. Due to the additional complexities of his intellectual disability and Schizophrenia significant advocacy was required to locate a rehab program that was willing to accommodate John.

Whilst John was in rehab, support staff continued to work closely with him and the multidisciplinary team at the rehab facility to have John's needs assessed. Support staff assisted to gather evidence and make an application for NDIS supports. Staff also worked with the team at the rehab centre and requested that medical staff review John for mental health medication.

After not having a support network for the majority of his adult life John and his support worker worked closely together to build him a positive long term support network. John is now engaged with a regular GP who is taking great care in John's medical needs. He is also receiving daily support through his NDIS program and is being supported by multiple agencies. Weekly NDIS support for John includes activities such as fishing, walks along Wollongong Harbour, cleaning, grocery shopping, cooking and going to his scheduled appointments. His Together Homes support worker facilitated a slow handover of support to the NDIS services to allow John to feel comfortable with the transition.

When his time on Together Home was complete in June 2022 John had gone from living in isolation without access to accommodation, appropriate healthcare and supports to a man living in his own home with appropriate assistance to ensure he is living to his full potential.

Transitional Accommodation

Through our transitional accommodation program WHH&HS provides medium term accommodation to families who have experienced a housing crisis. Transitional accommodation allows families to work with a support worker to build stability and work towards longer term housing.

Case Study

Marie is a 66-year-old great grandmother who cares for her young adult grandson and his small child. Marie and her family came into temporary accommodation with WHH&HS in 2021 after the owner of her private rental property sold the home. With Marie on a jobseeker payment and her grandson working casually they found themselves unable to compete for private rental properties in a difficult market. This was the first time in her life Marie had been homeless.

When the family moved into the transitional property Marie and her grandson continued to actively seek in the private rental market without success. While in transitional accommodation Marie and her grandson were able to address health issues including diabetes care and psychology.

To help the family resolve some financial difficulties Marie was given a Work and Development Order, referred to a financial counsellor and provided with food parcels and vouchers at times when they required extra assistance.

Despite being model tenants and applying for more than 100 properties, the family continued to struggle to be accepted in the private rental market. Marie applied to be placed on the social housing waiting list but this application was rejected as the combined income of Marie and her grandson was over the threshold by a very small amount. Support staff have assisted Marie to request a review and with strong advocacy from WHH&HS and other support agencies involved with her grandson the appeal was successful.

Marie and her grandsons are now linked to health and support services. They are in a better financial position and are active on the Social Housing list.

Project Services Manager Report

Derek Natrass

2021/22 saw a continuation of COVID-19 restrictions under the NSW Public Health Orders Act which affected the day-to-day service provision of Wollongong Homeless Hub and Housing Services. This also meant that restrictions were in place for volunteers and there was a reduced number of donations up until December/January when restrictions began to ease. Similar to last year, WHHHS staff continued to work across all sites avoiding any cross



contamination by putting in place a comprehensive Business Continuity Plan (BCP). This enabled staff and the organisation to continue to support our clients even if a staff member at one of the sites contracted COVID-19

In August I took up my new position as WHHHS Program Development Manager which is also a new role within the organisation. As well as managing the Administration Team and forming partnerships and programs with stakeholders. One of my first projects in August was to work on a mobile hub service similar to the Services NSW mobile office which offer the same services to regional NSW clients as they would receive at a physical site. The project was to enable WHHHS support workers to “take the Hub” to rough sleepers within the Illawarra. The project would eventually come to fruition in the new financial year, a great achievement given the difficulty of purchasing a suitable vehicle due restricted imports both in terms of essential parts and the actual vehicles.

A new role within my team was created to manage the volunteer and donations associated tasks which I had been covering since I commenced in my role. On 14 March 2022, Graham Baxter commenced his role as the Volunteer and Donations Coordinator, a role that manages and organises donations and recruitment and management of volunteers.

The early part of the financial year meant that Zoom and Teams meetings continued with various stakeholders making it difficult for to build rapport as more staff from various stakeholders continued to work from home.

A number of partnerships were formed including St George Illawarra Dragons, Wollongong City Council Libraries and Bellambi, Warrawong, Berkley and Warilla Community and Neighbourhood Centres.

A number of grant applications were successful including the South 32 Community Donation grant to provide breakfast and food packs to rough sleepers during Covid-19 lockdowns, Blue Scope WIN Community Partners allocated grants for homeless swags and assistance with the delivery of donated furniture free to disadvantaged clients in the Illawarra. Wollongong City Council (WCC) also provided funds for WHHHS to support our delivery of emergency food supply and care packages during Covid-19 and Collegians Rugby League club also provided funds later in the year to ensure WHHHS can continue with the Breakfast Program. A successful Shellharbour City Council Club Grant application meant that Albion Park RSL Club provided finances to enable WHHHS support workers to attain an MR Class License to drive the mobile hub.

Stockland Care Grants also provided funds for more homeless swags as the wet winter made life even more difficult for rough sleepers. Thank you to all those organisations and members of the community that provided the funds to help WHHHS to support the most vulnerable in the Illawarra community. Below are some of the achievements in what was a difficult first six months of the year due to Covid-19 health restrictions.

Donations

In October 2021, WHHHS were invited to partake in the Greater Illawarra community funding program. Here's what's the Greater said: "We are excited to have Wollongong Emergency Family Housing (Homeless Hub) in the October round of our "GreaterIllawarra community funding program". The generous Illawarra community donated \$500 through the program which was used to assist the homeless in the Illawarra community.

The Rotary club of West Wollongong donated twenty hyperthermia packs for rough sleepers during the Winter months.

The Rotary club of Corrimal who kindly donated a BBQ to WHHHS for use at community future events.

Thank you to both the Rotary Clubs for their support of the homeless in the Illawarra community.

Paul Biddle, a Wollongong Mortgage Brokerage and Mortgage Rate Finder has partnered with the Wollongong Homeless Hub and Housing Services. As part of this collaboration, Mortgage Rate Finder is donating \$100 from every loan settled directly to the WHH&HS, Paul also volunteers his time every Friday morning. Thank you, Paul, and all the staff at Mortgage Rate Finder for your kindness in supporting Wollongong Homeless Hub and Housing Services which in turn supports the homeless in the Illawarra.

Wollongong Private Hospital donate packs of bacon and a box of eggs on a weekly basis

Box Divvy of Farmborough Heights and Figtree donate 2 boxes of fresh fruit and vegetables weekly

Oz Harvest continued to provide much needed frozen meals to our clients in crisis accommodation and food packs for those sleeping rough.

Balinese Spice Magic kindly offered to cook 150 – 200 meals in their kitchen clients in crisis accommodation and for those sleeping rough.

Dignity delivered up to 200 free frozen meals bi monthly or when requested.

Southern Youth and Family Services donate 60 meals and 8 sandwiches made by their amazing cooks in Warilla as part of the Smart Meals Program in conjunction with WHHHS.

Wollongong City Council Covid-19 food packs were distributed accordingly to those clients who were either in lockdown due to Covid-19 or in crisis accommodation.

WHHHS received approximately 20 community donations of food and clothing per month considering Covid-19 restrictions. A massive thank you to the amazing Illawarra community for their generosity over the year.

Volunteers

A number of volunteers continued to cook meals and desserts both at their homes and at our Unanderra site depending on COVID-19 NSW Public Health Orders at that time. Our wonderful volunteers also attended our Unanderra site to sort through food and make up take away breakfast and food packs, as well as sort through clothing for distribution and maintain our garden!

Volunteers continued to assist with our donation pick-ups, which averaged one pick up per week and approximately five donations per pick up. COVID-19 health restrictions meant that contactless pick-up was preferred.

WHHHS were assisted by an average of 8 volunteers per week at 2 hours each which equates to 16 hours per week.

WHHHS is extremely grateful to all of our fantastic volunteers who continuously showed up despite the Covid-19 health restrictions.

Good 360

On 26 October 2021, WHHHS registered with Good 360. Good360 connect charities, schools and society's most vulnerable with businesses willing to donate unsold or surplus goods, services and disaster recovery essentials. Their mission is to ensure the excess goods and services businesses produce every year flow to people in need rather than going to waste. As a result of WHHHS's registration with Good 360, orders were placed for brand-new goods from children's toys to clothing and footwear to fill clients Christmas hampers. Big W supplied Good 360 with the goods, who in turn supplied WHHHS and into the Christmas hampers bringing joy to our homeless clients, the goods were very well received through such a great initiative from Good 360.

Community Presentations

Wollongong City Council (WCC) Libraries staff development day

On June 1 2022, WHHHS presented an overview of the Glider, Transitional Housing and Together Home programs as well as other programs to WCC Libraries staff at their development day. WCC Libraries staff made up 20 food packs consisting of a recipe, the required non-perishable foods and a supermarket food voucher for perishable goods to be purchased to complete the ingredients to make the meal.

Presentations by WHHHS staff were given to Shellharbour TAFE, The Illawarra Grammar School as well as the Rotary clubs of West Wollongong and the Rotary club of Corrimal.

Corporate Uniform

Following the rebranding of WHHHS, all staff now have a corporate uniform with WHHHS branding on the shirts. Aceit Branded Uniforms, Australia is based in Wollongong and printed our prototype polo shirts free of charge which look great. WHHHS followed up by placing an order for all staff, thank you to Aceit for your expertise and generosity.

Community Movers

Community Movers is a low-cost removalist service operating on a social enterprise model and is offered to people working with other community agencies.

This initiative helps fund Wollongong Homeless Hub – with all profits directed to Hub client support. The service includes:

- Pickup and delivery from the Illawarra and statewide
- 1 hour minimum per job
- Small and large jobs

Community Movers is a program which assists individuals and families with limited income, resources, family and community support, to relocate their belongings.

Too many times, families without means would abandon all their belongings and furniture as they could not afford to move. With our low-cost moves, families do not have to start over each time they relocate.

Community Movers, help volunteers to gain employment skills, and improved self-esteem by helping others, overcoming isolation, building a sense of belonging and contributing to the community in which they live.

Community Movers achieves this by employing a 'mentor figure' (project worker) to co-ordinate and implement the program by assisting participants to develop skills in safe lifting, first aid, road safety awareness, driving a Pantech truck, Work Health and Safety, customer service and first aid.



The work experience acquired can lead to participants gaining confidence to complete TAFE qualifications.

This service is offered to individuals accessing Work Skills, those required to complete Work for Jobseeker community hours and Work Development Order participants.

Community Engagement

Our Pandemic Response

Vaccination for the homeless and staff

The COVID-19 Pandemic – Health NSW were contacted to help set up a vaccination program day for our T/A's and homeless who regularly visit for breakfast to have the opportunity to get vaccinated during Covid-19 lock downs.



Flexibility working from home during the lock down periods

Some of our office staff worked from home for months at a time, while the support staff remained working from the Hub space.

Our Keira Street went into a major lockdown

This was controlled by police and NSW Health due to Covid-19 outbreak in the temporary accommodation. And during the second wave of Covid lockdown our crisis accommodation moved to the Windmill Hotel in Woonona.



Assertive Outreach deliveries for food parcels

When anyone contacts our service to inform us that someone is a rough sleeper, our support team will go to the location and engage with that person also providing them with food and care packs. Wollongong Homeless Hub have an App that anyone in the community with an iPhone can download and use to alert staff of a rough sleeper and their location within the region.

Donations

We had a strong year for donations with approximately 600 donations being made. Covid did impact donations, but the community still rallied and supported us as best they could.



During Covid we were no longer able to serve our hot breakfast face to face but were able to create takeaway breakfast packs and rough sleeper packs for those in need.

Volunteers

During the pandemic we provided a COVID safe pick-up service for anyone who was not able to drop off their donations to our hub space; our volunteers stepped up to collect items from around the Illawarra; This has been ongoing throughout the COVID-19 pandemic.

Wrap Up Homelessness Campaign

Wrap up Homelessness is an initiative to raise awareness about the plight of homeless people in our community and raise funds for the Wollongong Homeless Hub to assist the homeless making their Winter warmer. The campaign took place from May 30-6 June, everyone was asked to wrap themselves in a scarf, shawl, pashmina, blanket or wear a beanie to help support our campaign. The funds raised were used to support the homeless by providing them with packages including toiletries, food parcels, meals, shelter, sleeping bags, tents and much more.

Food Drive

A food drive was conducted during May/June as we came into the colder months. Some businesses came on board to become drop off points – Bendigo Bank, Oak Flats and Horizon Bank at Wollongong. Once again, the community made a great effort and we were able to create food hampers to keep our rough sleepers warm during the colder months with many soups, sleeping bags and meals being provided. Many were incredibly generous with their donations and due to this we were able to create wonderful food packs. A special mention to Woonona High School, Towradgi, Bulli, Thirroul pre-schools, World of Learning pre-school at Albion Park and Toddlers Palace in Warrawong for their amazing food drives.

Major Events and Fundraisers

12 Weeks of Christmas Campaign/Christmas Hamper Packing 2021

Once again, the community were invited to participate in our 12 Weeks of Christmas campaign. Each week a different item was posted on our Facebook page to help create our wonderful hampers. A large number of volunteers helped to pack approximately 175 Christmas hampers which were then distributed to our clients and families in need so that they could celebrate a fantastic Christmas. The community also donated many legs of hams and these were added to Christmas hampers on the day. The St George Illawarra Dragons staff and squad members assisted with packing the and delivering Christmas hampers and donating some great Dragons gifts to unsuspecting fans in the community.

Christmas Dinners

Due to Covid-19, Lite N Easy Christmas dinners were ordered so that no one would miss out on a Christmas lunch. The dinners were distributed to all clients in crisis accommodation along with a hamper and gifts which were well received.

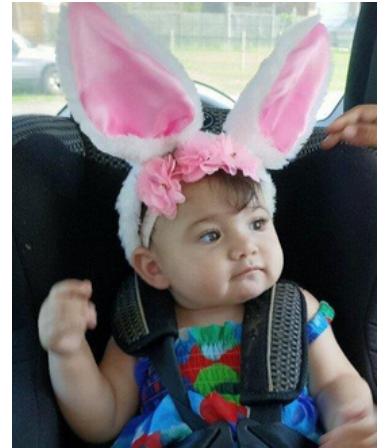
Staff Development Day at Collegians Rugby League Club

In April staff met at Collegians Country League Club to undergo training on how to use of our newly donated Defibrillators received from Bendigo Bank. We also had an update on our service regarding governance, COVID and whose who with staff, then a brain teaser workshop on bias. It was a very constructive day.



Easter

Our staff got involved in the Easter spirit and were able to create some lovely Easter hampers from donations made by the community. These were distributed to our families and clients who were able to enjoy some Easter festivities.



50/50 Raffle

The St George Illawarra Dragons conducted their charity raffle on 1 May 2022 and chose Wollongong Homeless Hub and Housing Services as the recipient. Nine staff and 5 volunteers attended the day, with an attendance of a 16,000 strong crowd at WIN Stadium. The community once again were generous with their donations and we managed to raise over \$2,000.

Bingo/Trivia Night – Collegians Rugby League Football Club

On 25 June 2022 our annual trivia/bingo night took place at Collegians Rugby League Club and over 130 people attended plus 9 amazing volunteers. During another fantastic night, there were games, raffles, competitions and lots of laughs. It was a great success due to the community's involvement and we raised over \$4,000. This helped us in delivering much needed services to people experiencing homelessness in the Illawarra. Thank you to Collegians for providing the venue and MC Jeff Petersen and the volunteers for holding it all together and making it a great night



Formal Partnerships and Sponsors

We would like to thank all the organisations for attending and supporting the Homeless Hub.



The Illawarra Grammar School



wollongong
city of innovation



Media Advocacy

Call for Wollongong's homeless to be a priority for COVID-19 vaccinations

By Brendan Grubb



Labels: News

Concern about Unanderra

VAX THE NATION



Safe homes for forty-two of the Illawarra's most vulnerable

By Zoe Cartwright

Wollongong apartment block housing homeless locked down after COVID outbreak

ABC Illawarra
/ By Kelly Fuller and Tim Fernandez
Posted Fri 17 Sep 2021 at 12:10pm / Friday 17 Sep 2021 at 12:10pm / Friday 17 Sep 2021 at 3:07pm / Friday 17 Sep 2021 at 3:07pm



An Illawarra apartment complex has been locked down after five residents tested positive for COVID. (

ABC Illawarra: Tim Fernandez)
Health services in Wollongong have launched an emergency response to a COVID-19 outbreak in a housing complex that supports some of the city's most vulnerable people.



Isolation period ends



ILLAWARRA NEWSROOM
COVID cluster grows at Wollongong Homeless Hub



Wollongong apartment block housing homeless locked down after COVID outbreak

ABC News / By Kelly Foster and Tom Fernandez
Posted 11:17 Sep 2021 at 10:00am, updated Fri 17 Sep 2021 at 3:01pm



An apartment complex has been locked down after five residents tested positive for COVID. (ABC News/ Tom Fernandez)

Keira St, Wollongong apartment block locked down over COVID

UPDATES SEPTEMBER 17 2021 10:30am



Bedlam, as police place Keira St's Wollongong Homeless Hub in lockdown

SEPTEMBER 20 2021 - 8:50PM



Police and security guards have surrounded the complex since late Thursday. Picture by Warr

NSW Government promises Unanderra apartments for domestic violence victims

MARCH 04 2022 - 11:42AM
Zoe Cartwright



Charlie and Max sleep rough in Crown Street Mall at Christmas

It is Christmas time and many people are celebrating the festive season. However, for Charlie and Max, the dogs of a homeless man, the holidays are a struggle. The man, who is homeless, has been sleeping rough in Crown Street Mall in Sydney since late last year. Charlie and Max are his only companions and they have been sleeping on the ground in the cold. The man has been sleeping in a red shopping trolley. The dogs are seen sitting on the trolley. The man is wearing a blue and white plaid shirt and jeans. The background shows a busy street with people and buildings.



Auditors report

The statements below represent the extract of the full audited report. The full audited report can be requested by emailing admin@wefh.org.au

Wollongong Homeless Hub and Housing Services Incorporated

ABN: 80 074 835 053

Financial Statements

For the Year Ended 30 June 2022

Wollongong Homeless Hub and Housing Services Incorporated

ABN: 80 074 835 053

Contents

For the Year Ended 30 June 2022

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Wollongong Homeless Hub and Housing Services Incorporated

ABN: 80 074 835 053

Statement of Profit or Loss and Other Comprehensive Income

For the Year Ended 30 June 2022

	Note	2022 \$	2021 \$
Revenue	4	3,054,176	2,369,138
Other revenue	4	345,704	307,389
		<u>3,399,880</u>	<u>2,676,527</u>
Employee benefits expense		(1,506,368)	(1,280,620)
Lease expenses	8	(440,085)	(566,474)
Program costs		(104,734)	(141,829)
Consulting fees		(102,518)	(68,350)
Office related expenses		(76,906)	(29,143)
Brokerage fees		(28,587)	(32,461)
Depreciation expense	9(a)	(16,428)	(48,827)
Finance expenses	13	(1,808)	-
Other expenses		(200,014)	(127,656)
Result for the year		<u>922,432</u>	<u>381,167</u>
Other comprehensive income for the year		-	-
Total comprehensive income for the year		<u>922,432</u>	<u>381,167</u>

The accompanying notes form part of these financial statements.

Wollongong Homeless Hub and Housing Services Incorporated

ABN: 80 074 835 053

Balance Sheet

As at 30 June 2022

	Note	2022 \$	2021 \$
ASSETS			
CURRENT ASSETS			
Cash and cash equivalents	5	5,762,024	849,551
Trade and other receivables	6	118,632	128,436
Other financial assets	7	313,279	312,603
Prepayments and deposits		451,261	14,494
TOTAL CURRENT ASSETS		6,645,196	1,305,084
NON-CURRENT ASSETS			
Right-of-use assets	8	1,017,005	271,707
Property, plant and equipment	9	57,670	43,212
TOTAL NON-CURRENT ASSETS		1,074,675	314,919
TOTAL ASSETS		7,719,871	1,620,003
LIABILITIES			
CURRENT LIABILITIES			
Trade and other payables	10	475,933	108,291
Lease liabilities		352,296	104,763
Other liabilities	11	4,121,882	157,619
Employee benefits	12	100,399	61,120
TOTAL CURRENT LIABILITIES		5,050,510	431,793
NON-CURRENT LIABILITIES			
Lease liabilities		657,576	188,444
Employee benefits	12	28,740	17,674
Long-term provisions	13	78,521	-
TOTAL NON-CURRENT LIABILITIES		764,837	206,118
TOTAL LIABILITIES		5,815,347	637,911
NET ASSETS		1,904,524	982,092
EQUITY			
Retained earnings		1,904,524	982,092

The accompanying notes form part of these financial statements.

Wollongong Homeless Hub and Housing Services Incorporated

ABN: 80 074 835 053

Statement of Changes in Equity

For the Year Ended 30 June 2022

	Retained Earnings \$
Balance at 1 July 2021	982,092
Result for the year	<u>922,432</u>
Balance at 30 June 2022	<u><u>1,904,524</u></u>
Balance at 1 July 2020	600,925
Result for the year	<u>381,167</u>
Balance at 30 June 2021	<u><u>982,092</u></u>

The accompanying notes form part of these financial statements.

Wollongong Homeless Hub and Housing Services Incorporated

ABN: 80 074 835 053

Statement of Cash Flows

For the Year Ended 30 June 2022

	Note	2022 \$	2021 \$
CASH FLOWS FROM OPERATING ACTIVITIES:			
Receipts from customers		7,573,989	2,739,814
Interest income		1,240	1,769
Payments to suppliers and employees		(2,002,589)	(2,102,332)
Interest paid		(12,667)	(12,676)
Net cash provided by/(used in) operating activities		<u>5,559,973</u>	<u>626,575</u>
CASH FLOWS FROM INVESTING ACTIVITIES:			
Payments for property, plant and equipment		(30,886)	(10,909)
Purchase of financial assets		(676)	(1,363)
Deposits paid on assets		(419,790)	-
Net cash provided by/(used in) investing activities		<u>(451,352)</u>	<u>(12,272)</u>
CASH FLOWS FROM FINANCING ACTIVITIES:			
Repayment of lease liabilities		(196,148)	(57,913)
Net cash provided by/(used in) financing activities		<u>(196,148)</u>	<u>(57,913)</u>
Net increase/(decrease) in cash and cash equivalents held		4,912,473	556,390
Cash and cash equivalents at beginning of year		849,551	293,161
Cash and cash equivalents at end of financial year	5	<u>5,762,024</u>	<u>849,551</u>

The accompanying notes form part of these financial statements.

Wollongong Homeless Hub and Housing Services Incorporated

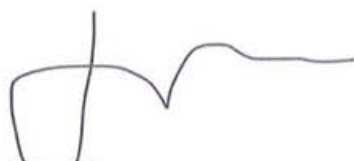
ABN: 80 074 835 053

Committee of Management's Declaration

The Committee of Management of the Association declare that:

1. The financial statements and notes, as set out on pages 2 - 22, are in accordance with the *Australian Charities and Not-for-Profits Commission Act 2012* and:
 - a. comply with Australian Accounting Standards - Simplified Disclosure Standards; and
 - b. give a true and fair view of the financial position as at 30 June 2022 and of the performance for the year ended on that date of the Association.
2. In the Committee of Management's opinion, there are reasonable grounds to believe that the Association will be able to pay its debts as and when they become due and payable.

This declaration is made in accordance with a resolution of the Committee of Management.



Jane Milinkovic
President

Dated: 30 September 2022



Treasurer
Michael Johnson
Treasurer



**Auditor's Independence Declaration under Section 60-40 of the Australian Charities and Not-for-Profits Commission Act 2012 to the Committee of Management
Wollongong Homeless Hub and Housing Services Incorporated**

I declare that, to the best of my knowledge and belief, during the year ended 30 June 2022, there have been:

- (i) no contraventions of the auditor independence requirements as set out in the *Australian Charities and Not-for-Profits Commission Act 2012* in relation to the audit; and
- (ii) no contraventions of any applicable code of professional conduct in relation to the audit.


Daley Audit


Stephen Milgate
Partner

Dated: 30 September 2022

Wollongong

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ABN 43 152 844 291

Liability limited by a
Scheme approved under
Professional Standards
Legislation.





Independent Audit Report to the members of Wollongong Homeless Hub and Housing Services Incorporated

A further description of our responsibilities for the audit of the financial report is located at the Auditing and Assurance Standards Board website at: https://www.auasb.gov.au/auditors_responsibilities/ar4.pdf. This description forms part of our auditor's report.


Daley Audit


Stephen Milgate
Partner

Wollongong

Dated: 30 September 2022

Liability limited by a scheme approved under Professional Standards Legislation.

Wollongong Homeless Hub and Housing Services Inc.

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If you would like to obtain an electronic copy of this report, please email your request to: admin@wefh.org.au

Find us on Facebook

<https://www.facebook.com/wollongongemergencyfamilyhousing>

