



**2021**

**ANNUAL REPORT**

# THANK YOU TO OUR VALUED SUPPORTERS

Coast Shelter would like to thank the Central Coast community, businesses and organisations who have come together over the past year to support us. Whether through donation of goods, time, or financial support, we appreciate all the contributions you make to our goal of ending homelessness and domestic and family violence on the NSW

Central Coast. While we have tried to include everyone on this page, there are many who have contributed but wish to remain anonymous, and we would like to thank you as well.

A number of photos in this document were taken by photographer Michael Wolfe from Wolfe Wise Creative.



## Foundations



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### Acknowledgement of Country:

Coast Shelter wishes to acknowledge the Darkinjung people as the Traditional Custodians of the land on which we work. 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.

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**WELCOME**

### Message from our CEO

We are living in an ever-changing community with complex social challenges, but nothing could be more damaging to the health and wellbeing of our community than the cycle of homelessness, domestic violence and intergenerational poverty. At Coast Shelter, we know how difficult and entrenched some of these problems are, but we won't give up on our mission to end homelessness and domestic violence here on the Central Coast.

This past year was one of positive change, unexpected challenges and great achievement at Coast Shelter. While the COVID-19 pandemic continues to cause disruption across the country, Coast Shelter has reacted quickly to develop and implement service continuity plans so our homeless refuges and community centre can stay open to help the most vulnerable people in our community. The safety and wellbeing of staff and people who turn to us for help has always been at the heart of our planning and decision making.

### Preparing for the future

Earlier this year we undertook an extensive review of Coast Shelter's services and organisational structure. The subsequent restructure to a more efficient and diverse suite of client services, along with an investment in people and innovation, has paved the way for us to meet future demand for our services and respond effectively to the changing needs in our community.

We are proud to start our journey for reconciliation with Aboriginal and Torres Strait Islander peoples with the creation of Coast Shelter's Reconciliation Action Plan. Our vision is to strengthen our local relationships with Aboriginal and Torres Strait Islander peoples, contribute to and promote the reconciliation movement, and improve cultural competency throughout Coast Shelter.

### Our services

We are developing and implementing a theory of change for each of our services that outlines the impact we are aiming to achieve and a roadmap on how we will achieve success.

I am pleased to report that our specialist homelessness services for people experiencing homelessness or domestic and family violence has been extended by the NSW Government for another three years. Access to shelter and a safe place to call home when people are in crisis or at risk of harm is fundamental to strengthening families and communities.

We also are delighted to secure additional government funding to enhance and continue our Love Bites healthy relationships program for school students. Since its inception, over 3,000 school students and 30 schools across the Central Coast have engaged in the Love Bites program.

The diversity of services available and positive outcomes for people engaged with our Community Centre and Restaurant would not be possible without the generous donations of money, food, household items and time from our supporters and volunteers. We are encouraged by the loyalty and perseverance of our volunteer family as well as the collaborative relationships we have developed with our much-valued corporate partners throughout the year.

Our focus will be to continue offering welcoming and evidence-based client services that meet the needs of the community and have an impact. It has been a privilege to lead Coast Shelter this past year and I would like to thank the staff, Board of Directors, volunteers and supporters who have all worked incredibly hard during these unprecedented times.

I hope you enjoy reviewing this year's annual report and thank you for your continued support.

## PRESIDENT REPORT



It is with immense gratitude and appreciation of the Central Coast community that I present my third Annual Report as President of Coast Shelter.

With the resurgence of the coronavirus pandemic from 2020 to 2021, the Coast Shelter team is responding efficiently and effectively to the needs of the local

community requiring the services and programs offered by Coast Shelter. The adaptability, resilience and sheer perseverance of a very dedicated team, professionally led by CEO Michael Starr and his leadership team, have been outstanding.

The past twelve months have seen a very dramatic change to the way Coast Shelter operates, with a more streamlined approach to its organisational structure and an achievable roadmap for the future.

Our Mission is to end homelessness and domestic and family violence on the NSW Central Coast through adapting our values of Trust, Innovation, Respect and Connection.



Coast Shelter comes from very humble beginnings. The first Annual General Meeting was held in the Rumbalara Youth Refuge garage in 1992, where three programs, Kara Women and Children's Refuge, Coimba Men's Refuge, and Rumbalara Youth Refuge, were managed under the name of Gosford Emergency Accommodation Services. Steadily growing through the years and increasing to eleven programs, the service moved to the old Community Council building in Mann Street. From there we moved to the Donnison Street property, with a community centre and administration office, under the banner of Central Coast Emergency Accommodation Services. In October 2012, the head office and community centre opened its doors at 346 Mann Street, North Gosford. Currently, Coast Shelter is a reputable community housing provider with ten specialist homelessness services. A further property on Watt Street, Gosford, was obtained in early 2021 – an expansion of our services to enhance the lives of those experiencing or at risk of experiencing homelessness or domestic and family violence in the local community.



Coast Shelter delivers specialist homelessness services, including rapid response to domestic and family violence for women, women with children, men and young people. Delivering these services would not be possible without the care, compassion, empathy and professionalism of our staff – thank you.

Coast Shelter is currently undergoing the Australian Service Excellence Standards (ASES) accreditation review process. This is a requirement for all funded homelessness services to ensure organisations are operating confidently and efficiently, actively applying sound management principles, managing their risks and meeting legislative industry and government guidelines. Michael, his leadership team, and all Coast Shelter staff have been heavily involved in the ASES accreditation process over the past six months. We eagerly await the results of the extensive review.

A huge thank you must go to our amazing volunteers through a rather turbulent twelve months of lockdowns and changes in service delivery. We value and will continue to value your support as we draw closer to the end of lockdowns and hopefully return to a new type of normal to assist those in need in our community.

The broader Central Coast community is very supportive and generous towards our endeavours, for which we sincerely thank you. Without your ongoing support and those of our many stakeholders, we would not be able to assist those in need to the degree we do on a daily basis.

I would personally like to thank my fellow Board colleagues; challenges come and go, and the value placed on your knowledge and expertise is priceless – thank you.

On behalf of the Board, I wish to thank the retiring Directors this year, Alison McEvoy, Paul Hussein and Troy Marchant, for their tireless efforts over their combined ten year tenure with Coast Shelter. They have offered their skills, knowledge and valued expertise to ensure the future success of the organisation. I would also like to welcome Claire Braund, who joined the Board in early 2021.

Through diligent planning, Coast Shelter looks forward to creating more opportunities to enhance our suite of services and programs to end homelessness and domestic and family violence on the NSW Central Coast.

The Central Coast community cares in so many ways, and Coast Shelter thanks you.

— Margie Portass, 10 September 2021

# SUMMARY OF THE YEAR

2020/2021

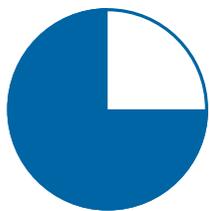


## HOMELESSNESS AND SPECIALIST HOUSING

1022 CLIENTS SUPPORTED



79% NON-FIRST NATION 21% FIRST NATION  
63% FEMALE 36% MALE 1% SELF-DESCRIBED



75% OF OUR CLIENTS EXPERIENCE DOMESTIC AND FAMILY VIOLENCE



### DRIVER MENTOR PROGRAM

891 TOTAL HOURS PROVIDED  
BY VOLUNTEERS, STAFF AND INSTRUCTORS

 465 HOURS PROVIDED  
BY VOLUNTEERS AND STAFF

### SPECIAL PROGRAMS

LIFE READY 36 CLIENTS  
STEP FORWARD 26 CLIENTS  
TOGETHER HOME 11 CLIENTS



## COMMUNITY CENTRE AND SERVICES

 21,800 MEALS SERVED

\$42,000 NILS LOANS

COAST SHELTER SUPPORTED THE APPLICATIONS



1222 PERSONAL HYGIENE SERVICES



129 HAIRCUTS

# 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

TRUST



RESPECT



INNOVATION



CONNECTION



## 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 the 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 disability, and those from culturally and linguistically diverse backgrounds.





## OUR COVID-19 RESPONSE

As the COVID-19 pandemic began rapidly spreading across the nation in March 2020, Coast Shelter responded quickly and flexibly through our service continuity plans to keep frontline refuge and community centre services open and safe for the Central Coast community.

The pandemic changed the way our staff communicate and work, with a shift to contactless take away meals for homeless people, new engagement and wellbeing options available for refuge clients, and reliance on technology becoming the new reality across Coast Shelter. For a lengthy period of time some staff worked from home, volunteers were unable to engage with our services, client workshops and personal support services were postponed, and a large number of our events were disrupted. Staff did a wonderful job adapting to these changes and at the same time started planning for the gradual resumption of normal operations.

Coast Shelter's organisational response has been in line with public health orders and heavily focused on the safety and wellbeing of our clients, staff, volunteers and the wider Central Coast community.

'Like so many others, Coast Shelter has faced significant change and challenges brought on by the COVID-19 crisis. We draw strength from the positive messages of support and generous donations from our community and know we are well placed to play a vital role in strengthening our community and helping people who are facing homelessness or domestic and family violence.'

— **Michael Starr, CEO**

# CLIENT SERVICES

Over the past twelve months, Client Services have delivered exceptional outcomes for members of our community, while also experiencing unprecedented internal and external challenges.

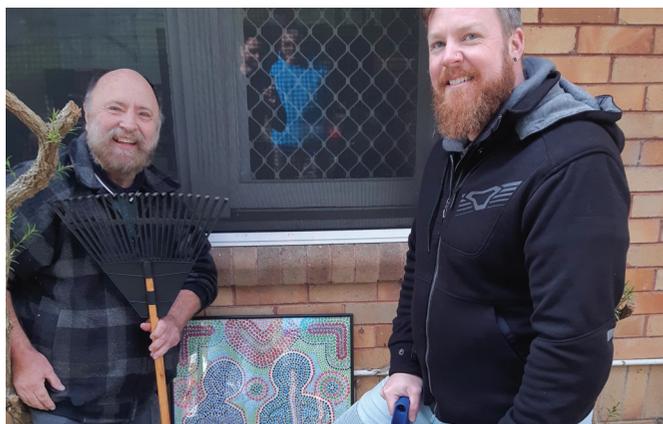
Following significant changes to the leadership team in the second half of 2020, Client Services underwent a major restructure. This process realigned the service into clear and logical streams that redefined reporting lines and accountabilities. This restructure introduced Service Managers and created new Senior Caseworker, Caseworker and Support Worker roles, providing a strong succession model and refocusing management responsibilities.

Coast Shelter also introduced several new roles, including Operations Manager, Quality and Compliance Specialist, Service Evolution Manager, Grants and Submissions Coordinator, and a refinement of the Intake and Assessment Officer Role.

The restructure has yielded immediate improvements in service delivery and client outcomes. Coast Shelter has seen greater communication and co-operation across service streams, sharing of resources and information, improvements in outcome measures, and improved reporting capabilities.

The Australian Service Excellence Standards (ASES) audit process has been a focal point during 2021. This audit is critical for future contractual requirements with our core funders and has offered a unique opportunity for Coast Shelter to upgrade and improve our policy and procedures, governance systems, and practice frameworks. With the audit due for completion in the second half of 2021, we are anticipating a strong positive outcome with some targeted areas for improvement.

## MEN'S SERVICES



As the only dedicated men's crisis accommodation service on the Central Coast, Coimba provides a unique and essential support for men experiencing homelessness. Under the guidance of Service Manager Steve Keane, the program has assisted 88 clients across the financial year, surpassing our contractual obligations.

The most pleasing aspect of Coimba's service is the team's commitment to sustainable outcomes for clients. Numerous clients have started their journey within the refuge, moved into temporary accommodation, then onto permanent affordable accommodation within the community.

Coast Shelter has partnered with Pacific Link Housing and a number of local service providers to deliver the Together Home program and we look forward to helping more people move from homelessness into sustainable housing in the future.

## WOMEN'S AND CHILDRENS SERVICES

Coast Shelter's three women's refuges (Kara, Neleh and Elandra) have provided high quality casework and accommodation supports to women and children across the Central Coast. These services are unique as they not only focus on women, most of whom are escaping domestic violence, but also support children and the development of holistic case plan outcomes.



This year the women's services focused on unifying their programs and sharing practice skills. With an emphasis on core casework principles and other projects (e.g. Cooking, Creative & Mindfulness Tribes), we have seen clear development and positive progress.

The Domestic Violence Rapid Enhancement Program had a significant impact across the Central Coast. The team supported more than 400 women and children experiencing domestic violence with a variety of interventions, ranging from immediate assistance and accommodation, referral to temporary accommodation, assistance with immediate safety needs, supporting legal matters, and general casework supports.

## YOUTH SERVICES



Providing crisis accommodation to young people across the Central Coast, the five Coast Shelter youth refuges represent the largest element of our accommodation service offering. This year, refuges adapted to restructure with great skill and commitment. With the introduction of two Service Managers, the Youth Services Program assisted more than 260 young people. These clients included young people living in refuges and numerous outreach clients.

Highlights for the year include engaging in several support services to complement casework offerings, including the Life Ready and the Driver Mentor programs.

Our Life Ready program supported a total of 36 clients this year through Rent Choice Youth, which helps young people aged 16–24 gain entry into the private rental market and assists with paying the rent for up to three years.

This year was a good one for the Driver Mentor program, despite having to suspend lessons with volunteers and non-residential learners during lockdowns. With the support of our amazing volunteers, seven young people gained their provisional licence, with another two ready to do their test after lockdown. The second intake of volunteer mentors is in progress, which will assist with the growing number of young people joining the program. There are currently 23 registered learners who have received from 6 to 117 hours of training. We also gained funding through the Driver Licence Access Program (DLAP) via the Department of Transport, which will continue into next year.

## COMMUNITY CENTRE



The Community Centre has delivered an outstanding service across the year. Providing more than 21,800 meals to the community, it has become a focal point for accessing additional supports, including provision of energy vouchers, prescription supports, local healthcare (Health on the Streets), mental health assistance, and a broad range of other supports.

The Community Centre has also delivered additional supports to members of the community by providing more than \$42,000 in No Interest Loans, as well as over 530 hampers.

The Community Centre demonstrated considerable resilience during the COVID-19 lockdown periods. The team pivoted to providing multiple takeaway meals as well as general referral assistance for numerous community clients. We would like to recognise the commitment of Charles, Penny and the rest of the team.

## LOVE BITES



Love Bites is a critical early intervention program that seeks to engage young people in developing a greater understanding of health, respectful relationships, and the impact they have on quality of life. Since its inception, the program has engaged with 3000 students and 30 schools across the Central Coast.

Coast Shelter is very pleased to have secured additional funding to ensure the program continues to deliver high quality outcomes for another year.



20 years of  
Reconciliation  
Australia

**MORE THAN A WORD**

**RECONCILIATION  
TAKES ACTION  
-2021-**

National Reconciliation Week 2021  
27 May - 3 June

[nrw.reconciliation.org.au](http://nrw.reconciliation.org.au)

#MoreThanAWord #NRW2021

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#MoreThanAWord



## RECONCILIATION ACTION PLAN

Coast Shelter is proud to have our Reflect Reconciliation Action Plan (RAP) endorsed by Reconciliation Australia. Our RAP formally demonstrates our commitment to a reconciled Australia and our walk together with First Nations peoples on their land.

'We are championing respect for Aboriginal and Torres Strait Islander peoples, and I am proud to be enhancing our service delivery through cultural education and respectful practice.'

— **Peter Downie, Aboriginal & Torres Strait Islander Coordinator**

The Reconciliation Working Group developed the RAP and will track its implementation and progress. Coast Shelter recognises that this is the first of many steps in a significant journey of exploring and understanding how we can play a proactive part towards a reconciled country.

As a community service, Coast Shelter is critically aware of the disproportionate disadvantages experienced by Aboriginal and Torres Strait Islander peoples. We commit to leading change and making a difference to our land, working collaboratively and cooperatively with First Nations communities, their leaders, and First Nations agencies.



### Highlights of our journey so far:

- We were proud to hold our NAIDOC event on the Central Coast in November 2020. Many Gosford-based organisations attended to acknowledge NAIDOC week and participate in First Nations workshops and education sessions.
- All staff were educated in respectful and inclusive language.
- Developing Aboriginal and Torres Strait Islander resources for staff to use within their programs.
- Endorsing Coast Shelter's Acknowledgement of Country.
- Holding a reconciliation event.
- Providing significant opportunities to our First Nations clients, through improved exposure and connection to the community.
- Formal Endorsement by Reconciliation Australia for our Reflect RAP.

# OUR PEOPLE

As a purpose-driven and values-led organisation, our 85 staff and 250 volunteers are joined together through their shared connection to Coast Shelter's vision of ending homelessness and domestic violence on the NSW Central Coast.

'Our staff and volunteers are the strength of our organisation, bringing their energy, enthusiasm, diversity, knowledge, creativity and skills, to transform ordinary tasks into extraordinary achievements.'

— Jason Brown, People & Culture Manager

## Investing in our people

Over the last twelve months, Coast Shelter has continued to develop our people, investing in our staff to achieve tertiary qualifications in Business, Leadership and Community Services.

Staff participated in over 500 hours of training this year. 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.

We are proud to be working with Anima Consulting this past year to ensure all staff are trained in the delivery of trauma-informed care, which is supported through monthly group supervision.

## Supporting our future workforce

Our connection with tertiary institutions on the Central Coast has continued to grow. We remain a leading choice for students undertaking further education. We supported a large number of students to complete short-term, unpaid vocational placements to transition from study to work, which is one of the ways that we give back to our community.

## Volunteers

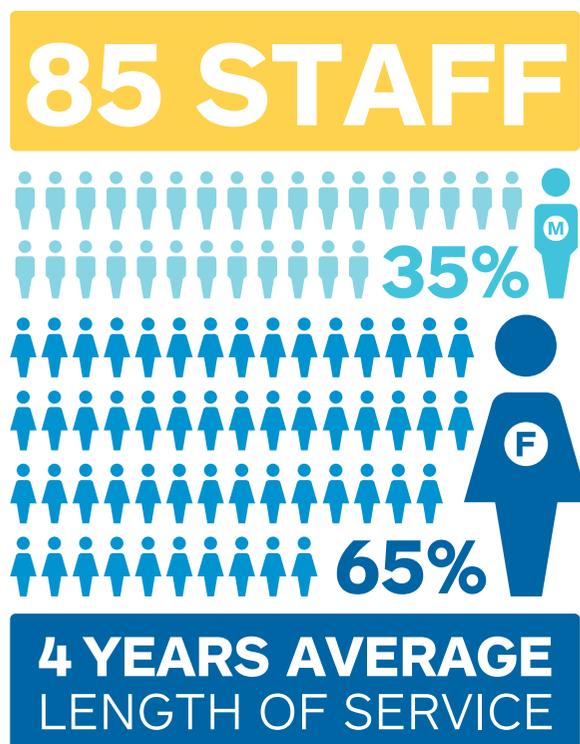
We are so grateful to our volunteers for their time, passion and expertise. This year, we celebrated over 4,500 generously worked volunteer hours, which were acknowledged at our annual volunteer event held during National Volunteer Week.

'Engaged in meaningful service, each highly valued volunteer role complemented our programs and ensured we achieved even greater outcomes for those we serve.'

— Kylie Hogan, Volunteer Coordinator

## Key highlights this year include:

- Our Staff Engagement Survey showed very positive results, placing us in the top 20 per cent for job satisfaction, engagement and team, compared to similar surveys.
- Clearly defined organisation roles and accountabilities, to ensure our operating model best supports our strategic plan.
- Adapting how we work in a period of almost constant change, to ensure our service delivery was not impacted, keeping all sites open and staff engaged.



**92% OF OUR TEAM SAID THEIR WORK IS MEANINGFUL AND THEY GET PERSONAL SATISFACTION FROM THEIR JOB.**

## BOARD OF DIRECTORS

Our Board members are responsible for the overall business, management and direction of Coast Shelter. The Board are committed to best practice in governance and accountability.



**Margaret Portass**

Chairperson  
Appointed on  
20/11/2019



**Kian Safaei**

Director  
Appointed on  
15/1/2020



**Bob Pryke**

Director  
Appointed on  
28/12/2019



**Diana Hanks**

Director  
Appointed on  
18/12/2019



**Claire Braund**

Director  
Appointed in  
May 2021

## EXECUTIVE TEAM

The Executive team is responsible for the day-to-day operations of Coast Shelter.



**Michael Starr**

CEO



**Mark Trevaskis**

Operation Manager  
Client Services



**Jason Brown**

People and Culture  
Manager



**Jason Haynes**

Finance Manager



**Krissy Stapleton**

Marketing and  
Communications  
Manager

**‘Coast Shelter is committed to helping the most vulnerable in our community when they need our help most.’**

— Michael Starr, CEO



## ROBERT'S JOURNEY

Robert's story is harrowing but unfortunately not unique. Robert had a long working history before his lifestyle, which included an increasing reliance on alcohol and heavy smoking, contributed to the loss of his employment, his home, and his family. With no stable accommodation, Robert's life continued on a downward spiral. He experienced homelessness, alternating between rough sleeping in parks and riding the trains.

Failing health caused Robert to collapse on the streets of Sydney. Attending paramedics transported him to hospital, where he was diagnosed with end stage kidney failure, requiring dialysis three times a week. Robert moved through the hospital system until his social worker, from Gosford Hospital, contacted our central intake. A plan was developed to find him a suitable vacancy within Coast Shelter's men's accommodation program.

In the early stages of his placement, Robert remained withdrawn. His mobility was poor, his body was frail, and his hope for a better life was gone. Over time, Robert emerged from his shell and started engaging with the other residents. His dry sense of humour returned. Robert was supported

to give up smoking. He started eating nutritious food and his overall health and mobility improved. Robert also reconnected with his daughter and his three grandchildren, who reside locally, restoring the family connection he desired so much.

With Robert's enthusiastic involvement, his caseworker helped develop a case-plan that clearly addressed his health and welfare needs. This gave him access to a social housing property located close to his medical supports. With generous assistance from the local community, all of Robert's home assistance needs were satisfied. Robert has continued to live healthily, maintaining engagement with all of his scheduled health providers. Robert's progress clearly identifies the benefit and spirit of cooperation that exists between the service and the community. On 25 August 2021, Robert's hopes and dreams were realised when his name was added to the priority transplant list. Robert's greatest wish after all the trauma he had to overcome is to walk his daughter down the aisle on her wedding day.



## JOSHUA'S\* JOURNEY

I'm 18 years old and a proud Aboriginal man from the Wiradjuri tribe. Before reaching out to Coast Shelter, my life was in a bad state.

I was using drugs daily. My mental health had been badly beaten down and I genuinely felt I had no hope for my future. I was also in the midst of completing Year 12 at school, while attempting to support my Nan in caring for my siblings. Things became overwhelming, and I knew I had to have some respite to focus on my studies and manage my mental health.

I found out about Coast Shelter early in 2020 and heard about the help they provide to those in need, so I gave them a call. Sure enough, within a week or so, I received placement at one of Coast Shelter's youth refuges. Adjusting from my family dynamic to the way the refuge works was initially tough but as the weeks went on, I started to feel more and more comfortable with the workers and other young people.

I didn't know a single thing about independence apart from the literal sense. The workers couldn't have done a better job of preparing me for the future. They helped me with signing up and receiving payments through Youth Allowance, creating budgets, applying for courses, jobs and houses. They helped me grow my self-esteem and confidence as it was something I struggled with before arriving at Coast Shelter. I began participating in their youth councils, and special events.

After a couple of months of having support from the workers and developing my living skills further, I was nominated for a transitional property and moved into supported independent living. During this time, I was given the opportunity to feature in a documentary on NITV, which was a surreal experience. The documentary focused on the lives of two Aboriginal girls who had been removed from parental custody, and were placed in hotels, and myself, who went the other route, and entered into a refuge program that supports and develops their clients, to help them get back on their feet. Filming different scenes at different locations and being able to share part of my story has to be a highlight for me.

Recently, I moved from my old property to a brand-new apartment, thanks to the vigilance and compassion of the Coast Shelter team. More recently, I've started a traineeship with 'Coasties on the Move' doing furniture removal. It's a really rewarding job as we also help furnish houses for those in need. All of this wouldn't have been possible without Coast Shelter. I haven't stopped to think about all the positive change I've undergone and it's all because of the genuine care and compassion these people have towards those at risk. I'm proud to represent Coast Shelter and even prouder to say they've helped me along my journey.

\*Not his real name

## LOOKING AHEAD

Coast Shelter is investing in the future by boosting services through traineeships and paid work experience, increasing shelter to women and children, and providing in-service mental health counselling and support for young people.

### Social enterprises

Coast Shelter completed foundational work for two fee-for-service social enterprises: Coasties on the Move Household Removals and the CSespresso Mobile Cafe. Both programs provide paid work experience, mentoring and training to help people secure sustainable employment as a stepping-stone to financial independence, safe housing, and becoming connected members of the community.

We are excited to launch these unique programs and explore other social enterprise opportunities to help address homelessness and compliment other services available for people engaged with Coast Shelter.



### Increasing shelter to women and children

Through the generous financial support of Lendlease's FutureSteps foundation we will be creating additional accommodation at an existing property to help older women facing or experiencing homelessness due to domestic and family violence. We have appointed a builder and preliminary works are underway, with construction expected to be complete by late 2021.

'Coast Shelter is delighted and thankful to receive such generous financial support from Lendlease to help expand our capacity to provide women and children facing or escaping homelessness due to domestic and family violence with a safe place to call home.'

'Our partnership will enable Coast Shelter to provide safe, short-term accommodation and personal support services around the clock for an additional ten women every year on the Central Coast.'

'It's a great encouragement for Coast Shelter to know that Lendlease is committed and determined to help end homelessness and domestic, family violence on the NSW Central Coast.'

— Michael Starr, CEO



'Supporting meaningful projects such as these are the very reason Lendlease launched our shared value initiative, FutureSteps. Too many Australians are affected by domestic and family violence. Being able to provide a safe place to call home is extremely important to us.'

'We are grateful to be able to support Coast Shelter's fantastic efforts, both with the Sleepout event and the grant in support of increasing accommodation at their family violence refuge, and we look forward to continuing this relationship well into the future.'

— Stephen Ross, Centre Manager, Erina Fair Shopping Centre, Lendlease



### Increased youth work support

Coast Shelter is delighted to boost our support for young people aged 16–24 residing in our refuges. The appointment of a specialist Mental Health Youth Worker was made possible by generous financial support from Ettalong and East Gosford branches of Bendigo Bank Ltd.

This newly created role will help improve the mental health and wellbeing of young people dealing with trauma and mental health concerns and further enhances existing supports and practice. Our focus will be on providing personal and immediate support to young people dealing with limited access to specialist health services due to homelessness, financial hardship or other barriers.

# FINANCES 2021

On the back of some fantastic fundraising for Coast Shelter through our annual Sleepout event, we are pleased to report a net surplus for the 2021 financial year. With an eye to the future and meeting the needs of the community, our focus is on developing diverse income streams and, where possible, self-funding new initiatives, reinvesting surplus funds to meet emerging client needs, and providing the best care possible for our clients.

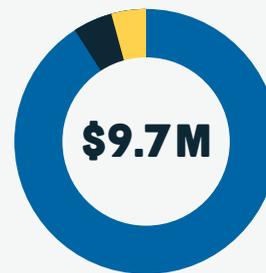
The past year has seen Coast Shelter concentrate its energy on effective cost containment measures and ensuring we have the people, processes and procedures in place to deliver on our mission. Despite the many challenges, our financial management and performance was excellent. With the huge success of our fundraising for the 2021 Coast Shelter Sleepout event, coupled with our long-term donors, supporters and funded services, our economic outlook is healthy and we are well placed to meet future needs.

This year our income increased to \$9.7M, an increase of \$500K over the previous year. Our priority is to make sure our services are sustainable and evidence based, with our goal moving forward to manage our funds effectively and direct more resources to our programs and clients. In the next twelve months we will commence a number of new initiatives, including two social enterprises to create paid work experience and traineeship opportunities for local unemployed people, enhance the personal wellbeing services at our Community Centre, and invest in our security and IT platforms to ensure they are secure and fit for purpose well into the future.

Our success is rightly measured by the level of outstanding care we provide to our clients. We are working with organisations like Lendlease and FutureSteps through their impact report to evaluate how one of our specialist services for vulnerable and homeless people is performing and creating a positive impact for our clients and the Central Coast community.

We are proud to continue providing much needed help and support to people on the Central Coast when they need it most. We are grateful to our supporters, donors, corporate partners and governments for investing in Coast Shelter's services and community programs.

## Source of funds:



- 89% Government Grants
- 6% Donations & Fundraising
- 5% Investment Income

## Use of funds:



- 74% Program Services
- 17% Administration
- 9% Development

# 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.

## FUNDRAISE FOR US

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

## MEMBERSHIP

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

## LEAVING A BEQUEST

If you wish to leave a donation in your will, please contact us to find out more

## VOLUNTEERING

Becoming a volunteer at Coast Shelter helps others and is a great way to give back to your community. Coast Shelter offers a range of volunteering opportunities through at our Community Centre and Restaurant, driver mentor program, fundraising and event support. If you are interested in working for Coast Shelter, please check out our website

## ADVOCACY

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

## CONTACT US:

346 Mann Street, North Gosford, NSW 2250.  
(02) 4325 3540  
admin@coastshelter.org.au



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



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