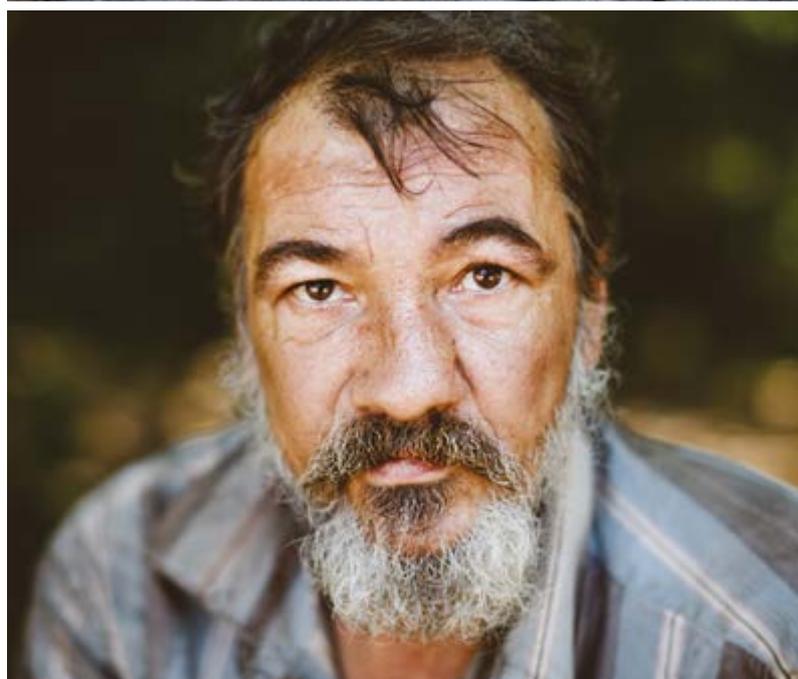




 **coastSHELTER**  
**ANNUAL**  
**REPORT**  
2020



*Ending Homelessness and Domestic & Family Violence*

# COAST SHELTER.



## ACKNOWLEDGEMENT OF COUNTRY

Coast Shelter wishes to acknowledge the Darkinjung people as the Traditional Custodians of the land on which we are gathered. We pay our respects to the Elders past, present and future and recognise their continuing connection and contribution to this land and these waters. We extend our respect to any Aboriginal people connected to Coast Shelter. We further acknowledge that this land was, is, and always will be, Aboriginal land.

## WE ADVOCATE FOR TOTAL INCLUSION & EQUALITY

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.



*Do your part connect with your heart*



# CONTENT.

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# VISION.

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

# MISSION.

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

# VALUES.

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

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.

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.

# THE BOARD.

Coast Shelter has a diverse skills-based board and executive team with expertise across the government, community and commercial sectors. This allows Coast Shelter to harness its combined skills and resources by way of an extensive network of corporate partners along with an enthusiastic volunteer community and skills based workforce.



**Margaret Portass**

President

Commonwealth Registered Marriage Celebrant/Justice of the Peace, Certificate IV in Business, Certificate IV in Celebrancy; Certificate IV in Community Services (Information Referral & Advice); Advanced Secretarial Diploma.

Margaret has been a Director of Coast Shelter since March 2008 and President since November 2018. Margaret's career has encompassed Executive Secretarial; Hospitality; Financial Management; Welfare; Aged Care; Community Services & from 2003-2017 managing various Programs through the Federal Department of Human Services including Participation Support Officer – Young Parents Program Wyong

LGA; Program Support Manager - Community Program Hunter & Central Coast – Program Support Manager – Rural & Remote Program North NSW Zone; Service Centre Manager & Team Leader across many Central Coast and mid North Coast sites.

These days Margaret is an accomplished Marriage Celebrant & President of Coast Shelter. Margaret prides herself on and encompasses her passion to live her life through honesty, integrity, being empathic and caring for others.



**Bob Pryke**

Director

Bob has been a Director of Coast Shelter since 2016. He has enjoyed a successful career over a 40 year period in Education, most of which was performed here on the Central Coast.

Bob was the founding member of the Rotary Club of Gosford City

and is also a co-founder, teacher and consultant at ET Australia Secondary College – a college which provides a safe and positive learning environment in which students can master the academic skills necessary for employment and future studies.



**Kian Safaei**

Vice President

B Pod, LLB, Grad. Dip Practice of Laws and Migration Agent Grad. Cert.

Kian has been a volunteer at the Coast Shelter Community Centre for the last 14 years and a Director of Coast shelter since 2015. Kian migrated to Australia in 1993 and has been in private practice as a podiatrist since. She became a Registered Migration Agent after completion of her course in February 2003 and was admitted as a Lawyer to the Supreme Court in 2004.

Kian has worked since 2003 as a migration agent in her own consultancy firm and as an employed solicitor from 2013 -2017 with Drake and Associates.

Kian has been very active since arriving in Australia and has been appointed to multiple roles during this time. Chair of Professional Conduct and Ethics committee of Podiatry Association NSW&ACT (A Pod A), Board Director of A Pod A and it's Vice president since 2017, Community Relations Commission Community Advisor, NSW Police Cultural Advisor, circuit presenter on cultural and religious issues since 2001, Policy Director of Women Lawyers and their liaising officer to Young Lawyers NSW, past president of Business and Professional Women's Association, member of Ethics Committee and Human Rights Committee of the Law Society NSW and member of Central Coast Law Society management Committee, Rotarian member and past President of both Gosford City and E Club of Greater Sydney Rotary Clubs, facilitator for Rotary Leadership Institute and Coordinator of Social Justice Program for Terrigal High School, to name a few.

Kian is currently working as a temporary Board Liaising Director with Coast Shelter.

**Alison McEvoy**

Secretary



Advanced Diploma in Business Studies, Certificate IV in Telecommunications, Post Graduate Degree in Public Sector Management.

Alison has been a Director of Coast Shelter since 2016. Alison's current role is as Regional Manager with Services Australia looking after a region of Service Centre's and responsible for enabling support functions for the North NSW Zone. Alison has extensive senior management experience, strong people and leadership skills and thrives in an environment that encourages innovative thinking. She has a passion for managing through our people, delivering on outcomes, strong authentic leadership skills, professional and life experience that thrives in an environment that supports successful outcomes for our clients, staff and communities.

Alison previously worked on the Better Futures Local Solutions initiative. This approach had Alison engaging with the community in active, ongoing co-design of strategies and initiatives to better address entrenched disadvantage at a local level.



**Diana Hanks**

Director



Bachelor of Arts, Dip Education.

Diana has been a Director of Coast Shelter since 2018. Diana is a former educator with extensive experience working as a school Principal, Executive and classroom teacher. These roles were fulfilled for the NSW Department of Education and Communities.

Diana was a founding member and President of Gosford City Rotary Club. During Diana's career she was responsible for establishing the Aboriginal Early Childhood Interagency to support Aboriginal families needing to gain speedy access to support services for children starting school. Diana was also responsible for organising conferences and workshops designed for educators to effectively interact with children prior to starting school, school educators and interagency staff members. Diana also fulfilled a role as Project Co-ordinator for FNSW and ACYFS. This initiative was throughout the Central Coast focussing on collaboration with all schools with a special interest in students transitioning to Kindergarten and to High School.

Most of Counselling.

Mary has 35 years' experience within the youth and family homelessness sector. Mary was CEO at Phoenix House Youth Services, a multidisciplinary youth and family service for 15 years.

Mary came to the Central Coast to live 11 years ago and to work at Coast Shelter 4 years ago as the Youth Services Co-ordinator for 2 years and the last two years as Practice Manager. Mary is passionate about how we deliver our services & programs and believes in creating safe warm shelters where people experience transformative relationships and access to life changing opportunities.

Mary has assumed the role of Acting CEO in recent months and overseeing all operations of Coast Shelter since August 2020.



**Paul Hussein**

Honorary Treasurer



Bachelor of Applied Science, Health Information Management, GAICD.

Paul has been a Director of Coast Shelter since April 2017. Paul is also a Director on the St Edward's College Board, a member of the Advisory Committee for Catholic Care Broken Bay and participates on the Finance and Men's Alive Committees at St Patrick's Catholic Church at East Gosford.

Paul's current role is as Business Manager for Yerin Aboriginal Health Services Ltd. with overall responsibility for contract compliance, partnerships and business development.

Paul's professional and personal ambition is to advocate for fair, equitable and quality access to health care and support services for the local community, including those with complex health needs. Paul is dedicated to supporting marginalised groups by improving service access and linkages and ensuring the continued expansion and implementation of new service models.



**Mary Biddle**

Practice Manager & Acting CEO



# QUICK-THINKING AND READY TO ADAPT.

## PRESIDENT REPORT

Margaret Portass

President



I am honoured to present my second Annual Report as President of Coast Shelter outlining our achievements during the 2019-2020 Financial Year.

We acknowledge the support of our Vice Regal Patron, Her Excellency the Honourable Margaret Beazley AO QC. Her Excellency has a deep commitment to education, youth leadership, human rights and social justice and we are humbled to have her as our Patron.

Rachel Willis, our CEO for the past two and a half years has recently decided to move on after guiding us through significant change. We respect Rachel's decision, acknowledge her contributions and wish her all the best.

As the world continues to deal with the coronavirus pandemic the nature of our Annual General Meeting this year has changed to meet with social distancing & COVID-19 safety guidelines. What an incredible year of change from as far back as the bushfires in November 2019 to March 2020 when our world was turned upside down and the spread of Coronavirus became an everyday topic.

Despite the pandemic Coast Shelter has continued to conduct outstanding programs with amazing outcomes for the clients assisted during the past 12 months. The resilience of Leadership, Staff,

Volunteers and the Clients has been incredible. Quick-thinking to change the daily operations to a COVID-19 safe environment affected many areas of Coast Shelters programs and services – we had to think outside the square and yet continue to assist the homeless and those at risk of homelessness in our local community. The mammoth task began to ensure all properties assisting our clients were aligned to a COVID-19 Safety Plan.

Our valued volunteers were also informed they needed to take time out from the Community Centre until it was safe to return while ensuring the Safety Plans were upheld in every aspect. We are looking forward to re-opening the Community Centre aligned to COVID-19 guidelines assisting with meals, offering services and enabling the social interaction of our many clients.

Plans were in place, during the height of COVID-19, for staff to limit their presence in Head Office through the rotation of staff working from home on allocated days to again ensure social distancing was upheld with business as usual in the background. At this juncture I would like to add we have a very committed & aligned Board, an inspiring team of staff, a dedicated team of volunteers and clients we continue to assist on a daily basis.

The Board is working through our Strategic Plan for the coming years with numerous exciting new social enterprise projects in the planning. We look forward to future opportunities, continued and new partnerships through networking, to expand & enhance our services and programs for the community of the Central Coast.

Coast Shelter has a committed team of over 85 staff and 288 volunteers and is very much business as usual at Coast Shelter. The focus remains on doing what we do best – supporting the homeless and vulnerable in our local community.

Coast Shelter prides itself in being able to deliver services and programs in an empathic, caring and compassionate way while empowering our clients to a sense of belonging within the local community and moving towards a better future for themselves and their families. People are at the core of what Coast Shelter does best – providing accommodation and support to the vulnerable in our community – understanding their specific needs and tailoring service and supports to meet their individual needs.

Coast Shelter has a very strong focus on Trauma Informed Practice Frameworks across its various programs. The many clients who utilise our services have experienced very traumatic events in their past whether that be domestic and family violence, a family crisis, injury or other significant life event.

The Trauma Informed Practice model allows staff to work with clients to build their capacity to handle those challenges being able to develop trust, connection and respect. Ultimately when clients leave our accommodation or other services they have a better

understanding, the confidence and the skills to navigate daily living moving towards independence and achieving positive outcomes for themselves.

As we move forward Coast Shelter will continue to deliver clear performance expectations in the recommissioning of all homelessness services as requested by the Department of Communities and Justice.

Due to COVID-19 it was necessary to place recommissioning activities on hold from March 2020 to allow Coast Shelter to focus on essential service delivery. The Department of Communities and Justice has advised the key objectives remain the same through the recommissioning process allowing a stronger focus on client outcomes and service quality - recommissioning discussions will be commencing in November 2020.

Considerable work has been undertaken in the last twelve months in our progression to gain ASES Accreditation (Australian Service Excellence Standards) which will be a requirement for all funded homelessness services. Due to Covid-19 the Department of Communities and Justice is extending the date for all services to become ASES accredited to June 2024.

Our vision is ending homelessness and domestic and family violence on the NSW Central Coast. We are totally committed to achieving the mission of Coast Shelter which is to deliver locally designed innovative solutions to homelessness, domestic and family violence and poverty that achieve immediate and lasting changes. This will be achieved through our solid core values of Trust, Respect, Innovation and Connection.

We will continue to align the organisation and its practices in



# 2020 AND OPEN FOR BUSINESS.

Mary Biddle

Practice Manager and Acting CEO

## PRESIDENT REPORT CONT.

accordance with the Specialist Homelessness Quality Assurance Framework and the Australian Service Excellence Standards as we move closer to accreditation.

I wish to formally acknowledge all staff and volunteers for their tireless efforts, incredible fortitude, resilience and acceptance of change in the last twelve months.

To our clients we look forward to assisting you move forward with your lives through empathy and care.

To our many stakeholders – thank you for your continued support of Coast Shelter – a local organisation with a huge heart assisting those less fortunate in our Central Coast Community.

I would like to thank my fellow Board colleagues, as members of a volunteer Board, for their invaluable support, tireless efforts and commitment through a very challenging year.

We live in a very caring, supportive and generous community on the Central Coast and Coast Shelter greatly appreciates the support it receives, in many forms, on a daily basis. We thank you.

We farewell from the Coast Shelter Board three devoted Directors of Coast Shelter in FY19/20 and thank them for their commitment and tireless efforts. Gavin was a founding member and long-term President and Michael was a long-term Vice President.

Michael Goodwin  
October 2013 – March 2020

Gavin Shepherd  
February 2001 – April 2020

Glenn Provis  
November 2017 – June 2020

Congratulations to all of our Central Coast Community. Together we have endured a very extraordinary year. It is in these tough times where we have had to be distanced from our families and loved ones that we truly discover ourselves. Coast Shelter has weathered many storms over the last 27 years, however this last twelve months has shown our Community to be resilient, generous beyond belief and incredibly thoughtful of one another. Together the Central Coast has come through this time.

I would like to thank our fantastic staff for their commitment and professionalism over this period of uncertainty. As essential service workers they have continued to provide safety for all in our Shelters and ongoing consistent care 24 hours a day, 7 days a week. Well done! Our Community Centre continued to provide washing, showers, health care, lunch and dinner 5 days a week. Coast Shelter has remained open providing connection and care for all in our community.

Coast Shelter looked inwards to identify our organisational strengths and how we could best harness those strengths to make a difference in the lives of those we support in our Community. We explored many layers together, such as:

- Who are those vulnerable in our community? How has the trauma they have experienced affected their development and lives?
- What are the issues facing the homeless in our Community?
- Why we must endeavour to understand their issues to effectively address them
- How do we best approach the

delivery of services to them?

Upon our findings, Coast Shelter has developed our own comprehensive Practice Framework of service delivery. This framework has kept the focus of our people at the heart of what we do and involves and integrates them into the development of all our programs and care models.

We engage with those in our community doing it tough by entering into meaningful relationships with them, we truly see, hear and understand them. This is done on an individual basis. This enables us to discover their strengths and their aspirations and harnessing these proactively so that they can build on their self-esteem, develop their personal skills and overcome barriers that are hindering them living successful and sustainable lives. How we do our work requires us to remain curious, patient, knowledgeable and hopeful.

## KEY ACHIEVEMENTS:

We have developed a program of workforce training and development that enables all our staff and volunteers to enhance their skills. These models represent:

- Streamlined Intake and Assessment for the whole of Coast Shelter
- Integrated domestic and family violence rapid response across our three women's and children's services
- Improved focus in our Shelters to the experiences of our community feeling safe and nurtured
- Building on our Love of Learning Programs with Central Coast Community College
- More effective focus groups in our community to identify, recognise and measure the impact of our services and relationships

- Youth Ambassador sitting on a Regional Task Force and Homelessness Peaks, presenting the views from our Youth Advisory Council

- A stronger child focus and response to addressing our children's trauma in our Women and Children's Shelters

- The development of Coast Shelter's coordinated trauma responsive care practice framework has developed a stronger consistency of care across all our Shelters and Community Centre

We continue to develop and deliver transformational programs that expand our Communities skills such as:

- intensive living skills
- financial management
- having a successful tenancy
- healthy relationships
- improved health and well-being
- personal development and accredited learning programs to name but a few.

Coast Shelter believes in enhancing our client's participation and connection within the Central Coast. This is achieved through education, training and employment, coupled with access to our Advisory Committees and our programs that develop self agency.

I am continuously impressed by our team, the way they build relationships, show support and encourage personal growth through honest conversations held with compassion and care.

# OUR STRATEGIC PLAN.

What people have told us they want from our services?

We support the people we work with, each other and our community by being:

1. Consistent in what we do and how we do it
2. Letting people know they can count on us
3. We look for peoples strengths and build on them together
4. We understand how trauma affects people and we work from a Trauma Informed Approach
5. We look to build capacity
6. We are adaptive and responsive to peoples needs
7. We are focused on asking the right questions so we can find the right solutions



# SEEKING CHANGE FOR A BETTER FUTURE.

## YOUTH AMBASSADOR

Jasmin's story



Coast Shelter Youth Ambassador - Jasmin Hughes is an extraordinary young person. She is passionate about her community and using her voice to build community momentum for action on youth homelessness.

Jasmin inspires us, our community and young people facing similar challenges to continue to strive towards ending homelessness and domestic and family violence.

Jasmin is a courageous young woman who bravely shares her personal story of homelessness and her pathway to stable housing and education.

Jasmin has been involved with Coast Shelter for many years after leaving an unsafe and violent home. There she was exposed to her families' chronic alcohol and drug abuse and ongoing domestic and family violence. For her own safety she needed to leave. As Coast Shelter's Youth Ambassador Jasmin uses her own personal experience to connect with community and political influencers with the wider problems faced by young people to seek change and make things better.

Jasmin shares her journey through mental health recovery and her

pathway to education and employment, shedding light on the barriers and the challenges she has faced with our Local, State and Federal Government Ministers to advocate for change and to assist in designing better solutions to homelessness for young people. We at Coast Shelter have learnt a lot from Jasmin about service design and systems and continue to use her skills as our Youth Ambassador to shape how we work and what we do to deliver quality services for young people.

Jasmin has inspired so many in our community from the local Rotarians to the NSW Peak body for young people - Y-Foundations and Government Ministers, by bringing a human face to an often hidden and misunderstood problem in our community. She speaks with passion and is able to help people to gain a better understanding about what goes on, and what can be done to help.

Her bravery and courage to share her personal journey with others challenges the shame, silence and stigma that continues to surround violence against women; homelessness and youth homelessness and we could not be prouder to nominate her for her commitment

to building momentum for community action.

Jasmin always demonstrates a true passion in making a difference for young people in her local community, having the confidence to 'bust the myths' around youth homelessness while addressing the broader community. Jasmin has resilience, tenacity and resourcefulness, leading by example for the young people she comes in contact with. Jasmin gives our young, marginalised and disadvantaged community members a voice and advocates for opportunities to enable young people to reach their full potential.

Jasmin is passionate about giving back, spending an enormous amount of her own time helping other young people access services and breaking the stigma of homelessness in young people. Jasmin, as Coast Shelter's Youth Ambassador has represented Coast Shelter and young people in a variety of community events including:

- Leading our Coast Shelter Youth Advisory Committee to hear the voice and needs of homeless youth on the Central Coast and inform how we work and how we can improve our services and advocate for greater supports
- Jasmin has had a lead role in planning and delivering the Youth Homelessness Matters Day events on the Central Coast
- Participating in the Million Star Sleepout and sharing with our community her hopes and aspirations and inspiring others to connect with the issue
- Through the Regional Youth Task Force, Jasmin has played an integral part in the development of position papers and presented to members of both local and State Government on a range of

topics, including the importance of housing and also accessing mental health and the barriers for young people

• Jasmin also advocates for young people on the Central Coast through her participation on Y Foundations Youth Homelessness Representative Council and most recently was chosen to represent young people on the Central Coast Regional Youth Task Force. This was a very competitive process with over 350 applications received and Jasmin was one of the two young people selected by Government for the region.

• In January 2020, Jasmin was sponsored by Gosford Rotary to attend The Rotary Youth Leadership Award (RYLA). RYLA is a week-long residential leadership program for young people aged 18 to 25, which focuses on personal growth, leadership development and community. Jasmin has already begun implementing the skills she developed at the program through assisting in organising a netball event for young people and the community to come together during Youth Week to raise awareness around youth homelessness. Jasmin is passionate about achieving outcomes for young people on the Central Coast and is looking forward to helping them achieve their goals and break through barriers.

Jasmin is continuing her passion and is currently completing her qualifications within the community sector and continues to inspire us, our community and young people facing the similar challenges to continue to strive towards ending homelessness and domestic and family violence.

# IT'S A STORY WORTH SHOWING.



**COAST SHELTER  
SNAPSHOT OF THE YEAR**

## Accommodation



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



MEN, WOMEN, YOUNG PEOPLE & ACCOMPANYING CHILDREN ACCOMMODATED

## Demographics of those who presented



OF THE PEOPLE WE ACCOMMODATED WERE UNDER THE AGE OF 25



192 CHILDREN UNDER THE AGE OF 12 ACCOMMODATED

## Finance

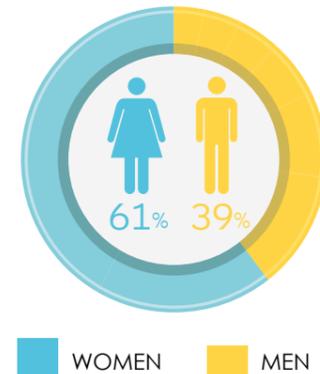


NO INTEREST LOANS WERE PROVIDED TO HELP LOW-INCOME FAMILIES PURCHASE NECESSARY ITEMS SUCH AS WASHING MACHINES, FRIDGES AND CAR REGISTRATION.

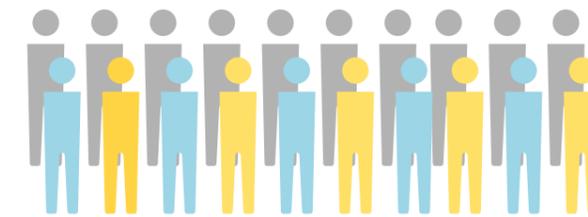


PEOPLE WERE ASSISTED WITH PAYING THEIR MEDICAL PRESCRIPTIONS.

## Gender breakdown



REFERRALS WERE MADE TO OTHER SUPPORT AGENCIES



**6,976**

INCOMING CALLS TO INTAKE

**678 PEOPLE WERE PROVIDED ACCOMMODATION DURING 2019**

## Coast Community Centre



Hampers are made up of food donated by generous community members and local businesses.



People have access to shower and laundry facilities.

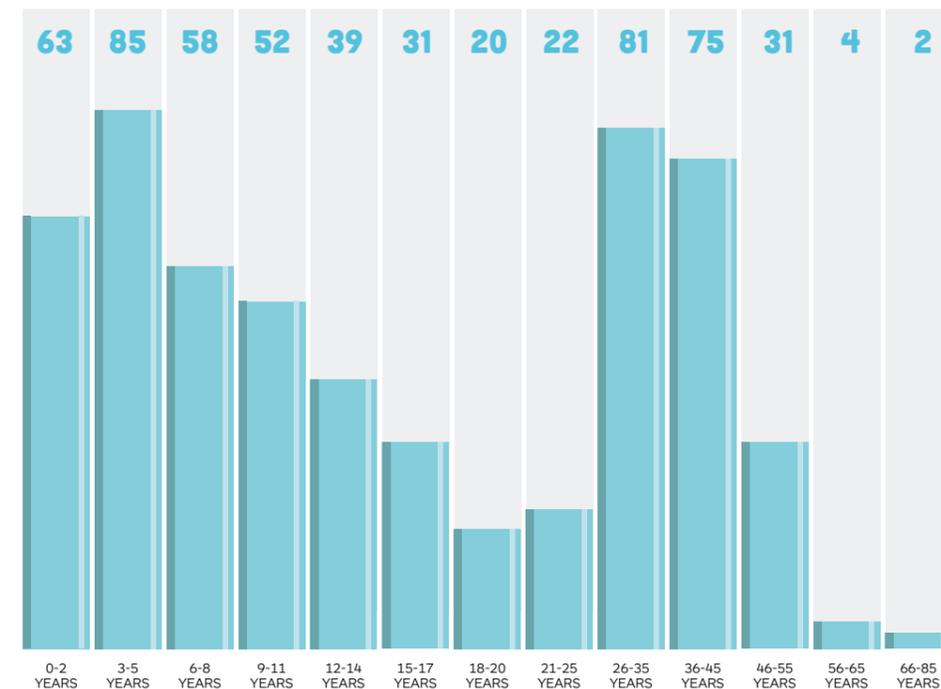


120 people received a free hair cut.



Interviews for people in need of emergency accommodation.

## DVRE Age breakdown



## Cultural figures



21% OF THE PEOPLE WE SUPPORTED IDENTIFIED AS ABORIGINAL

## 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

# STILL HERE AND STILL WORKING.

Yvette Wright

Connection & Communications Manager

At Coast Shelter we were quick to adopt the important social distancing measures required to secure the wellbeing of the people we work with and support. This had two impacts on our meals program:

- We were no longer in a position to accept donations from the community
- Volunteers, mostly in the vulnerable age groups, were no longer permitted to help in our Community Centre kitchen

The adoption of these social distancing measures meant for the first time in our 27 year history we were about to run out of food and our ability to productively make and deliver meals.

In response, Coast Shelter had to react swiftly and launched an on-line fundraising campaign called GIVIT-19, reaching out for help to raise funds to stock our kitchen and provide meals in different ways.

We know all too well the outstanding character of our local Central Coast community, and our call for help delivered extraordinary outcomes. As of Tuesday 30th June, our community helped us to raise \$75,150 to keep the Coast Shelter Community Centre

kitchen going with outstanding donations from organisations like Rotary North Gosford, Gosford Masonic Centre, Advice Co, Street Smart Australia, Sanitarium, Mars Food, One Path, Central Coast Law Society and so many incredible individual donations. It is heart-warming and overwhelming

We are acutely aware of how important the role our local café's and restaurants play in our community, with hospitality being one of the largest employers of young people here on the Coast.

### Mary Biddle – Acting CEO

evidence that so many Coasties deeply care about our cause to end homelessness, domestic and family violence.

But our work was not done yet.

We considered how Coast Shelter could give back and contribute to local businesses that were so heavily impacted by the Australian Governments guidelines to close non-essential businesses in March, April and into May this year.

Phil Walker, Regional Development Australia Chairman informed us via LinkedIn, of a local campaign referred to as

#SupportSmallBusiness and we had that light bulb moment. Here was our opportunity to help and in doing so to secure the future employment of youth who are most at risk of homelessness, by supporting the businesses which employ them all while keeping our Community Centre running.



other than satisfying hunger.

Our pilot of the GIVIT-19 meals program supported by generous donations commenced on Monday 20th April with our first café partner the 3 Naughty Boys café in Kincumber. We worked with their team for three weeks and then welcomed the team at Recess Kitchen in Gosford.

We were so excited to then work with Julie's Place in North Gosford, di Matteos in Forresters Beach, Caffe Jam in East Gosford and finally Nourished Herbivore in Terrigal. All Café owners contributed to our successful program each helping us to #Feed4aWeek and make a difference in the lives of those who need it most.

We encourage our local community to show their appreciation too for their help by supporting these and all small businesses as we work toward recovery.

This GIVIT-19 Meals Program, and our shared commitment to enriching our local community, is playing an important part in the Central Coasts' experience and the story of recovery from COVID-19. It's a responsibility that we all share and the support of generous donors, our MP's and local associations and business is making a difference.

Thank you Central Coast for your support.



can mean so much. A take-away meal, or contactless delivery to our residents in transitional accommodation, is part of providing meaning, wellbeing and belonging. Meals are important in so many ways

# GIVIT-19 CAMPAIGN.



We at Caffe Jam had set up a contactless & affordable delivery system of nourishing meals to our community during our time in lockdown, aiming to help those out of work, families, and the elderly community in our local suburb of East Gosford & surroundings.

We took it upon ourselves to do our best in helping the community that had done so much for us over our span of 20 years in business, so when we were approached by Coast Shelter to do the same for those in our community doing it hardest, the offer was kindly taken.

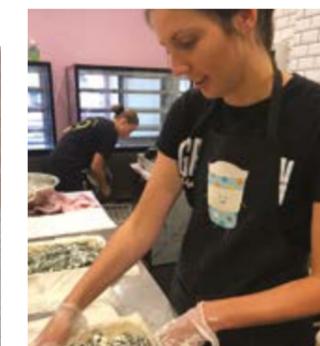
Our experience with Charles & Penny was thought provoking & eye opening to say the least & we wish to continue our support & partnership in ways that are individual to the operations of our business and what we have to offer.

### Dylan Donnelly – Caffe Jam

During a difficult time for us all, we were very happy to help launch this initiative.

We commend those responsible for finding a way to not only support those in need but to also help struggling small businesses to stay afloat.

### Kirsty Martin – 3 Naughty Boys



5,800 MEALS



5800 Lunch and Dinner Take-aways were served between March and June 2020

# THEY LISTENED.

## AMBASSADOR

Belinda's story



Hi, my name is Belinda. I have known Coast Shelter for approximately 8 years, I have been in need of their help, I have been a volunteer both in the kitchen and administration and I have also worked for a short period of time for Coast Shelter and their amazing team!

I have no family on the East Coast of Australia and as a consequence of a toxic relationship I had no friends that I felt comfortable within myself to ask for help. I don't believe there is one person that enters into a relationship that would imagine their values, principles, boundaries, love and trust would be challenged so deeply. Many people think domestic abuse is about physical violation. In my situation, it was about mental and emotional abuse. Doesn't sound all that bad, but there were times I wished I would be slapped or punched so hard just to match the pain and torment I felt and maybe it would have given me reason to leave. Domestic abuse runs in a cycle. It took me a long time to believe I was in the middle of it. There's the honeymoon period, the tension building and then the explosion. Often the explosion seemed never ending. Walking on egg shells, being careful of every move, word or action, didn't matter, as it was always wrong. Finally that explosion went right off, myself, my children and our family pets left to work out what

to do. Shortly, we were given a Notice to Evict. It was never on my agenda that my children would be leaving the family home in this way. We were all split for quite a while. This was, for me, at the age of 50, absolutely heartbreaking and gut wrenching. The mass amount of feeling guilty for failing my children, the embarrassment, low self-esteem, disbelief, grief, anger, humiliation, anxiety, depression and suicidal thoughts are just some of the emotions that resulted. Having not a cent to spare, along with everything else, the future just didn't seem to have any promise. I felt absolutely helpless.

**"Coast Shelter didn't give up on me."**

A lady had once told me about Coast Shelter. I called them and they said to pop into the Community Centre and put my name down and somebody will see me. I did this during the time of packing up my home. I threw half my household items out, as I saw no reason to keep them. Walking into the Centre, I felt so vulnerable, embarrassed and to be honest, wanted to turn around. After not much waiting, I was called into the office. I actually didn't really know what to say, lost for words and then it all came out. I was heard, I wasn't judged. Coast Shelter helped me move all my household items, they helped me find a home for

our cat. They also loaded me up with food! I didn't feel deserving, truth be told. But Coast Shelter was in contact with me daily, they were truly amazing, so supportive. They never judged or questioned. They put me in contact with Kara Refuge. Aaargh! Great, I thought, at 50 and I'm going into a refuge, what have you done Belinda, cursing myself. I was offered communal housing. At this time, one of my children was very ill, so unfortunately, I was not able to take the opportunity up. Coast Shelter were understanding and supportive. We were left to rough sleep it for quite some time. I was offered my old job back a few days a week. I was still battling with what the future holds and how to fix things. Coast Shelter didn't give up on me though. Some 4 months later, I received a call. Kara had advised me they had emergency housing for myself and 2 of my children. My eldest had found accommodation. 24 hours later we were in there. I was extremely grateful, we had our own beds! Clean linen, a

kitchen to cook meals! A washing machine. Life was getting better. Coast Shelter kept in contact and some 7 months later, I received another call. I was offered community housing with 3 bedrooms! Excited and scared all at the same time. I had 24 hours to make a decision. I wasn't able to view the villa inside but was given the address. What an eye opener! Yes, I made a quick judgement of the surrounds, but this was our only option and a great opportunity. It didn't take me long to shed that judgement. The villa felt like home and is now our home, and it's beautiful. No words can express how grateful I am to Coast Shelter

for helping me through one of the most difficult life changing events I have experienced.

Like most people who have experienced domestic abuse, I reconciled a few times with my abuser. My house was sacred to me though. The domestic abuse cycle was more intense, which intensified all those emotions. Statistically it takes some people 27 times of leaving before the cycle finally breaks, for some the cycle never breaks. I kept in contact with Coast Shelter and I embarrassingly filled them in. Still, they made no judgement. Then just a few years ago, the intensity of the domestic abuse became physical. But this time it was me. So frustrated, feeling insane, deep hurt, I laid on a huge punch on the wall and broke my hand. Surgery was required and many, many months of recovery. Coast Shelter helped me out a couple of times with a few bills and the occasional food hamper. I was always treated respectfully. Counselling and my continual contact with Coast Shelter were my 'lifeline'.

Some 18 months ago, Coast Shelter called and asked me if I would be interested in volunteering doing some administration with their furniture services. I was thrilled. Getting structure into my life, being with a great team of people. My sense of worth began to grow. Not long into this role an opportunity arose to work one day a week as Coast Shelter's receptionist. As time went on, my sense of self was growing and I could sense 'me' coming back. I made the decision to return to my passion for caring for those in need in their homes. Me is back and it's a truly great feeling to have some purpose back in my life. I'm forever grateful for the extensive years of support provided to me from Coast Shelter.

# THEY KEPT US SAFE.

## DOMESTIC VIOLENCE

Kate's story



My partner David would say, 'You have to leave me, Kate; I am scared that one day I'm going to kill you.' I believed him when he said this, he slept every night with a baseball bat next to him and he had a hand gun in the bedside table which he would wave in my face often just to remind me it was there.

In the weeks leading up to his last arrest, he grabbed me around the throat and choked me, I still had his finger marks on my neck when I arrived at Neleh House. When he choked me he said that next time he wasn't sure he would be able to stop.

Things at home were explosive, things were out of control and I had no idea how to get myself out of the situation I was in. David was really hard to please, no matter what I did – I did it wrong, everything was always my fault somehow.

He got really mad if I went out and was gone for what he thought was too long. He would get very angry and yell at me, 'Where have you been? Who were you talking to? What have you been doing? David would always do this in front of the kids.

Over the years David has put me in hospital so many times, breaking a lot of my bones. I remember one day being in the bedroom and he knocked on the door. I wasn't quick enough to answer him after the first knock and he busted open the door and came at me, he was wearing his steel-capped work boots and he kicked me hard in the knee and broke my knee cap. On the way to the ground he punched me in the face shattering my right eye socket and splitting my lip. At the hospital the staff made a Police

report and he eventually went to prison, but he was only in jail for 12 months, and he came out angrier and stronger than before.

David would get angry and go and wake up the kids so they could watch him hit me. He really enjoyed watching how upset they got and then how upset it made me to see them that way.

I would do anything I could to try and get away or move things to another room but he would grab me by the hair and drag me back into the room in front of them and hit me again. I put my hands up to guard my face and he would break my fingers when he punched me. In winter my fingers still ache when it's cold.

I tried to leave, I really tried. I spent time in refuges but he would always find us. The worst part was that the courts allowed him to see the kids. He would use these visits to try and charm his way back into our lives, buying presents for the kids, saying he

was sorry. But then he would get frustrated because I wouldn't take him back and the threats to kill us would start up again.

I remember one day he followed

**"I honestly think I would be dead by now if it wasn't for Elissa at Neleh."**

us home from a supervised visit at a play centre. After that it was too risky. David would climb onto my balcony and watch me sleep and the next day he would tell me what I was wearing to frighten me. In the end, the terror would drive me to let him back into our lives. At least this way I knew where he was and had some control over the situation.

I never felt like anyone I reached out to could truly keep me safe. David was slippery and seemed to be able to work the system so he always came out on top. I felt like I was the only one who could keep us alive.

I'm starting to relax a bit more now and my focus is settling the children into their new schools and building a new life together. We have a much calmer home

now. They have discovered scooter riding and absolutely love it. I'm always tripping over scooter parts, or friends' shoes lying all over the house, but I don't really mind. I love seeing my kids have joy in their lives, wherever they can find it. For me, I hope one day down the road I can help other women living in my situation, and maybe something positive can come out of all this violence.

"I honestly think I would be dead by now if it wasn't for Elissa at Neleh."

# OUR JOURNEY.

CENTRAL COAST NORTH AND SOUTH



# ZAC'S HOMELESS JOURNEY.

OUR STORIES



My name is Zac. I am 43 years of age and a Coimba resident since the 9th May 2018 following my discharge from Mona Vale Hospital.

Homelessness for me began when I was 14 years of age in Port Macquarie. After physical, emotional and sexual abuse by my father and physical and emotional abuse by my mother I was removed from the family home and placed into various foster homes from which I promptly fled.

After boarding a bus I arrived at Central Station, Sydney late one evening and with no other option available I ended up falling asleep in the adjacent park. Around 3am I was woken by 2 female police officers and after emotionally sharing my story they took me to a youth refuge in Surry Hills.

Being young and vulnerable I ended up mixing in with the wrong crowd and within a week of being there I ended up working 'the wall' on Darlinghurst Road. Young males worked as prostitutes to earn money to survive and for your next drug fix something that became all too familiar for me due to the confronting lifestyle and the liaisons with "mugs" (usually older males).

After developing a heavy dependency as an IV drug user to the point of injecting myself several times a day I ended up getting in trouble with the law. This episodic lifestyle continued for nearly a decade until I managed to get clean and moved to the Northern Beaches back into homelessness.

Whilst surviving on the streets I attempted suicide on numerous occasions but with limited resources and funding, interventions were ineffective always finding myself back on the streets after being discharged from hospital emergency units as soon as an hour after presentation.

Following the intervention of a support provider I was placed into a Housing unit aptly nicknamed "suicide towers" (highly conflictive high density housing where mental health, crime, violence and drug use went unchecked). The support service contrary to all their promises of long term support and assistance moved on within the week leaving me again feeling vulnerable and unsupported.

Obviously after a couple of months the tenancy failed and I ended up back sleeping on the now more familiar Northern Beaches. It was not comfortable,

it was cold most of the time, but I felt safe as a "loner" as it was dark and I couldn't be seen by anyone at night.

During my time on the street I had many challenges with my mental health and physical health in general. Being a diabetic and having epilepsy was hard enough, let alone also dealing with PTSD, Bipolar, Severe Anxiety and also having a Social Phobia. Most of the time I couldn't take medication as I didn't have the means to adequately store the required items.

After nearly 30 years on the streets I ended up in Mona Vale Hospital with what started as simple diabetic ulcers on both feet. They were both so swollen and painful that I couldn't walk. Upon being admitted into the hospital there was talk of amputation after the infection from the ulcer spread into the bone in my foot and my leg.

My doctor and the hospital social worker worked hard for 2 ½ months to access suitable housing. Although the care that I was receiving was essential I still found it difficult living in such a controlled environment. The hospital maintained regular contact with Coimba whilst a suitable placement could be made available as this is where I really wanted to be.

After speaking with the Coimba team on Monday 7th May 2018 I was advised that a vacancy had become available so that I could move in on Wednesday. The hospital staff at Mona Vale

responded quickly in arranging for the transfer of my care to the specialists at Gosford Hospital.

On the Wednesday I was transported to Coimba, where the relevant paperwork was completed prior to my placement. I have now been at this location for just over 2 ½ years. This is massive, when put into context as my previous longest length of stay did not extend past 3 months.

Collectively the relationship that has been established between myself and the Coimba team over the last two and a half years has resulted in better health outcomes, contact with a counsellor, access to NDIS support and the establishment of my own Web Design business.

Personal ownership of my circumstances and the ability to find trust in support has given me the motivation to live life whatever challenges that it might throw in my way. Right now, we are just waiting for my "forever home" through DCJ.

There are actually no words that I can express to Coimba and Coast Shelter for their support and continued support now and into the future. Between myself and everyone else my life has totally changed. Thank you is just not enough, but that is all I have to offer. So, thank you! Zac.

## 11

### SWAGS

11 SWAGS WERE DISTRIBUTED TO THOSE WHO WERE SLEEPING ROUGH.

# INVESTING IN OUR YOUNG PEOPLE.

## DRIVER MENTOR

In January, we kicked off our trial Proof of Concept (Stage 1) Driver Mentor Program with 10 of our clients for a 12 week period, until COVID-19 led us to put the program on hold but did not waiver the successful outcomes of this program thus far.

Thank you to Gosford Rotary for our car, which contributed to a significant part of our ability to get this program off the ground. They continue to share an invested interest into our progress and the opportunity this program is offering our clients, inviting the team and participants to share the journey at their meetings.

During our trial we saw amazing results with two of our applicants successfully obtaining their Provisional licence with the support of their wonderful and committed case workers.

During our trial;

- 509 Kilometres in the work vehicles;
- using 17 staff work hours;
- 15 professional driving school lessons from Right Price Driving School & J & D Driving School.

A very warm thank you for the



sponsorship of Bara Barang and Matchworks, which enabled us to support the expenses related to the trial. Both agencies now have committed ongoing participation to the program and assist us to expand on our current service offerings and we are very grateful for these relationships.

The Driver Mentor Program has now resumed, with another 2 of our clients successfully gaining their Provisional licence. This brings us to a grand total of 4 applicants completing the course and now on the road this financial year.

*"The Rotary understand that everyone needs a licence on the Central Coast. The young people need a licence for employment, education and freedom. Having a licence can change your life!"*

**Bob Thomas past President of the Rotary Club of Gosford**

We have now on-boarded a further 10 Volunteer Mentors to assist our current 20 applicants with their 120 hours. All volunteers have completed our comprehensive training & induction pack with Service NSW and Central Coast Community College, to now see the program launch Stage 2 in October.

We now look forward to building on our new business partnerships to ensure the ongoing success of our program to deliver on positive outcomes for our youth and secure their very own 'Road to Independence'.

## THE CART

With the successful confirmation of our two major sponsors, Clubs NSW Central Coast & Unity Bank, Coast Shelter's vision for a Social Enterprise to fund education and employment opportunities is finally up and running.

Of course it goes without saying we would have never got this far without the support of Simply Smashing for painting our van, RYSS for the tables & seating, Paltec Design and Gosford Signs also for their ongoing contributions. It is timely to acknowledge our most recent partnership with Franks True Brew, now providing us with a coffee machine, grinder and the most delicious coffee to complete the connection.

The Project plan were interrupted by the impacts of COVID-19. We took this opportunity to complete the fit out and ensure the operational effectiveness moving forward. Despite the inability to operate, the van was active as a mobile billboard promoting up and coming initiatives at Coast Shelter which has also channelled interest and created options for consideration while working around the current restrictions.



In the coming year, we will continue to build on our calendar with Central Coast Council and our sponsors. We also look forward to working with Julie Goodwin to consider menu options, marketing and branding to align and promote the final selections.

We are excited to secure new business partnerships in the new financial year with those who have already reached out to support our vision and again send a very warm thank you to all that have assisted with in kind and discounted costings, as this project now becomes a reality.

## COASTIES ON THE MOVE & TRANSITIONAL HOUSING PROGRAM

The unprecedented effects of the pandemic saw our furniture donation source be turned off for a couple of months. Following the lock down, we were sharply restricted to donation criteria introducing the implementation of a strict screening checklist to ensure the safety of both donors and our recipients to align with NSW Health guidelines. Our deepest apologies to anyone who was inconvenienced or disappointed by our temporary restrictions.

Our community did not disappoint, embracing the new requirements of new, near new and gently used goods, ensuring the ongoing needs of our clients were met and enabling their comfortable transition into complete

The Road to Independence Driver Mentor program has provided the youth involved not only the chance to gain their licence, but improve their employment opportunities, ability to live independently and to enjoy their recreational time. As part of their casework, the youth are encouraged and supported with saving for and purchasing a car. This makes completing their weekly shopping, gaining items for their homes, getting to and from work and/or educational institutions easier. There have also been benefits to general wellbeing, increased contact with family and friends, visits to recreational areas and making various appointments, without having to stress about transport.

Gaining your licence is one of the transition points as a young person on the road to adulthood. This program has provided support for our youth to reach this important milestone.

**Shannon Thorsby, Woy Woy Youth Cottage**



Connecting those that have to those that need

## CONTINUED FROM PAGE 18

housing to continue.

Some of our youth and domestic violence clients were treated to move into brand new fit outs within our accommodation, complete with all soft goods, bedding, white goods and fully stocked kitchens. These premises will now be able to assist multiple clients as they rebuild their lives. This was made possible by the incredible generosity of Pandora, Wyong RLF, Goods 360, Open Scroll, Central Coast Car buying and the very many warm hearted pledges that have been received over the year from our community.

This program was also supported by the amazing teams within our State and Federal government offices of Services Australia and Services NSW. The teams have

been able to stock our warehouse full of new household items which has supplemented the stock shortage normally fulfilled by community

donations and enabled our clients and those in need within the community to continue to shop at the warehouse from the new stock.

Our Coasties team have continued to work with agility and flexibility to assist all moves, with no task or move too big or small. The Coasties team are committed to the values of the organisation and the needs of our clients. We are working to evolve all service offerings to a more effective model that will align with the future visions of the organisation. A special thank you to this team for their hard work and 'can do' mentality, removing all road blocks and ensuring client and community needs are met as a priority.

# DRIVING FORWARD.



This time last year, I attended the CEO sleepout where I spoke about my experience with being homeless and my goals for the future.

When asked about my goals I had set myself one goal was to complete my 120 hours and get my driver's licence.

At the time, I had just moved out of Youth Angle Refuge into supported independent living.

During the past 12 months, I participated in multiple programs to gain driving experience and fill 120 log book hours.

COVID-19 prevented me from achieving my goal as planned, so it's taken a little longer. I eventually booked my test.

I worked and saved hard whilst in transitional and purchased my first car on my 19th birthday and took the test the following day in my apple green Hyundai.

I was riddled with nerves as I didn't want to fail, but passed first go with a high score! I now have a new found independence.

I am now able to travel freely, no longer restricted with where I live and work. I appreciate all the support I received and continue to receive.

I feel a new level of maturity for myself and am looking forward to setting and achieving new goals, knowing I am more than capable.

**By Phoebe Blackadder**



# PROGRAM MANAGERS.

## MENTAL HEALTH SERVICES ARE NEEDED



*"During the pandemic I was amazed how workers supported each other to make sure our community and clients were safe. While it was challenging being "business as usual" during the pandemic, yet with resilience, we really came together and supported each other as one team."*

**Michelle Connolly**  
Program Manager

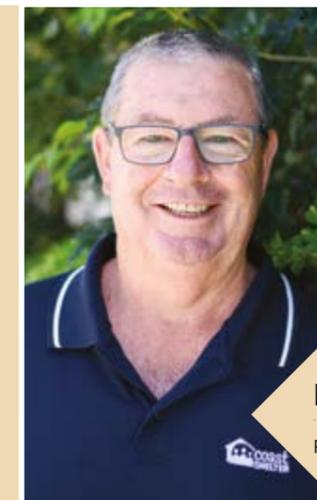
## WE ADAPTED WELL TO CHANGES



*"To value and appreciate those around you as life can be so fragile. We all have the ability to adapt to significant changes in circumstances that can have a profound impact on our lives. We do this by working together to overcome adversity."*

**Charles Boyton**  
Community Centre Program Manager

## WE ARE SOLUTIONS FOCUSED



*"Our young people are very resilient. Coast Shelter staff stepped up and responded with great professionalism and care during COVID-19 shutdown. Coast Shelter delivered all our services 24/7 with great care and dignity. The silver lining was that we are a closer knit team on the coal face."*

**Paul Lewis**  
Program Manager

## HIGH RATES OF DOMESTIC AND FAMILY VIOLENCE



*"Homelessness is on the rise on the Central Coast. Our referrals are presenting with multiple complex needs. Our waiting list is long – Our services are increasingly essential."*

**Julie Marks**  
Program Manager

## THE LEADING CAUSE OF HOMELESSNESS



*"Elandra Women and Children's refuge worked at full capacity through this global pandemic and saw first hand the resilience of our women and children in the context of Domestic Violence and homelessness and the innovation that they displayed through the crisis in keeping themselves, their children and others safe."*

**Kelly Richards**  
Program Manager

## WE UNDERSTAND TRAUMA



*"Never in my wildest dreams would I have ever imagined that I would be working in an SHS Service during the COVID-19 Pandemic that would put everyday living into chaos. I want to acknowledge the team at Rumbalara for digging deep and continuing to provide high level trauma responsive care."*

**David Conway**  
Program Manager

## WE LISTEN TO CONTINUALLY IMPROVE



*"We have found that most of our clients have not been committed to sourcing employment opportunities, due to receiving a large increase to their Centrelink payments. But the flip side of this is that due to the increased Centrelink payments, our clients save extra money in a shorter period of time and then can afford to transition into an independent situation."*

**Michael O'Connor**  
Program Manager

## EARLY INTERVENTION



*"As an essential service we still ensured our clients received the care and assistance they required – 100% given before the pandemic, 100% during the pandemic and 100% will continue after the pandemic."*

**Elissa Clyne**  
Program Manager

## WE COLLABORATE TO INNOVATE



*"The emergency responses implemented during the pandemic has opened the door to understanding the financial burden job seeker payments have on individuals and has allowed for further petitioning, regarding the rate of payment to be increased for those on job seeker payments."*

**Sherrie Jol**  
Program Manager

## CONNECTING TO COMMUNITY



*"Proud to lead the Coimba team through extraordinary times. We remained open for business providing essential support to the most vulnerable people in our community. In kind the men we support stepped up to the challenge responding to the COVID-19 challenge with amazing compliance and respect. As always 'Stronger Together'."*

**Steve Keane**  
Program Manager

## CONNECTING TO COMMUNITY



*"Guiding the youth through the pandemic has been a great learning experience for the team. It taught us patience and greater empathy, as we learned so much about the young people and ourselves"*

**Peter Downie**  
Program Manager



# KEEPING OUR FAMILY COVID SAFE.



At Coast Shelter we were quick to adopt the important social distancing measures required to secure the wellbeing of the people we work with and support. This had two impacts on our meals program:

- We were no longer in a position to accept donations from the community
- Volunteers, mostly in the vulnerable age groups, were no longer permitted to help in our Community Centre kitchen
- We were as resourceful as possible to make our own sanitiser due to a deficit in supply
- Keeping our community safe was paramount

The adoption of these social distancing measures meant for the first time in our 27 year history we were about to run out of food and our ability to productively make and deliver meals.



**482 LAUNDRY**

Last year 482 people laundered their clothes and we gave toiletry packs to 340 people

# COOKING, COMMUNITY COLLEGE, BEATS & ART.



## COOKING CLASSES

One way that those in our care at Maya Cottage Youth Shelter got through COVID-19 lockdown was to participate in online cooking classes via Zoom. The classes were facilitated by the wonderful ladies at 'The Wholesome Collective' through Central Coast Community College.

These classes were influential in lifting our clients spirits during a time where they were limited in when they could leave the house. The lockdown posed the risk of making our already vulnerable and isolated clients even more so. These online cooking classes allowed our young women to have a few hours of respite each week to do something different and quite often, out of their comfort zone.

The Wholesome Collective offered innovative and exciting ways for

our young women to learn to cook nutritious food that was still appealing to teenagers. By participating in these online cooking lessons our young women at Maya gained a greater understanding of how to better fuel their bodies and have an understanding of the kinds of foods that would achieve this.

These online cooking classes were not only an exercise in building confidence and self-esteem, but an opportunity for growth and life lessons found in a kitchen in a home they feel safe in. By working together they provided their household nutritious and delicious meals. The skills and knowledge gained in these cooking classes will continue to assist our young women as they continue their journey towards independence. This experience will prove to be invaluable to them as they thrive into the future.

## BEAT IT: MUSIC AND MOVEMENT CLASS

We had to think outside the square during the COVID-19 lockdown as we had 6 young women calling Maya Cottage Youth Shelter home during this period. Together with the staff, they all participated in the Beat It: Movement and Music program. This was delivered by the talented, patient and dedicated women from the Central Coast Community College via Zoom.

This class required our young women to work together on a common goal, whilst following direction from a facilitator. Innovative and unconventional materials were used as tools to deliver this class. For example the young women were given plastic buckets which were used as drums and also as seats to stomp the ground.

The musical beats they learnt were easy to adopt and engage

with and relevant to their age, but also relevant to the musical genre and artists they enjoy. Music and beats enjoyed included the Hilltop Hoods, Daft Punk and Bruno Mars.

The class also included the use of colourful ribbons to encourage the young women to move and dance and interact with each other. This dancing provided necessary physical activity as well as fun.

During the lockdown, the young women at Maya felt isolated from their peers, families and everyday activities. By participating in this weekly class it gave all our Maya housemates something to look forward to, an activity to practice daily and connection to the world outside of Maya and routine.

For one of our young women, the class has inspired her to further build on her music skills and a passion that this activity has ignited. She is keen to one day share her skills with other young women.

# A COMMUNITY THAT GIVES TIME.



Coast Shelter is fortunate to be able to say that on a daily basis, our volunteers enhance our organisation through helping us provide better outcomes for the people we serve. With over 250 volunteers on the Coast Shelter database, we are privileged to have the assistance from a wonderful community of people with varying backgrounds supporting us, with the sole focus of restoring the dignity to those living amongst us doing it tough.

The seven months from July 2019 were a whirlwind of continued long serving volunteering and welcoming on board new individuals and corporate volunteer groups. Like many other organisations, the last 4 months of this financial year were concerned with trying to stay connected and informed, during the very unprecedented times COVID-19 presented us. Our monthly 'Volunteer Updates' were established in this period, to ensure we kept our concerned volunteers informed during our temporary volunteer closure and remain connected to our continued efforts, as we kept serving in innovative ways.

Of all our programs, the Coast Community Centre enjoys a good majority of volunteering support through services like podiatry, financial assessment, beauty therapy, hair dressing, food truck

assistance, kitchen cleaning and lastly, those clever kitchen hands who provide nutritious meals on a daily basis. Our kitchen hands have traditionally comprised of caring individuals and generous groups like local families, church communities, high schools, as well as support from the Central Coast Leagues Club and Mingara Recreation Club. These kind individuals also supported us with many hours at Movie Night fundraisers, raffle ticket events and as Christmas helpers! Whatever the volunteer service that was gifted so freely to Coast Shelter, it was always about the people we served, which formed the centre of why we were all there in the first place.

Our Driver Mentor pilot program was formed during this period, with some amazing volunteering individuals from around the Coast putting up their hands to support our youth by attending the first RMS training session. Although the pandemic slowed the momentum of this program, these patient individuals remained steadfast and forward focused to the day they could finally help serve the young people in our Youth Shelters.

Our Coast Shelter Corporate Volunteers are another source of people power, who hugely support the people we serve. When teams pull together for a common charitable goal, such as volunteering at one of our Shelters to fund and help beautify the garden, give the interiors a lift with a fresh coat of paint or cooking for people doing it tough, this fosters a strong employee bond and renewed commitment to ensure everyone pulls together. The people we serve are the ultimate recipients of this generosity, as they feel the business community respects

the hardship of their journey, but more importantly, want to ensure their stay within one of our shelters is as welcoming and homely as possible.

Prior to the March 2020 COVID-19 restrictions, we saw the volunteer Mars Food team put on a generous luncheon day for all the Shelters, Edward Life Sciences beautified our Kara Cottage garden, Neleh House received a fresh lick of paint from IBM Digital Business group and a garden spruce up from the Bunnings team. Coimba also received an internal makeover, with a professional paint job by the Montessori parent 'tradie' committee. Sanitarium, Suncorp, North Construction and Reliance Medical, continued their ongoing and long serving support in our Coast Community Centre's kitchen. Our Santa's Shelter also debuted at Christmas time, with volunteer corporate support from Suncorp, Service NSW & CBA teams unpacking and sorting through all the gifts received from our local community.



## VOLUNTEER REPORT

Kylie Hogan

Volunteer Coordinator

Collaborating with all our volunteers and keeping our connection informative during such unprecedented times this year has been a privilege. Coast Shelter's volunteer commitment to the people we serve never ceases to amaze our sector's community. The volunteers support to help us launch our volunteer database, with all the required compliance documentation for accreditation, could not have been achieved without their continual cooperation. Their messages of support during the mid-March to June 2020 COVID-19 period, buoyed us to keep going. We look forward to the year ahead, as we continue to slowly but safely reopen up to more volunteering opportunities, under conditions that have shaped the new normal at Coast Shelter.



This year, Coast Shelter proudly nominated Sanitarium the Health Food Company for the 'Excellence in Corporate Volunteering' through Volunteering Australia, Central Coast regions award program.

Sanitarium is a large employer on the Central Coast and has a well-established employee volunteering program. Sanitarium have been educating and inviting their employees to volunteer here at Coast Shelter since 2012, through facilitating their time away from work, to help prepare and serve meals within our Coast Community Centre. Committed and always punctual, the Sanitarium team turn up once a month to cook and serve a delicious and healthy lunch, which is highly valued by Coast Shelter's patrons. The rotating Sanitarium teams are not expert cooks but humble employees who genuinely want to assist without recognition. Sanitarium volunteers make the most sustainable difference through their long term support and service.

Throughout the year, kindly donated food from Sanitarium has

# CONGRATULATIONS SANITARIUM.

CONGRATULATIONS **Sanitarium!** Winner of the Excellence in Corporate Volunteering category of Volunteering Central Coast's National Volunteer Week 2020 Awards.

## #WAVEFORVOLUNTEERS



# LOVE BITES

## MAKING A DIFFERENCE TO CENTRAL COAST YOUTH.

Love Bites Central Coast continues to extend its reach, impact and making a difference in the lives of young people across our local community. Despite taking a break from face-to-face workshops for term 2 courtesy of COVID-19 restrictions, Love Bites Central Coast continued connecting with the community and supporting young people and their families via development of digital connection points.

These digital innovations are a key aspect to the program's development of a co-designed, young person centred sustainable model of delivery and approach to practice, which has been a consistent message the program has been receiving from young people.

### KEY ACHIEVEMENTS:

- Development of the Love Bites Central Coast website and digital communication portfolio.
- Creation of Respectful Relationships Education digital resources for students, parents and teachers to use during COVID-19 isolation.
- Development of Love Bites Central Coast co-designed Sustainable Resources Project.
- Development of program communications & marketing strategy.
- Training of 24 new facilitators from 13 different government and non-government organisations.

Love Bites Central Coast is anticipating an exciting year ahead, as we continue working collaboratively with our valued sector partners, to deliver the program across the community. Our research relationship with The University of Newcastle will, by



October 2020, yield results which will inform future program development and provide a foundation for future evidence-based funding opportunities.

Fostering relationships with key stakeholders means the program will not only reach its DSS KPI of delivery to 41 learning environments by June 2021, but exceed that milestone with 45 learning environments.

Thank you to the Love Bites Central Coast Steering Committee and our team of program facilitators for the commitment and dedication you continue to provide the program.



Love Bites CC Coordination Team: David Nichols – Lexi Lovell [www.lovebitescc.com.au](http://www.lovebitescc.com.au)

- COMMUNITY
- RELATIONSHIPS
- GROWTH
- IMPACT
- SUCCESS
- SUSTAINABILITY

# LOVE BITES



*I loved how we learnt about real life situations.*  
Year 10 student – Narara Valley High School

*The program was well presented with great student participation and engagement.*

Teacher – Lisarow High School

*I loved learning, participating and feeling heard.*  
Year 10 student – Gorokan High School



48 PARTICIPATING TEACHERS



15 SCHOOLS VISITED



1,570 STUDENTS REACHED



69 PARTICIPATING FACILITATOR NUMBERS



23 COMMUNITY SECTOR PARTNERS CONTRIBUTING



David Nichols and Jasmin Hughes





# THANK YOU, WE COULD NOT DO IT WITHOUT YOU.

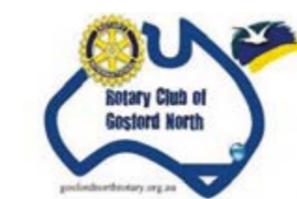
We are so very grateful for the support and help people give us and we have tried to make sure we recognise everyone and show how much we appreciate you all and the contribution you make to ending homelessness and domestic and family violence.

- ▶ Aldi
- ▶ Bambi
- ▶ 3 Naughty Boys
- ▶ Adviceco
- ▶ Barry and Elizabeth Frost
- ▶ Bunnings West Gosford
- ▶ Caffè Jam
- ▶ Camp Breakaway
- ▶ Central Coast Law Society
- ▶ Clubs NSW Central Coast Region
- ▶ Coast Community Car Club
- ▶ Construct Central Coast
- ▶ di Matteos
- ▶ Domayne Bedding West Gosford
- ▶ Downsizing with Ease
- ▶ Erina Rotary
- ▶ Gosford City Rotary
- ▶ Gosford Masonic Centre
- ▶ Gosford Rotary
- ▶ Grace Church Peninsula
- ▶ Green Point Christian College
- ▶ Hooded Change Towels
- ▶ Julie's Place
- ▶ Mars Foods
- ▶ Munmorah United Bowling Club
- ▶ North Gosford Rotary
- ▶ Nourished Herbivore
- ▶ One Path
- ▶ Open the Scroll
- ▶ OzHarvest
- ▶ Pandora
- ▶ Rajhani Indian Restaurant, Wyoming
- ▶ Recess Kitchen
- ▶ Rotary Brisbane Water
- ▶ Sanitarium
- ▶ Sebastian Foundation
- ▶ Service NSW
- ▶ SMC Coasties
- ▶ Street Smart Australia
- ▶ Terrigal Vintage Fair
- ▶ The Entrance Leagues Club
- ▶ The individual donors and supporters
- ▶ The KDR Group
- ▶ The Marie Lowndes Foundation
- ▶ The Unsworth Foundation
- ▶ Unity Bank Wyong
- ▶ Vivienne Court Trading
- ▶ Westfield Tuggerah
- ▶ Woolworths
- ▶ WRLCG
- ▶ Zonta

- ▶ It is wonderful to see so many groups on the central Coast join together with a common purpose of helping those in need. You continued to offer, even when we sadly had to say, hopefully soon. This year, we continued to be supported by Rotary, Service Clubs, in addition to schools, fellowships, Freemasons, retirement villages, art groups, churches, quilters, men's sheds, CWA's, SMC Coasties, Zonta, 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, donation boxes and 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!
- ▶ We would like to make a special mention and acknowledge the late Raymond Maher for leaving Coast Shelter a generous bequest in his will. Mr Maher's achievements include founding the Central Coast Leagues Club in 1954, where he was President and Chairman of Directors until his retirement in 2006. We are humbled and grateful for this foresight and kindness.
- ▶ To our corporate volunteers and regular school and committed community groups who share their passion for giving back to the community with us in the Community Centre and across the organisation, we thank you.



# UNSWORTH FOUNDATION.



The Unsworth Foundation proudly supporting our Child Inclusion Program.

Coast Shelter recognises that most families coming into our service require more than just physical shelter. Most have been confronted by complex trauma throughout their life. Coast Shelter has partnered with the Unsworth Foundation over several years.

This year, they have generously donated funds to support an innovative new program within our Women's Services to address these needs.

Coast Shelter's Child Inclusion Program focuses on child-inclusive practice, as a process of developmental consultation and therapeutic conversation. The primary goal of the child-inclusive model is to re-establish and maintain a secure emotional base for the child, post parental-separation.

The program also addresses the emotional connection between mother and child and supports

them in bonding through wordless communication, which has been shown to be crucial to a child's development. This kind of communication affects the way a child develops mentally, physically, intellectually, emotionally and socially. In fact, it is a main predictor of how well a child will progress positively, in both school and into their life.

Coast Shelter identifies that our children are our future and we are committed to not only supporting our community in the now, but also supporting them in establishing a solid foundation, in order to attain their full potential. We believe that by making the child our focus, we are able to provide early interventions to enrich their lives and potentially, break the cycle of our children entering into domestic & family violence and homelessness as adults.

Coast Shelter sincerely thanks The Unsworth Foundation for their ongoing support. This program is made possible because of you. Thank you.

**192**  
**UNDER 12**

192 CHILDREN UNDER THE AGE OF 12 ACCOMMODATED



# IT ALL ADDS UP TO HELPING PEOPLE.



## FINANCIAL REPORT

Jason Haynes CA

Finance Manager

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.

### COAST SHELTER FINANCIAL MANAGEMENT

Coast Shelter has continued to achieve and maintain a financially sound and socially responsible organisation. Coast Shelter strives to be open, transparent and accountable for how we operate and deliver services. This has been certified by our annual financial audit, which was undertaken again this year by Hall Chadwick. All financial documentation, control and audit requirements related to funding, expenses, assets and liabilities were met.

### FINANCE MANAGER'S REPORT

The 2020 Financial Year was challenging for the not-for-profit sector which had ongoing pressure on donations and fundraising activities. However, we are pleased to report that Coast Shelter has experienced a positive trend in this area. A new event 'Givit-19' helped raise additional funds to support the ongoing operations of our Community Centre and we were generously supported by local donors with both cash and in-kind goods. In 2020 Coast Shelter raised a total of \$627,000 for our vital programs and services and for invest-

ment in the growth of our charity to meet the ever changing needs of Homelessness and Domestic and Family Violence on the NSW Central Coast.

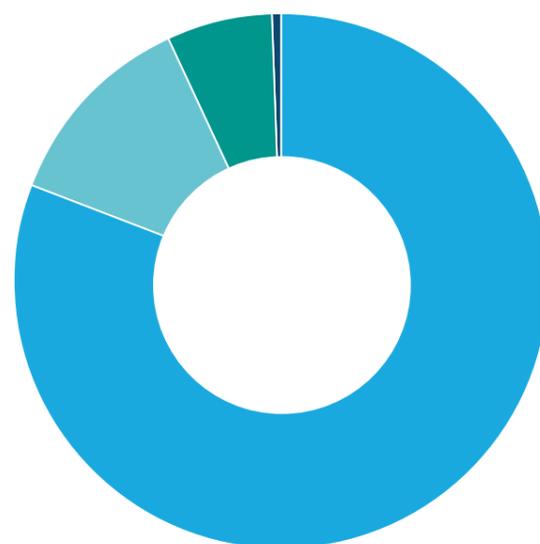
We are grateful to our generous supporters for enabling us to provide life changing assistance this year. The net surplus of \$343,793 that was achieved in 2020 was a great result.



Level 40, 2 Park Street, Sydney NSW 2000 Australia

### WHERE THE MONEY CAME FROM

Government Grants	\$7,876,102
Other Revenue	\$1,186,438
Donations & Bequests	\$627,374
Investment	\$40,731
<b>Total</b>	<b>\$9,730,645</b>



Statement of Profit or Loss & other comprehensive income for the year ended 30 June 2020

	Note	2020 \$	2019 \$
			<b>Restated</b>
<b>Revenue</b>	<b>2</b>	<b>\$9,730,645</b>	<b>\$8,130,720</b>
Employee benefits expense	3	(6,855,338)	(6,614,954)
Depreciation	3	(802,271)	(304,057)
Finance expenses	3	(723)	-
Rental expenses	3	(52,844)	(49,031)
Repairs and maintenance		(89,237)	(61,038)
Insurance		(35,338)	(149,783)
Motor Vehicles expenses		(155,414)	(129,926)
Sub-Contractors		(291,701)	-
Other expenses		(1,103,986)	(766,369)
<b>Surplus before income tax</b>		<b>\$343,793</b>	<b>\$55,562</b>
Income tax expense	1(f)	-	-
<b>Surplus for the year</b>		<b>\$343,793</b>	<b>\$55,562</b>
Other comprehensive income		-	-
<b>Total comprehensive income for the year</b>		<b>\$343,793</b>	<b>55,562</b>

The accompanying notes form part of these financial statements



Statement of Financial Position as at 30 June 2020

	Note	2020 \$	2019 \$
<b>ASSETS</b>			
<b>CURRENT ASSETS</b>			
Cash and cash equivalents	4	4,257,818	6,216,975
Trade and other receivables	5	100,893	59,066
Other current assets	6	64,506	39,322
<b>TOTAL CURRENT ASSETS</b>		<b>4,423,217</b>	<b>6,315,363</b>
<b>NON-CURRENT ASSETS</b>			
Property, plant and equipment	7	986,720	1,308,409
Right of use assets	8	26,145	-
<b>TOTAL NON-CURRENT ASSETS</b>		<b>1,012,865</b>	<b>1,308,409</b>
<b>TOTAL ASSETS</b>		<b>5,436,081</b>	<b>7,623,772</b>
<b>LIABILITIES</b>			
<b>CURRENT LIABILITIES</b>			
Trade and other payables	9	542,694	812,652
Provisions	10	398,780	408,192
Deferred revenue	11	1,458,752	3,766,863
Lease Liabilities	12	2,745	-
<b>TOTAL CURRENT LIABILITIES</b>		<b>2,402,971</b>	<b>4,987,707</b>
<b>NON-CURRENT LIABILITIES</b>			
Provisions	10	134,296	104,769
Lease Liabilities	12	23,725	-
<b>TOTAL NON-CURRENT LIABILITIES</b>		<b>158,021</b>	<b>104,769</b>
<b>TOTAL LIABILITIES</b>		<b>2,560,992</b>	<b>5,092,476</b>
<b>NET ASSETS</b>		<b>2,875,089</b>	<b>2,531,296</b>
<b>EQUITY</b>			
Retained earnings		2,875,089	2,531,296
<b>TOTAL EQUITY</b>		<b>2,875,089</b>	<b>2,531,296</b>

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 furniture donations that are new, near new and gently used. 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 (ACNC).