



Restoring hope to those in need

WHAT WE DO.

We provide access to physical and mental health services through our partnership

We provide places where people can connect, get access to practical support, financial assistance and care coordination

We develop pathways to employment through job network providers and relationships with local industry

We run programs that support people to re engage in education and training

We work with people to make informed decisions about their own lives

We support people to move into their own homes and support them to continue to study and work

We provide safe accommodation for men, women, children and young people



WE ADVOCATE FOR TOTAL INCLUSION & EQUALITY

Coast Shelter acknowledges the Darkinjung people, the custodians of the land on which we work, live and gather, and we recognise their continuing connection to land, water and community. We pay respect to Elders past and present and the emerging young leaders of tomorrow.

Coast Shelter is proudly committed to diversity and social inclusion, incorporating Aboriginal and Torres Strait Islander peoples, those who identify as LGBTQIA+, people who live with a disability, and those from culturally and linguistically diverse backgrounds.



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OUR VISION.

Ending Homelessness and Domestic and Family Violence on the NSW Central Coast.

OUR MISSION.

To deliver locally designed innovative solutions to homelessness, domestic and family violence and poverty that achieve immediate and lasting changes.

OUR VALUES.

We strive to deepen trust through the quality of our service delivery and our responsiveness and accountability in everything we do.

TRUST

RESPECT

We are real with one another, inclusive and accepting of each others differences.

We are creative and adaptive, we explore out of the box ways to solve challenges.

INNOVATION

CONNECTION

We build and maintain strong connections with the people we support, each other and our community to expand our network to create a greater impact.

OUR BOARD.

We are a passionate skills based board that reflect the diversity of our local community and the people we support each day, as a group we each bring professional skills and backgrounds that ensure we have the capacity to effectively govern an organisation of our size and provide quality services in line with our vision.



ACHIEVE IMMEDIATE AND LASTING CHANGES.

PRESIDENT REPORT

Margaret Portass

President



As President of Coast Shelter, it is with a great sense of satisfaction & pride on behalf of the Board of Coast Shelter to provide an overview of the programs undertaken along with the various successes during the 2018-2019 Financial Year as well as reporting on our financial performance within the Annual Report.

As you read this Annual Report, I am hopeful you will capture our Vision to end homelessness and domestic and family violence on the NSW Central Coast – a Vision which drives every decision we make in the organisation.

Since Coast Shelter's inception some 27 years ago and during this financial year Coast Shelter provided its one millionth bed-night to people in need on the Central Coast. This financial year alone Coast Shelter has provided accommodation for 877 people with a total in excess of over 75,000 overnight bed-nights.

Coast Shelter's Mission is to deliver locally designed innovative solutions to homelessness, domestic and family violence and poverty that achieve immediate and lasting changes.

Accolades must go to Rachel Willis as Chief Executive Officer of Coast Shelter in leading the organisation, the Leadership

Team and the entire Coast Shelter Team of Staff and Volunteers over the past twelve months.

Coast Shelter has a committed Team of over 85 staff and 250 volunteers who consistently deliver support to those in need within the Central Coast Community which stretches from the Peninsula to the Northern perimeter of the Central Coast, an area of some 1,681km² with a population of 333,627.

On behalf of the Board of Directors of Coast Shelter I would like to thank Rachel and her Team for the dedicated empathic care of the clients they support on a daily basis, empowering them towards a better, fulfilling future.

The past twelve months has been a time of consolidation for Coast Shelter with regard to Structure, Legislation, Compliance, Sustainability, Quality, Policy & Financial Management.

Moving forward our funding body, the Department of Communities and Justice has recently delivered clear performance expectations in the recommissioning of all homelessness services which include:

- Progress towards gaining Australian Service Excellence Standards (ASES) accreditation, which will be a requirement for all funded homelessness services by 30 June 2023
- Progress towards collecting data and implementing processes to report on outcomes
- Contributing to the Premier's Priority to halve street homelessness by 2025, where relevant to Coast Shelter
- Enhancing culturally accessible services for Aboriginal people
- Participating in local government and service co-ordination

The Department is pleased with Coast Shelter's contribution to continually improve the safety, wellbeing and housing outcomes for people at risk of, or experiencing, homelessness. Coast Shelter is the most prominent homelessness service on the Central Coast operating a total of 10 crisis

in 80 different properties spread around the Central Coast – assisting them to regain their lives with dignity and their ability to maintain their tenancies through support of our capable Team of inspiring staff and linking with the plethora of services available on the Central Coast.

Coast Shelter's Coast Community Centre "Laurie's Table" continues to provide free meals and support services on a daily basis to those in need. This financial year alone a staggering 50,000 meals have been supplied along with advocacy; food hampers; shower & laundry facilities; toiletries, towels, clothing; legal advice; referrals to other support agencies for financial help, counselling, health services and general wellbeing. This would not be possible without the support of our much-valued Volunteers, over 250 in total, and our professional Leadership Team.

Along with fellow Board Members we are fully committed to guide the development and operations of Coast Shelter through the leadership of Rachel Willis as Chief Executive Officer.

We are committed to achieving the mission of Coast Shelter and aligning the organisation and its practices in accordance with the Specialist Homelessness Quality Assurance Framework and the Australian Service Excellence Standards required for accreditation by 2023.

I wish to acknowledge all staff and volunteers for their tireless efforts to ensure those less fortunate in our local community are afforded the right to live without fear, access to the appropriate services to move forward, the right to food, clothing & shelter through empathy & care.

accommodation services for young people, women and children, men along with the other services we provide to the community.

When describing homelessness we need to consider women and children fleeing domestic and family violence - young people who have to leave home due to family breakdowns or over-crowding in the family home – people of all ages couch-surfing, sleeping on trains or in their cars along with the visible 'rough sleepers' – these people need their hope restored to gain confidence and to live a fulfilled sustainable life.

Coast Shelter is currently assisting families and individuals

"So much more than a meal!"

HELP AT HOME AND AWAY.

OUR STORIES

Margaret

- ▶ I came to Australia because I was promised love and a happy life
- ▶ My husband was so violent I ended up in hospital
- ▶ I was homeless and at risk of being deported because I was on a spousal visa
- ▶ I was put in contact with Coast Shelter
- ▶ The accommodation staff helped me get permanent residency
- ▶ I have reconnected with my community
- ▶ My English is getting better and I am happy and safe in a permanent home

Sue

- ▶ My girls were in primary school when my husband's violence got worse
- ▶ I tried to protect my kids by getting between them and my husband
- ▶ He told me he could get a gun and if we tried to leave he'd find us
- ▶ He needed to know where I was all the time, it was hard for me to go to work
- ▶ My boss asked me what was going on and I finally told someone what was happening
- ▶ My boss helped me call the Police and they put me in touch with Coast Shelter
- ▶ When we arrived at the refuge we had nothing, we have started from scratch
- ▶ We live in a new home now in a friendly community
- ▶ I am still anxious but I know we will be ok



MORE THAN A SAFE PLACE TO REST.



Wow, what an extraordinary year 2018/2019 has been! Our 27th year of operation has been a time of change and realignment here at Coast Shelter, but it has also been another year of doing what we do best: providing quality and life-changing assistance to over 2,500 people who are homeless or experiencing hardship.

I have had the pleasure of working alongside an inspiring bunch of people this year, who work together to improve the lives of people of the Central Coast. Our staff, volunteers and community supporters have harnessed their collective will and effort to achieve extraordinary things this year. Delivering support to those who are homeless or at risk of homelessness across our Region – from Norah Head to the Peninsula and everywhere in between – takes a coordination and a passion to deliver on our vision.

As a Central Coast girl, born and bred, I am so lucky to have the privilege of combining work with my passion for this community and my commitment to social

justice. This is a rare luxury not many people experience and one I am grateful for each day.

I'd like to pay tribute to Coast Shelter's Founder, the wonderful Laurie Maher, who graciously handed over the reins in 2018. I want to thank Laurie for a smooth and supported transition to Coast Shelter and for his continued passion to deliver on our shared vision.

We provided life changing assistance to over 2,500 people this year

Thanks also to our President, Margaret Portass, the previous President, Gavin Shepherd, and the rest of our highly committed Board who volunteer their time year-round to ensure the highest quality of governance

From humble beginnings in 1992 serving meals under the bridge, to the extensive and varied support we provide today, I can say that

Coast Shelter is so much more than a meal and a safe place to rest. It is a forward-thinking and innovative organisation that achieves solutions to the complex challenges facing too many people in our community. It is a leader in using evidence-based practice to tackle homelessness and domestic and family violence and deliver the highest quality of support.

I can't talk about the success of Coast Shelter without acknowledging the strength of the people we support. I have watched the journey of some extraordinary young people who have shown wisdom well beyond their years when dealing with very complex challenges. So many people have worked hard this year to learn new living skills, rediscover their love of learning and re-engage in education and training. Seeing the pride on people's faces when their efforts result in securing a job and their own place to call home is what makes this job so worthwhile.

I have listened to the stories of many brave women and children

CEO REPORT

Rachel Willis

Chief Executive officer

employment pathways and long-term places to call home – free from violence and filled with love and respect.

People have shared their stories with me about living for many years on the streets, sleeping rough and being unable to access the most basic affordable housing. They have had to deal with physical and mental health issues, limited income and no family support. When we can support someone in these circumstances to overcome such complex issues and settle into a home I feel so proud of what we can achieve.

The successes are highly satisfying but we know there is much more work to do if we are to end homelessness and domestic and family violence on the Central Coast.

KEY HIGHLIGHTS OF THE YEAR

1. We have looked at how people seek our assistance and made it easier for people to get in touch with us, access a safe place to stay, and get alternate support while we are waiting for a place in our service to become available.
2. We have reviewed our internal systems and processes and made improvements to be more streamlined and efficient. We want to ensure we spend as much of our time, effort and money as possible on direct care for the people we support. This has allowed us to introduce a few new frontline roles to assist our young people for a longer period and support them to connect with educational opportunities and find and keep jobs.

8,500



PEOPLE ARE AT RISK OF HOMELESSNESS ON THE CENTRAL COAST

3. We have secured support and funding for the LoveBites program through the Federal Government, to prevent or intervene as early as possible in domestic and family violence through education. We are partnering with the LoveBites Community Steering Committee and educators who are incredibly committed to ensuring our young people can identify the difference between healthy and unhealthy relationships and know what to do if things are not ok.

4. We continue to be excited by the community volunteers and the Community Centre's achievements again this year. We love the connection it now has to our Founder, with the restaurant 'Laurie's Table' providing another 50,000 meals this year. We are grateful for the continued support of the Central Coast Leagues Club and many business and individual donors. Without your continued generosity many fellow Coasties would go hungry each day.

5. We have continued to strongly advocate and champion the right to safe and affordable housing. Raising awareness of homelessness, housing affordability and domestic and family violence and keeps the issues at the front of the community's mind and on the political agenda.

Throughout all our work this year, we have maintained a strong focus on our vision, our strategic directions, building the capacity of staff and enhancing our technological capabilities. These things are key to us growing our long-term opportunities as we strive to end homelessness and provide the best and most comprehensive services to the people of the Central Coast.



LOOKING AHEAD - 2019 AND BEYOND IS FILLED WITH POSSIBILITIES AND OPPORTUNITIES

Over the past 12 months, the team and I have pondered what will be required of our organisation, this community and our society to meet future demands on our services. I know one thing for sure: we must continue to grow, to innovate and to test out new ideas. This will continue to require the support and collective investment of Government at all levels.

We will explore more opportunities for interventions early in life and early in need that address the issues that lead to homelessness.

Expanding pathways for people to re-engage in education and training and developing better and stronger connections with industry to support economic participation is central to our future directions.

This year we have laid the foundations for: a social enterprise to engage people in education and employment, a program to support people getting on the road to independence, ways to increase the supply of affordable supported housing, and options to ensure continued assistance with practical supports to those who need them.

This has been a year of developing and redefining relationships and connections for

Coast Shelter. The retirement of our Founder and my appointment to the role of CEO have brought changes to our relationships and how people know us. I have had the chance to forge new friendships with long-standing supporters and to build relationships with the team, our volunteers and the community. I will continue to work with our staff, supporters and community to build trust and connection in the coming year.

I'm very proud of our team of people for all that we have achieved this year.

Thanks to all of you!

IT'S A STORY WORTH SHOWING.

COAST SHELTER SNAPSHOT OF THE YEAR

Accommodation



OVERNIGHT BEDS IN 10 CRISIS ACCOMMODATION SERVICES AND 76 OUTREACH PROPERTIES.

Finance



NO INTEREST LOANS WERE PROVIDED TO HELP LOW-INCOME FAMILIES PURCHASE NECESSARY ITEMS SUCH AS WASHING MACHINES, FRIDGES AND CAR REGISTRATION.



MEN, WOMEN, YOUNG PEOPLE & ACCOMPANYING CHILDREN ACCOMMODATED



PEOPLE WERE ASSISTED WITH PAYING THEIR MEDICAL PRESCRIPTIONS.

Demographics of those who presented



OF THE PEOPLE WE ACCOMMODATED WERE **UNDER THE AGE OF 25**

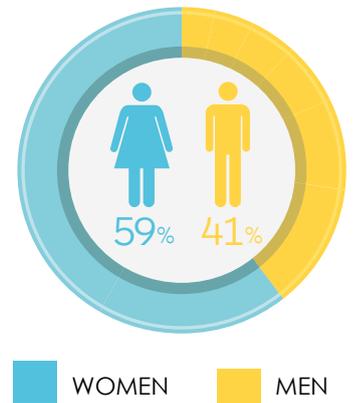


276 CHILDREN UNDER THE AGE OF 12 ACCOMMODATED



DUE TO FAMILY BREAK DOWN AND/OR VIOLENCE IN THE HOME

Gender breakdown



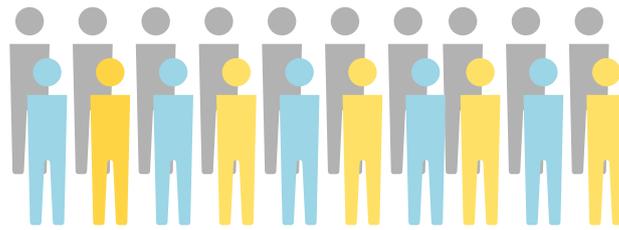
Cultural figures



877 PEOPLE WERE PROVIDED ACCOMMODATION

70 MORE THAN 2018

11% INCREASE IN THE DEMAND FOR CRISIS ACCOMMODATION



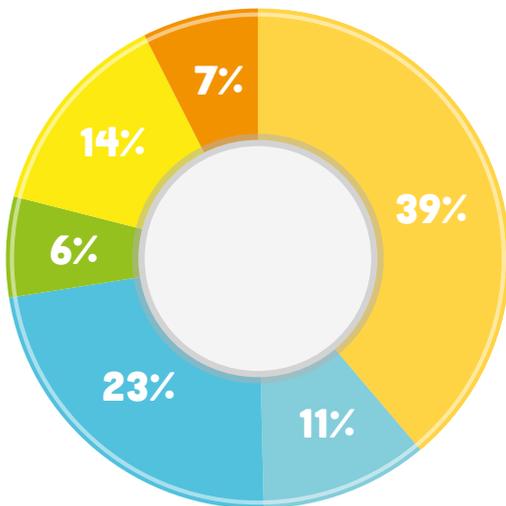
1,694

PEOPLE WE PROVIDED CARE COORDINATION AND SUPPORT FOR



21% OF THE PEOPLE WE SUPPORTED IDENTIFIED AS ABORIGINAL

Main presenting reasons



- 39% VIOLENCE OR ABUSE
- 11% FINANCIAL / CRISIS / STRESS
- 23% FAMILY BREAKDOWN
- 6% INAPPROPRIATE DWELLING
- 14% OTHER
- 7% ACCOMMODATION ENDED

HARD FACTS

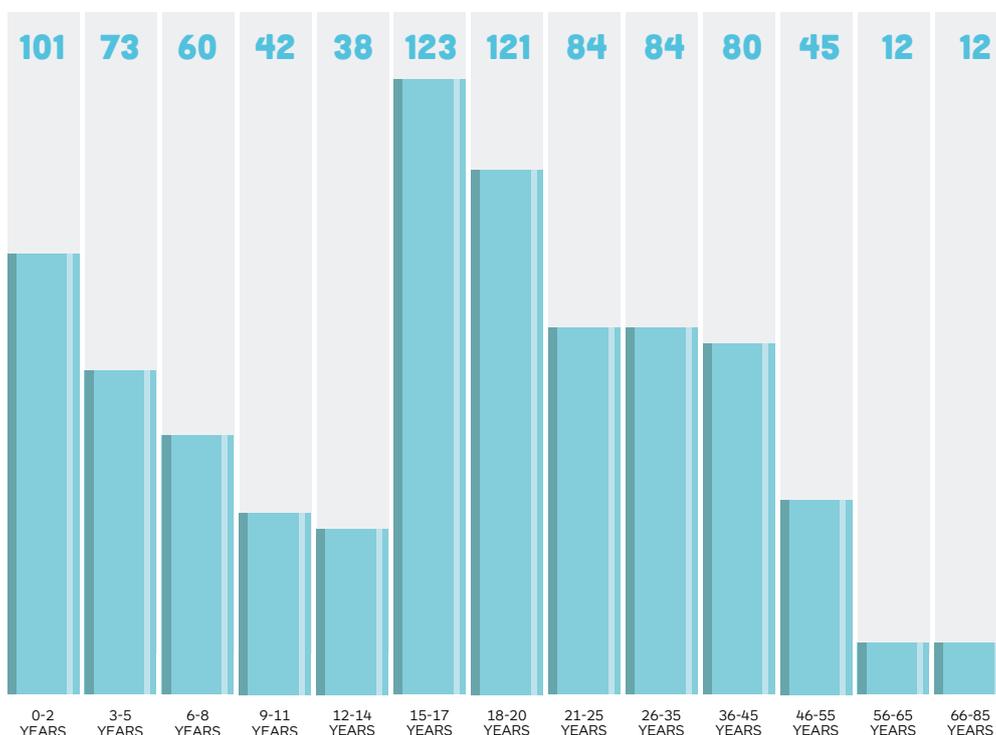
WE PROVIDE SUPPORT TO ANYONE EXPERIENCING HOMELESSNESS OR WHO ARE AT RISK OF HOMELESSNESS

WE ASSIST PEOPLE TO ACCESS THE PRIVATE RENTAL MARKET AND TO APPLY FOR PUBLIC AND COMMUNITY HOUSING

WE HAVE A CENTRAL ACCESS POINT TO MAKE IT EASIER TO ACCESS OUR SERVICES AND STOP PEOPLE HAVING TO GO FROM ONE SERVICE TO ANOTHER

UNFORTUNATELY THERE ARE MANY PEOPLE WHO NEED ASSISTANCE AT ANY GIVEN TIME, AND WE OFTEN HAVE WAIT TIMES TO ACCESS BOTH HOUSING AND SUPPORT

Age breakdown



COURAGE AND RESILIENCE.

OUR STORIES



BRADLEY'S STORY

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We want to say thanks to all the extraordinary people who have courageously shared their stories of homelessness with us this year. The journey has not been easy as you will read, but the stories demonstrate why we need to continue to strive to do more to end homelessness and domestic and family violence here on the Central Coast



TARA'S STORY

Page 15

Here are some of the lived domestic violence experiences of the women and children Coast Shelter has been able to support over the last year. Unfortunately there are far too many similar situations and these stories are just a few examples of how Coast Shelter, with support from the Community, can help Victims of Domestic and Family Violence find the path to a safer and brighter future. The names, of course, have been changed for privacy reasons. Please note that these stories may be triggering for people who have experienced domestic and family violence.



MITCH'S STORY

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MARGARET & SUE'S STORY

Page 7

BRADLEY'S PATH TO A BETTER LIFE.

HOMELESSNESS

I had a pretty hard time when I was little and there was a lot of alcohol and violence at home. It got that bad that by the time I was a teenager I would only go home when I had nowhere else to go. I was doing really badly at school so I stopped going and ended up drinking and smoking pot.

After a while I got sick of living like that and I wanted to make changes in my life. I went to a drop-in centre and they put me in contact with people from Coast Shelter. I talked to them for a while and they said I could come and stay at one of their houses at Woy Woy while I sorted stuff out.

I was pretty uncomfortable there for a while, I wasn't used to spending time with people I didn't know and it was hard to have people around all the time. After about 6 weeks I felt a bit more comfortable and things started to make more sense. The workers really meant it when they said they wanted to help me. That took a while to get used to.

I decided I want to get my anxiety under control and not rely on alcohol or pot to feel comfortable. The people at the house set me up with a doctor, a psychologist and an alcohol and drug counsellor. I didn't know that the stuff that happened when I was a kid had affected me so much, I just thought I was a bit useless.



There were a few times when I couldn't cope but the staff were always great about it. I did stuff at home like learning about money and how to save, and things like cooking and taking care of the house.

I got into TAFE to do Cert III in hospitality and now I'm working at a restaurant around the corner.

After 18 weeks at the Coast Shelter house I moved in with a mate in a rental but I'm still in touch with the staff and I know they can give me a hand if I need help again. I don't feel like I'm useless anymore, and I can do the same things as everyone else.

**24
SWAGS**



24 SWAGS WERE DISTRIBUTED TO THOSE WHO WERE SLEEPING ROUGH. 105 SLEEPING BAGS, 194 BLANKETS AND OTHER LINEN ITEMS WERE ALSO DISTRIBUTED.

JOURNEY NORTH

CENTRAL COAST NORTH

“You can make the biggest difference in your community if you **Give where you live.**”

Gavin Shepherd, Director Coast Shelter

DOMESTIC
VIOLENCE
RESPONSE
PROGRAM

WYONG

TOUKLEY

WOMEN AND
CHILDREN'S
CRISIS
ACCOMMODATION

YOUTH
CRISIS
ACCOMMODATION

THE ENTRANCE



TARA'S JOURNEY TO SAFETY.

OUR STORIES

I'm sure my husband hadn't always been violent but by the time Jack was a few years old I felt like it was all we had ever known. I felt bad for my little boy but I didn't know how I would manage if I left, I didn't have a job or any family to help me. Over time it got worse – he did some really horrible things that I can hardly talk about even now.

He must have known I wanted to go because he took my phone so I was trapped.

One night things were really bad and my neighbours called the police. The police took me and Jack away from the house so we were safe from my husband, but it meant we were homeless.

The Police put us in touch with the Coast Shelter women's refuge and they took us in straight away. It was a really confusing time because I had to deal with the police, Legal Aid and Housing as well as go to Court to get an ADVO. The case worker at Coast

Shelter helped me organise everything. She even got some help for Jack's developmental issues so he can go to a mainstream school.

I got some income assistance while I was in the refuge and I was able to save some money for the essentials. We had nothing when we arrived – my husband smashed up everything we left at our old house.

When I was ready to go, the workers helped me find a unit and get it furnished. I had to start all over again but we got some beautiful donations and I am so proud of our home. I feel safe and happy and independent and I even have proper play area for Jack. It's coming up to Christmas now and I know we can actually have a nice time this year and celebrate. The staff have even said they'll drop around a present for Jack if I can't get out to buy him something.



357
REFERRALS



REFERRALS WERE MADE TO OTHER SUPPORT AGENCIES FOR FINANCIAL HELP, COUNSELLING, HEALTH SERVICES, WELL-BEING ETC.

JOURNEY SOUTH

CENTRAL COAST SOUTH

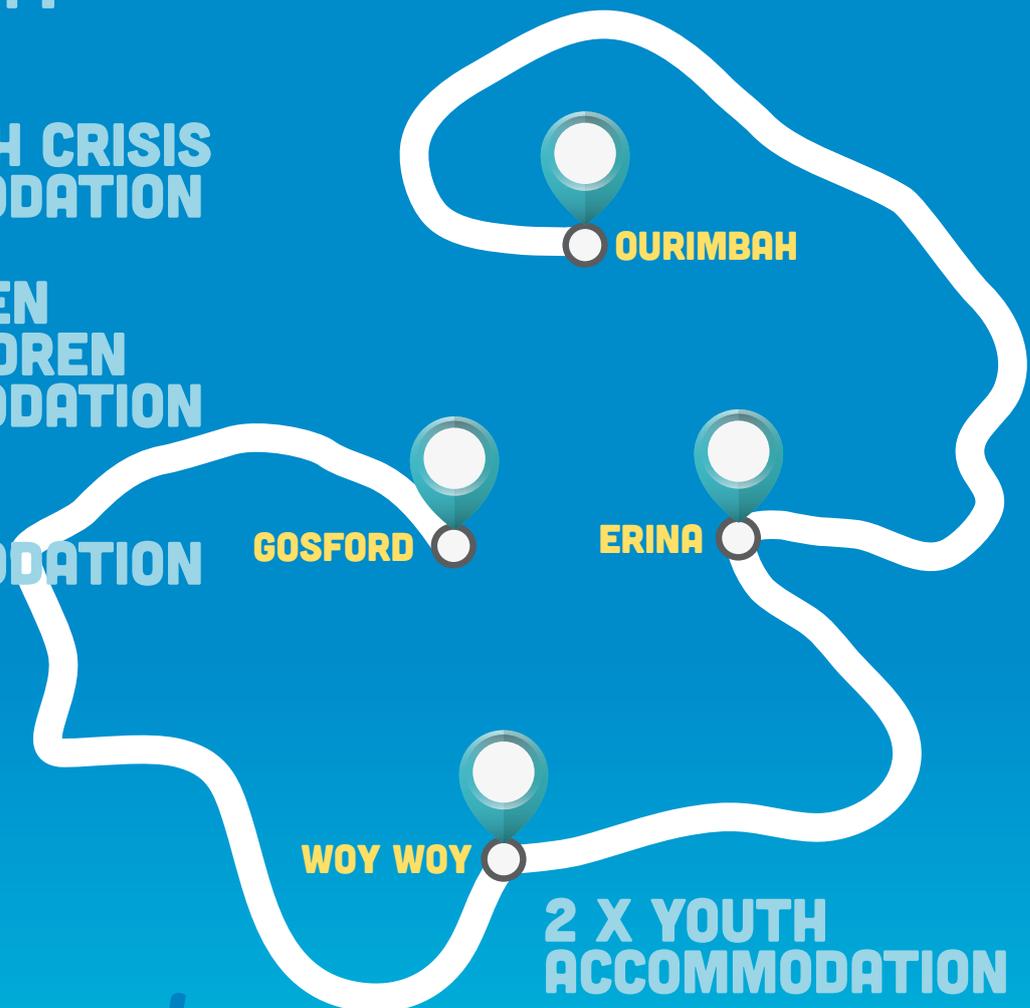
“Coast Shelter is so much more than a meal, they are a *part of my family*.”

COMMUNITY CENTRE

2 X YOUTH CRISIS ACCOMMODATION

2 X WOMEN AND CHILDREN ACCOMMODATION

MEN'S ACCOMMODATION



2 X YOUTH ACCOMMODATION





MITCH

SOUGHT HELP.

Mitch

- ▶ I was homeless in Sydney for a long time and often slept rough
- ▶ I have health issues, that got much worse when I was homeless
- ▶ A few of my tenancies fell over and I got blacklisted
- ▶ After I went to hospital they put me in touch with Coast Shelter
- ▶ I have been living in a Coast Shelter property for a while now
- ▶ Case workers have helped me get medical and mental health treatment
- ▶ I am starting to see a future for myself
- ▶ I feel like I can take on responsibilities
- ▶ DCJ Housing have agreed to help me find a social housing tenancy and I can move forward

OUR VOICE AND WHAT WE STAND FOR.



Our commitment to connect with our community and the people we support can be seen through the events we have been involved in and supported across the community this year, including:

- National Volunteer Week – May 2019
- Central Coast Comicon – May 2019
- Youth Homelessness Matters Day – April 2019
- Youth Week – April 2019
- International Women’s Day Expo – Mar 2019
- White Ribbon Day – November 2018
- Central Coast Multicultural Expo – Oct 2018
- World Homelessness Day 2018
- RU OK day 2018
- Child Protection Week
- Wear It Purple Day 2018
- Coast Shelter Community Festival – July 2018
- Naidoc Week
- 16 Days of activism – November 2018
- Kids Day Out

 Connecting to the community with ad campaigns through Facebook and other social media outlets is simple yet powerful.



HOW WE SUPPORT.

Mary Biddle



Coast Shelter works to support people in our community who are homeless or at risk of homelessness. For those at risk of homelessness due financial issues we provide assistance through the Community Centre and Laurie's Table, the No Interest Loans Scheme and partner service providers.

We are specialist in the delivery of services to men, young people, women and children and those fleeing domestic and family violence. Our case managers assist people to meet their immediate needs while in the home, including finding documents for social security, assisting with Court appearances for victims of domestic and family violence and teaching household and financial skills to those who've never had a stable home to manage.

When a person or family is ready to leave our accommodation, we work with them to find and set up a new home. This includes finding the basics such as furniture and whitegoods, saving a bond and using our Coasties on the Move to subsidise some of the costs of getting started.

Once a person is housed in safe rental accommodation, we provide ongoing support in addition to our funded services, to make sure they are able to remain in that home for as long as they want. Everyday we are supporting at least 70 individuals or families in outreach support along with the people in our crisis accommodation.

We understand that each person is an individual with their own story, personal strengths and potential.

In our experience, very few people suddenly find themselves homeless. In most cases there is a complex set of experiences that

leave people exposed and vulnerable, which might include family relationship breakdown, domestic and family violence and other traumatic experiences. Many people are disengaged from education and experience high levels of anxiety, isolation and depression; others display offending behaviour and the misuse of drugs and alcohol often as a way of coping.

Sometimes people just make a mistake. We believe every person in our community is worthy of our respect and our support.

It isn't until a homeless family, young person or adult who comes to Coast Shelter feels safe and supported that they are able to address their personal barriers to healing and to re-learn life skills that have been damaged by their previous life experiences.

WE LIVE OUR VALUES. CONNECTION. RESPECT. TRUST.

Our Values are demonstrated at every step of the journey an individual or family has with us but at the core of our work is Connection. Connection can only be achieved by giving and earning Respect and Trust.

We respect each person who comes to us, regardless of where they are on their journey. We listen to a person's own view of what their needs are and provide a considered ongoing response. We show our people they are worthy of our respect and assistance. We value remaining flexible, adaptable and open to finding the best outcome for a person, however challenging their situation may seem.

We seek to earn respect. We show people we listen to them, we talk straight and we deliver on our promises.

We show people we have trust and confidence that they can succeed. Coast Shelter offers programs that not only challenge a person's self-belief, attitudes and behaviours but build a positive sense of self and pride in skills and achievements.

We, in turn, strive to always show we are worthy of a person's trust.

When first meeting with Coast Shelter some people are highly suspicious of who we are, why we are here and, particularly, why do we want to help? They fear rejection from others, feeling inadequate for having to seek help or resentful and angry that they have been referred to us.

Coast Shelter's role is to be there for them and invest the time in creating trust. As a team we need to show that we honour their trust by being predictable and dependable, creating an environment which is immediate, honest, open and consistent. The feeling of warmth and pride when a person says they feel like part of the Coast Shelter family is the reason so many of us do the work we do.

We don't always succeed. As an organisation we will continue to grow and to develop and to refine our approach to clinical and case management practice. We will expand and develop our community partnerships to ensure we can offer the best pathways to positive outcomes. We will find new ways of doing things to meet the challenges outside of our control. But we will always ensure that our focus is where it needs to be at any given time – on the person who has put their trust in us to help them to achieve a brighter future. I am proud of our team, of the achievements this year and the many exciting challenges to come.

WOMEN AND

CHILDREN'S SERVICES.

TEAM

HIGH RATES OF DOMESTIC AND FAMILY VIOLENCE

THE LEADING CAUSE OF HOMELESSNESS



"I am sad to say that the Central Coast had the second highest number of domestic and family violence orders in NSW this year."

Julie Marks
Program Manager



"Domestic and Family violence and Family breakdown continue again this year to be the leading causes of homelessness here on the Coast, with 62% of the people we supported presenting because of violence."

Kelly Richards
Program Manager

EARLY INTERVENTION

WE COLLABORATE TO INNOVATE



*We provided a safe home and support for 276 Children this year
"We are committed to intervening early in life and early in need."*

Elissa Clyne
Program Manager



"We work really closely with DVNSW, NSW Police, the Central Coast Domestic Violence committee members, local real estate and other organisations to drive innovation and best practice in our services."

Nicole Harvey
Program Manager

YOUTH SERVICES.

TEAM

WE ARE SOLUTIONS FOCUSED



"Supporting young people to get back into education and training has been a huge part of our work with young people this year, and we have achieved some really good outcomes."

Paul Lewis
Program Manager

WE UNDERSTAND TRAUMA



"So many of our young people have long histories of trauma and can find it tough to understand how that has affected the way they think and feel, the engagement of clinical services to support and guide our practice has been fantastic this year."

David Conway
Program Manager

WE LISTEN TO CONTINUALLY IMPROVE



"We are focused on making sure we meet the needs of the young people we support and we are always looking for feedback and looking for ways to do things better."

Michael O'Conner
Program Manager

MENTAL HEALTH SERVICES ARE NEEDED



"It is sad to say that 73% of the people we supported this year are under the age of 25. Many who experience mental health and have no networks to support them."

Michelle Connolly
Program Manager

CONNECTING TO COMMUNITY



"Far too many of our Aboriginal young people are finding themselves homeless and working with local Aboriginal services to connect people to community is something I am really passionate about."

Peter Downie
Program Manager

MEN'S SERVICES.



Steve Keane
Program Manager



“Many of the men we support have had tough childhoods, many tell stories of physical, sexual and emotional abuse and neglect and growing up in dysfunctional homes.

We spend time building relationships and getting to know their stories and finding out what works for them and how we can support them while providing safe housing and daily support. That's what gets good outcomes.”

COAST COMMUNITY CENTRE.



"We are here to support anyone who is homeless or at risk of homelessness and we do this in very creative and innovative ways."

Charles Boyton
Program Manager

50,090
MEALS



Free meals were provided thanks to our amazing volunteers

1,455
HAMPERS



Food hampers were provided to those doing it tough. Hampers are made up of food donated by generous community members and local businesses.

100
HAIRCUTS



100 people received a free hair cut.

2,055
SHOWERS



People have access to shower and laundry facilities.

489
LAUNDRY



Last year 498 people laundered their clothes and we gave toiletry packs to 547 people

85
INTERVIEWS



Interviews for people in need of emergency accommodation.

A COMMUNITY THAT GIVES TIME.

VOLUNTEERS

Coast Shelter heavily relies on the continued support each year from our well-established volunteering community. One program, in particular and quite simply, would not be able to run without the generous volunteers who cook and serve our daily lunch and dinner service out of our Coast Community Centre at Laurie's Table.

Our volunteers are varied, some come as individuals, others from family or friendship groups, church, local business as well as corporate and school groups but, no matter the type of volunteer, all are here because they believe in Coast Shelter's vision to end homelessness on the Central Coast. Even more important, our volunteers want to help people in need.

The Coast Shelter volunteers know this can be a long and hard journey for our locally disadvantaged people but turn up each



The Suncorp volunteers team

day because they want to ensure their dignity is respected, that people are fed, well cared for and do not walk alone.

I have had the privilege of collaborating with this side of the organisation only in the last few months of this financial year but in this short time, I have been blown

away by the long-term commitment from a good majority of our volunteers. My new role as Volunteer Coordinator is to represent and collaborate closely with this important human resource, provide training opportunities and informative quarterly meetings, make celebratory connections and always ensure we reduce risk through best practice compliance standards.

As our volunteers' organisation of choice, we aim to keep improving and make meaningful collaborative impacts to retain and keep attracting great people to our already existing high standard of quality volunteers. Today's standards of employee/volunteer HR compliance and looming accreditation processes are set high but I must say I have never felt more supported than I do by our volunteers, who have all stepped up in agreement that continuous best practice will ensure we are here as a team to support those in need for years to come.

In closing, I would like to publicly thank all our wonderful volunteers. There are too many to single out, as their stories of amaz-

ing efforts are many. Whether it be by servicing meals, helping us tame our refuge gardens, painting walls, selling raffle tickets or offering beauty to podiatry, there is somebody here volunteering seven days of the week to assist our locally disadvantaged community and, without their help, the people we serve and Coast Shelter would be the poorer for it. We are always seeking and welcome more members of our community who wish to volunteer with us.

Through volunteering Coast Shelter is able to provide ways for people and organisations in our community to act on the issues they care about, and to be part of doing something to end homelessness and domestic and family violence.

Kylie Hogan
Volunteer Coordinator



Happy National Volunteer Week!

We ♥ our Volunteers

NW NATIONAL VOLUNTEER WEEK

LOVE BITES



"Working with our corporate partners to provide easier pathways for workplace volunteering, is something we are really passionate about. Our corporate partners are inspiring, the desire of so many businesses to enable their staff to take meaningful action on issues that matter to them in our community is driving us to make corporate volunteering easier."

Kylie Hogan & Charles Boyton

Volunteer Coordinators



OUR CULTURE IS KEY TO OUR SUCCESS.



"Our culture is based on a love of learning, a sense of hope and curiosity, we encourage and support our people to speak up and to speak out so we can do our best"

Jason Brown

People and Culture Manager

WHO WE ARE

As the People and Culture Manager I believe that an organisation's culture is key to its success. This year the Coast Shelter team spent a lot of time as an organisation talking about our values and how they impact on who we are and how we deliver our services and we realised that the core of what we do is about "connection". Connection to each other, connection to the people we support and connection to our community and our supporters is what drives us to do our best.

As an organisation we have grown a lot over the last few years and our workforce is now operating across 12 work sites on the Central Coast meaning we don't see each other as often as we use to and we are needing to use technology more and more to connect in meaningful ways. We have implemented a new HR system, FlareHR, which allows us to connect and share good news stories, celebrate successes, share information and also helps us to understand a little about each other personally and gives us a platform to welcome new people into our team when they start.

We encourage and celebrate diversity of thinking and beliefs and we support employee networks to come together, to connect and to share their stories and ideas. This commitment to inclusion and diversity is embedded within our recruitment practices and our training and development programs which means we proud to say that our workforce have great understanding and empathy, we understand connection and relationships and we work from both the heart and the head.

Over the last 12 months our commitment to developing our people has remained paramount. We introduced a new learning management system for the administration, documentation, tracking, reporting, and the delivery of educational courses. We supported board members, senior managers staff and volunteers to attend sector and industry conferences and workshops, to participate in clinical supervision, attend coaching sessions and participate in face to face training.

Our organisation and our team are delivering services in a time of significant change, increasing pressures from

regulatory systems that require us to be regularly reviewing our structures and management tools to continually improve what we do and how we do it. This has provided us with a big opportunity this past year to embrace new technology that helps us do business in new and different ways, meeting the requirements of audited National Quality Standards, applying new therapeutic and other counselling and support techniques as well as adjusting to the increased expectations of Government, funding agencies and, rightly, the people we support.

It is for these reasons that many staff have continued to pursue personal development and the level of professional qualifications of our staff continues to climb as we encourage their long-term development. We encourage and support our people with their education, with over 20% of our frontline staff completing their Diploma of Community Services with TAFE NSW through recognised prior learning.

Our connection with Tertiary Institutions on the Central Coast has continued to grow, as we remain a popular choice for students undertaking further

OUR PEOPLE

education. We supported a large number of student's to complete short-term vocational placements to support their transition from study to work, this is one of the many ways that we give back to our community.

The work we do is demanding, it can be emotionally challenging and we can certainly have some tough days and we need to be resilient. For this reason we have a really robust interview process, we make sure everyone has a working with children check including the Board of Directors, volunteers and non frontline staff and we provide all our staff with regular one on one supervision and access to psychological services and group supervision. We are very committed to ensuring our practice and the support we provide is the best we can provide.

We are proud to be working with Anima Consulting this past year to ensure our team is trained in the delivery of Trauma Informed Care and this is supported through monthly group supervision to embed the model of care.

During the past 12 months the organisation implemented changes in preparation for the accreditation process. Despite the difficulties it has been our strong culture and connection within the workforce that has enabled the challenges to be met ensuring Coast Shelter's future growth.

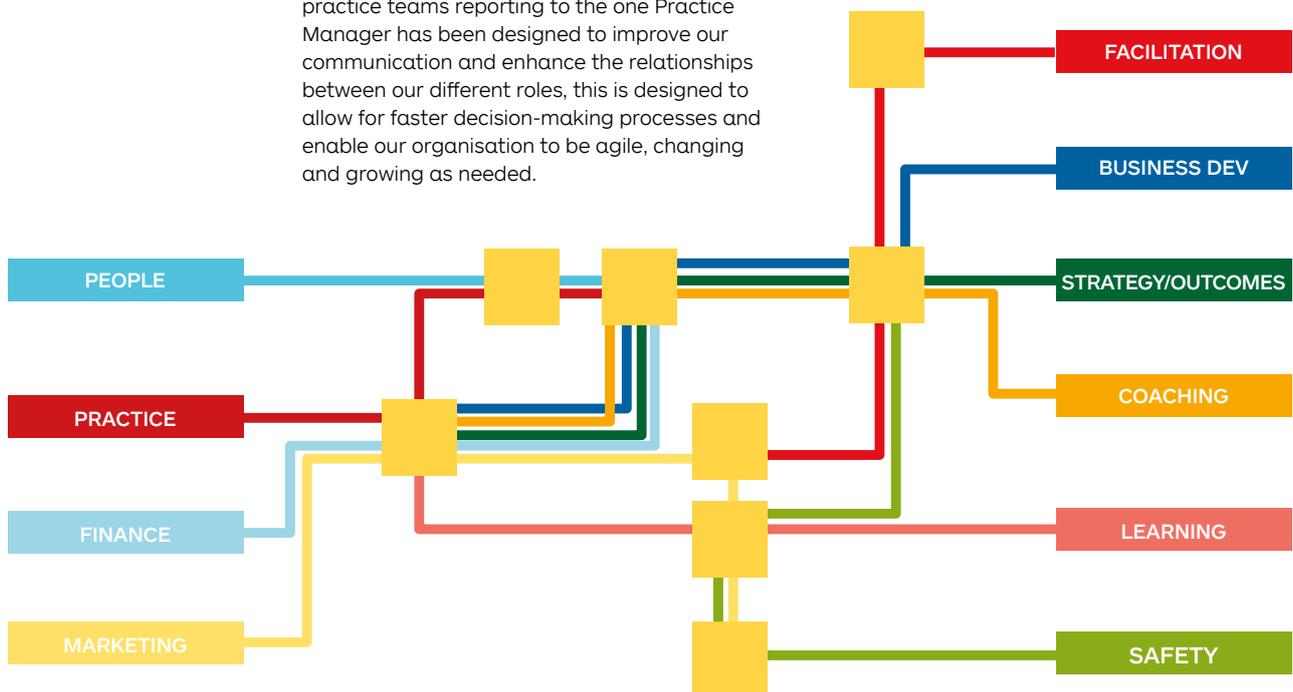
I feel privileged to be connected to Coast Shelter, an organisation committed to the people of the Central Coast. Over the next 12 months I look forward to building on the social camaraderie, kinship and shared values that are an integral part of Coast Shelter.

A STRUCTURE THAT WORKS.

This year we have focused on creating an organisational structure fit for the future of our work, we have less hierarchy, greater levels of individual accountability and increased flexibility. This structure is designed to increase our teams curiosity, learnings, experimentation and to assist us to discover more opportunities for collaborative problem solving.

We believe that this is where innovation and connection meets implementation.

Having a very short chain of command, with practice teams reporting to the one Practice Manager has been designed to improve our communication and enhance the relationships between our different roles, this is designed to allow for faster decision-making processes and enable our organisation to be agile, changing and growing as needed.



Her Excellency the Honourable
Margaret Beazley
AO QC

Vice Regal Patron of
Coast Shelter

We welcome Her Excellency the Honourable Margaret Beazley AO QC as our new Vice Regal Patron.

This year we welcome a new connection to our organisation, Her Excellency the Honourable Margaret Beazley AO QC.

We are excited to say that her Excellency has a deep commitment to education, youth leadership, human rights and social justice and we are thrilled she has agreed to be our Patron.

THANK YOU, WE COULD NOT DO IT WITHOUT YOU.

We are so very grateful for the support and help people give us and we have tried to make sure we recognise everyone and show how much we appreciate you all and the contribution you make to ending homelessness and domestic and family violence.

- ▶ Australian Tax Office
 - ▶ Barry and Elizabeth Frost
 - ▶ Bendigo Bank
 - ▶ Bunnings
 - ▶ Central Coast Express Advocates
 - ▶ Central Coast Leagues Club
 - ▶ Central Coast Societies & Clubs
 - ▶ Central Coast Mariners
 - ▶ Count Charitable Foundation
 - ▶ Fortunity
 - ▶ Julie's Place
 - ▶ Lend Lease Erina Fair
 - ▶ Masterfoods
 - ▶ The Marie Lowndes family
 - ▶ Mingara
 - ▶ Newcastle Permanent
 - ▶ Pallet Logistics
 - ▶ Ron and Desley Hinksman
 - ▶ Rotary Clubs of the Central Coast
 - ▶ Samsung
 - ▶ Sanitarium
 - ▶ Service Clubs of the Central Coast
 - ▶ Suncorp
 - ▶ St Hilliers
 - ▶ The individual donors and supporters
 - ▶ The Unsworth Foundation
 - ▶ Valley Foundation (CBA)
 - ▶ Westfield Tuggerah
 - ▶ Woolworths
 - ▶ Zonta
- ▶ To our corporate volunteers and regular school and committed community groups who share their passion for giving back to the community with us in Laurie's Table and across the organisation we thank you
 - ▶ It is wonderful to see so many groups on the Central Coast join together with a common purpose of helping those in need. This year we had continued support from Rotary, Lions, Probus and service clubs, in addition to schools, fellowships, freemasons, retirement villages, scouts, bridge clubs, art groups, churches, quilters, men's sheds, CWAs, Zonta, dance schools, sporting clubs, professional firms and musicians who all make a valuable contribution to their community.
 - ▶ Coast Shelter receives invaluable support from various organisations, large and small, their backing extends from fundraising, sponsorship, volunteering and the donation of food, goods and services. Without their support and the efforts of our volunteers, we wouldn't be able to provide this vital service to our community.
 - ▶ To everyone in our community who has taken the time to support Coast Shelter during the year thank you!
 - ▶ Bequests
 - ▶ We would like to make a special mention and acknowledge the late Margaret Beaumont for leaving Coast Shelter a generous bequest in her will. We are humbled and grateful for this foresight and kindness.



ADVICE THAT HELPS.

EXTERNAL ACCOUNTANTS REPORT



Troy Marchant CA
Principal Director



Gerard Andrews CA
Principal Director



Jason Haynes CA

Troy Marchant CA,
Gerard Andrews CA
Jason Haynes CA



It is our great pleasure and honour to be writing our first address in this years' Annual Report as Coast Shelters' newly appointed external accountants, AdviceCo. (formerly Robson Partners).

We are passionate about giving leading advice to change the outcomes of businesses, families and organisations. Advice that ultimately helps people become better off.

We were appointed in April this year to assist the organisation to deliver on its mission to end homelessness and domestic violence on the Central Coast via new framework of financial governance and reporting.

To this end, we have implemented a new Cloud Based accounting system – XERO – which means financial data is recorded faster and more accurately, identifying retrospective and pre-emptive opportunities for financial efficiency and growth. We have also renewed the format of financial information for the Board, so that they can make more informed decisions concerning the financial future of the organisation.

Whilst the function of Coast Shelter rests in driving social and community programs and initiatives, it is important to understand that this mission cannot be achieved without good financial governance, in a business-like manner. A steady foundation of financial metrics and KPIs to be measured and reported against, ensures that the mission can and will continue.

We are excited to be executing this function and process for Coast Shelter.

Like Coast Shelter, at AdviceCo, we too conduct our business with social purpose and ensure that we give back to the local community. We do this by sharing a common set of values with Coast Shelter.

We believe and understand the importance of uniting through good times and bad. At AdviceCo, we're in it for the long term and believe that helping the community is the right thing to do. From providing support to groups helping people struggling with long term illness to helping those less fortunate than ourselves, giving back is a pillar of our business values.

In the last 12 months we have donated time and financial resources (and continue to do so) to organisations such as:

- Orange Sky Laundry
- ASPECT Central Coast
- Without a Ribbon Inc
- Coast Shelter
- RSPCA
- Cancer Council NSW

We value our new partnership with Coast Shelter, our shared values and are excited to be working with a talented new team as it drives its business plan over the next 12 months.

IT ALL ADDS UP TO HELPING PEOPLE.

FINANCIAL REPORT

Coast Shelter is committed to achieving and maintaining a financially sound and well-managed organisation. This has been certified by our annual financial audit which was undertaken by Hall Chadwick. All financial documentation, control and audit requirements related to funds provided by the Government are met.

Central Coast Emergency Accommodation Services Ltd
ABN 46 095 999 287

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF CENTRAL COAST EMERGENCY ACCOMMODATION SERVICES LTD

OPINION

We have audited the financial report of Central Coast Emergency Accommodation Services Ltd, which comprises the statement of financial position as at 30 June 2019, the statement of profit or loss and other comprehensive income, the statement of changes in equity and the statement of cash flows for the year then ended, notes to the financial statements, including a summary of significant accounting policies, and the directors' declaration.

In our opinion, the accompanying financial report of Central Coast Emergency Accommodation Services Ltd is in accordance with the Corporations Act 2001, including:

- i. giving a true and fair view of the Company's financial position as at 30 June 2019 and of its financial performance for the year then ended; and
- ii. complying with Australian Accounting Standards to the extent described in Note 1, and the Corporations Regulations 2001.

BASIS FOR OPINION

We conducted our audit in accordance with Australian Auditing Standards. Our re-

sponsibilities under those standards are further described in the Auditor's Responsibilities for the Audit of the Financial Report section of our report. We are independent of the company in accordance with the auditor independence requirements of the Corporations Act 2001 and the ethical requirements of the Accounting Professional and Ethical Standards Board's APES 11 0: Code of Ethics for Professional Accountants (the Code) that are relevant to our audit of the financial report in Australia. We have also fulfilled our ethical responsibilities in accordance with the Code.

We confirm that the independence declaration required by the Corporations Act 2001, which has been given to the directors of the company, would be in the same terms if given to the directors as at the time of this auditor's report.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

INFORMATION OTHER THAN THE FINANCIAL REPORT AND AUDITOR'S REPORT THEREON.

The directors are responsible for the other information. The other information comprises the information included in the Company's annual report for the year ended 30 June 2019, but does not include the financial report and our auditor's report thereon.

Our opinion on the financial report does not cover the other information and accordingly

we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial report, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial report or our knowledge obtained in the audit or otherwise appears to be materially misstated.

If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

HALL CHADWICK 
CHARTERED ACCOUNTANTS & BUSINESS ADVISORS | NSW

Level 40, 2 Park Street,
Sydney NSW 2000 Australia



Statement of Profit or Loss & other comprehensive income for the year ended 30 June 2019

	Note	2019 \$	2018 \$
			Restated
Revenue	2	\$8,130,720	\$8,778,689
Employee benefits expense		(\$6,614,954)	(\$6,599,116)
Depreciation		(\$304,057)	(\$270,518)
Rental expenses		(\$49,031)	(\$28,329)
Repairs and maintenance		(\$61,038)	(\$66,862)
Insurance		(\$149,783)	(\$594,175)
Other expenses		(\$896,295)	(\$988,886)
Surplus before income tax		\$55,562	\$230,803
Income tax expense	1(f)	-	-
Surplus for the year		\$55,562	\$230,803
Other comprehensive income		-	-
Total comprehensive income for the year		\$55,562	\$230,803

The accompanying notes form part of these financial statements



Statement of Financial Position as at 30 June 2019

	Note	2019 \$	2018 \$	2017 \$
Assets			Restated	Restated
Current assets				
Cash and cash equivalents	3	\$6,216,975	\$5,923,518	\$5,470,756
Trade & other receivables	4	\$59,066	\$47,864	\$60,613
Other current assets	5	\$39,322	\$61,079	\$33,889
Total current assets		\$6,315,363	\$6,032,461	\$5,565,258
Non-current assets				
Property, plant & equipment	6	\$1,308,409	\$1,560,931	\$1,606,552
Total non-current assets		\$1,308,409	\$1,560,931	\$1,606,552
Total assets		\$7,623,772	\$7,593,392	\$7,171,810
Liabilities				
Current liabilities				
Trade and other payables	7	\$812,652	\$645,210	\$339,368
Provisions	8	\$408,192	\$674,771	\$619,933
Deferred revenue	9	\$3,766,863	\$3,669,197	\$3,873,794
Total current liabilities		\$4,987,707	\$4,989,178	\$4,833,095
Non-current liabilities				
Provisions	8	\$104,769	\$128,480	\$93,784
Total non-current liabilities		\$104,769	\$128,480	\$93,784
Total liabilities		\$5,092,476	\$5,117,658	\$4,926,879
Net assets		\$2,531,296	\$2,474,734	\$2,244,931
Equity				
Reserves		-	-	\$224,356
Retained earnings		\$2,531,296	\$2,475,734	\$2,020,575
Total equity		\$2,531,296	\$2,475,734	\$2,244,931

The accompanying notes form part of these financial statements

JOIN THE FIGHT TO END HOMELESSNESS AND DOMESTIC & FAMILY VIOLENCE.



MAKE A DONATION

We accept money, food and all sorts of clothing/furniture donations. If unsure, call Coast Shelter for assistance.



LEAVING A BEQUEST

If you wish to leave a donation in your will, you can find all our bequest information under 'Bequests' on our website.



FUNDRAISE FOR US

Contact the fundraising team by calling Coast Shelter, for forms and more information.



VOLUNTEERING

Our kitchen & programs are always looking for helping hands. Go to the Volunteer section of our website for forms.



MEMBERSHIP

Become a member by paying an annual subscription. Contact us for more information.



ADVOCACY

Raise your voice, be heard. Our success comes from word of mouth and the community.

WHERE ARE WE:

346 Mann Street,
North Gosford
NSW 2250

CONTACT US ON:

(02) 4325 3540
coastshelter.org.au
admin@coastshelter.org.au

SOCIAL MEDIA:

 Facebook: Coast Shelter
 Instagram: coastshelter
 Twitter: CoastShelter



Coast Shelter is registered with the independent national regulator of charities, the Australian Charities and Not-for-Profits Commission, Australian Charities and Not-for-profits Commission (ACNC)