

Coast**Shelter**

2023 Annual Report

Contents



Acknowledgement of Country

We wish 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 all First Nations People. We further acknowledge that this land was, is, and always will be, Aboriginal land.

04 CEO's Report

05 Thank you to our Valued Sponsors

06 Chairperson's Report

07 Values, Vision, Mission

08 Services Impact

12 Client Services

14 Community Centres

15 Together Home

16 Men's Service

18 Women and Children's Service

20 Youth Service

22 Social Enterprise

23 Love Bites, Reflect & Respect

24 Clinical Services

26 First Nations

28 Our Board & Executive Team

31 Strategic Plan

32 Advocacy

34 Our Valued Volunteers

36 Marketing, Events & Fundraising

38 Social Media Report

39 Our Corporate Partners

40 Gallery

42 Auditors Opinion & Finance

CEO Report

Michael Starr

This past year has been one of expansion and growth of services for Coast Shelter. Coast Shelter's vision is to end homelessness and domestic and family violence on the NSW Central Coast. It is an ambitious goal, but I am encouraged and inspired by the creativity and dedication demonstrated by our clients, staff and volunteers every day.

Supporting people and helping Coasties is what we do. I am pleased to report that Coast Shelter has recently opened a new Community Centre in the heart of Wyong. The centre is in addition to our longstanding Community Centre at North Gosford and will provide people with a range of services including meals, emergency accommodation and housing assistance, social work support, mental health and drug and alcohol counselling plus therapeutic and life skills workshops. Importantly both Community Centres act as a gateway for people in our community to a range of other Coast Shelter services including specialist homelessness and domestic and family violence services.

In January this year we were excited to receive news from the NSW Government that Coast Shelter had been successful in tendering for a grant of over $800,000 through the Stronger Country Community Fund. This money will fund the creation of "The Retreat" at our North Gosford location, a multi-purpose open plan space in which to run targeted wellbeing programs for females experiencing homelessness, domestic and family violence, and other trauma. Preconstruction work has commenced, and we anticipate opening "The Retreat" in early 2024.

At Coast Shelter we are committed to playing a clear role when it comes to reconciliation. We are proud of our progress and will soon strengthen our reconciliation journey with the commencement of our Innovate Reconciliation Action Plan. None of this would be possible without the support, leadership and wise advice from our local First Nations leaders and community, First Nations partners, staff and Reconciliation Australia.

I am pleased to advise that in February this year, following representations from Dr Gordon Reid MP and Assistant Minister Emma McBride MP, Coast Shelter secured funding under the National Plan to End Violence Against Women and Children for our LoveBites healthy and respectful relationships program, through to July 2024. In 2022, staff delivered the LoveBites program to 5,535 young people in 30 Highs Schools and Juvenile Justice Centres across the Central Coast. Importantly almost 97% of participants felt the course was of value to them and 95% said they felt included.

Our people are Coast Shelter's greatest asset. Throughout the year our amazing staff and volunteers continued to deliver quality care and services to people across the Central Coast, often in challenging circumstances. As the rising cost of living and rental stress started to hit our community hard in the past year, we received record levels of fundraising and donation income from our generous donors and business partners. This has allowed Coast Shelter to self-fund services like our Clinical Services team to address emerging issues as they arise with mental health, alcohol and drugs and community safety.

Thank you for your support, together we are making a difference and striving towards a safer community where all people have a safe place to call home. I hope you enjoy reading our Annual Report for 2023.

Best Wishes,
Michael Starr

Thank You

Our Valued 2022-2023 Supporters

We are so grateful to every single one of our corporate and community supporters who never fail to motivate us with their continued passion and dedication. Our work is also generously supported by trusts and foundations, universities and governments.

We have tried to recognise everyone who has made a contribution toward our vision of ending homelessness and domestic and family violence on the NSW Central Coast below. There are many of you, however, so if we have missed anyone, please know that we appreciate every bit of support, no matter how small.

Sponsors

A.H. Beard
Aldi
All of our individual donors and supporters
Aloka Meditation Centre
Bambi
Bamboo Haus
Barry and Elizabeth Frost
Bendigo Bank
Booths Motor Group
Brentwood Village
Bryony Davis
Bunnings Warehouse West Gosford
Bunnings Warehouse Tuggerah
Central Coast Leagues Club
Central Coast Council
Community Hair Project
Cure Collective
CWA Woy Woy
Dr Padma Korremula
Dr Ajay Chennamchetty
Eastcoast Beverages
Erina Fair
Ettalong Bowling Club
Ettalong Diggers
Eve Security
Food to Nourish
Good360
Gosford RSL
Green Point Christian School
Grill'd
ING
Keyton Retirement Living
Kwik Kopy
Lendlease
Lions Clubs of the Central Coast
Mackillop Catholic College
Magenta Glam Cup
Mann Family Office
Mars Food
Moov Modular
Myer
Nik and Jane's Furniture
Pillowtalk
Rotary Brisbane Water
Rotary Gosford North
Rotary Gosford
Sanitarium
Terry White Chemist
The Footpath Library
TOGA
Westfield Tuggerah
Wolfewise Creative
Woolworths
Zonta

Government and Peak Bodies

Commonwealth Government
Department of Social Services Australia

State Government
NSW Department of Communities and Justice
Transport for NSW
NSW Fair Trading

Local Government
Central Coast Council

Peak Bodies
Associated Counsellors & Psychologists
Central Coast Domestic Violence Committee
Chamber of Commerce – Business Wyong Membership
Domestic Violence NSW
Gosford Erina Business Chamber Incorporated
Homelessness NSW
Volunteering Central Coast
Yfoundations

Chairperson's Report

Dear Supporters and Stakeholders, I am deeply honoured to address you as the Chair of Coast Shelter, especially at a time when our organisation's impact is more vital than ever. Our commitment to the Central Coast community has never wavered, and it's a privilege to lead a team dedicated to our mission.

Coast Shelter is not just an organisation; it is a beacon of hope, a lifeline for those in need, and a testament to the incredible power of collective compassion. Our journey this past year, though marked by challenges, has been defined by our incredible donors, devoted volunteers, and hardworking staff who have stood by us unwaveringly.

Our recent expansion into Wyong with the establishment of a new community centre is a bittersweet moment. It represents growth, but it is also a stark reminder of the increasing number of individuals and families seeking our support. Our mission to remove homelessness and domestic violence from the Central Coast is at the forefront of everything we do, and I am delighted to note the large number of people that we have been able to support and help out this year. There were close to 15,000 people who engaged with us at the community centre over the year, we had 108 people who stabilised their lives to the point of being able to move into private rental accommodation, there were 59 who were able to start their education whilst in our shelters and 95 who were able to gain employment with our support. While these look like small numbers it takes a tremendous amount of support and care to empower people with the self-confidence to start anew and change their lives.

Coast Shelter strives to generate funds each year which goes directly towards improving our services, our upcoming budget is allocating more money for staff training and salaries to drive continuous professional development and encourage staff retention.

In terms of programs and initiatives, we have achieved numerous milestones this year, including the opening of the Wyong Community Centre, the appointment of new staff in clinical care and the delivery of our Research Studies into clinical outcomes and impact measurement with the University of Newcastle. Coast Shelter continues to drive a path to provide innovation in our sector and we are producing data that supports the treatment methods and processes that we use on a daily basis.

Our army of volunteers, too, deserves special recognition. The dedication and hard work of individuals who serve at the Community Centre and throughout other areas of the organisation have been invaluable to our mission.

Our commitment to transparency and governance has been strengthened significantly. I'd like to welcome our two newest Directors, Carolyn Cousins and Candace Bretecher. I am also pleased to announce the appointment of Lyndelle Taylor as Coast Shelter's new Company Secretary, taking the baton from former Board member Alex Maitland. Their efforts have streamlined governance and fostered transparent relationships, aided by our trusted Auditor, Bishop Collins. Special thanks go to Jason Haynes, our Finance Manager, for significant improvements in reporting.

This year presented its fair share of challenges, from navigating the aftermath of Covid to addressing shifts in the funding landscape, compounded by the soaring cost of living and interest rates. Particular thanks must go to the Central Coast Local Health District who provided us with an alternative Men's refuge while our own was under refurbishment.

Coast Shelter's vision for the future is a clear one. We plan to increase the number of people we support across the whole Central Coast and to do it with a confident, well supported staff. Our vision of zero homelessness will be supported by plans for appropriate representation to government for new policies for the homeless.

Chair of Coast Shelter,
Rob Kitchen

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

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.



Total Specialist Homelessness Clients

1,079

Domestic Violence
465

Womens
425

Mens
149

Youth
318

Gender Breakdown Including Children

Female — 64%

Male — 36%

Note for clients over 17 years of age, the female percentile is 71% and male 29%

Community Centre

Total Meals
15,112

Total Unique Visitors
14,927

2023

Service Impact

Volunteer Impact

Total Hours

5,595

Monetary Value

$265k+

Monetary value is calculated on the average full time earnings equivalent of $47.52 per hour as per the ABS: https://www.abs.gov.au/statistics/labour/earnings-and-working-conditions/average-weekly-earnings-australia/latest-release)

Specialist Homelessness Services

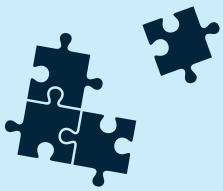
479

Women and children accessed social inclusion activities

64

Total number of child youth and family clients

45

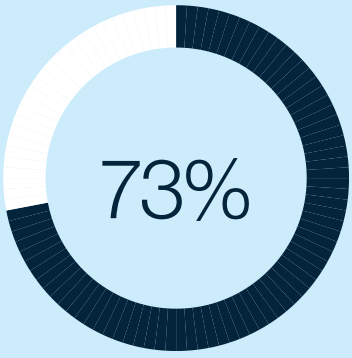


Children and mothers participated in a new supported playgroup, facilitated by staff with training in Early Childhood and Community Services.

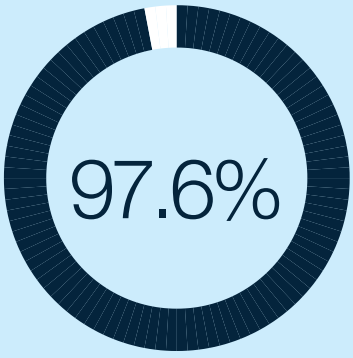
Domestic and Family Violence

#1

Domestic and family violence is most reported presenting reason of all reasons.



Of all clients presented domestic and family violence as their primary reason of engagement.



For women presenting, the primary reason of engagement jumps to the above statistic.



L-R - Superintendent Chad Gillies (Gosford Police), then Yasmin Catley (Member for Swansea), Mark Trevaskis (CS Operations Manager), Penny Williams (CS Community Services Team Lead), David Harris MP (State Member for Wyong), Mathew Bryant (CS Wyong Community Centre Case Worker) and Claire Braund (Coast Shelter board member) at the opening of the new Wyong Community Centre.



Adam Crouch MP presenting Coast Shelter staff with funding for "The Retreat" through the NSW Stronger Communities Fund.



Our fantastic Thursday lunch service volunteers at the Gosford Community Centre.

A visit from Minister Amanda Rishworth, Emma McBride MP, and Dr. Gordon Reid MP to acknowledge further funding for the LoveBites Healthy Relationships Program.





One of our incredible volunteers, Michael Wolfe (Wolfewise Creative), at our National Volunteer Week morning tea.



Dr Gordon Reid MP and Mackillop Catholic College teacher and students volunteering for gift wrapping during the Coast Shelter Christmas Appeal.



Coast Shelter staff helping out at the Erina Fair charity Christmas gift wrapping station.



Coast Shelter CEO, Michael Starr, presenting Aunty Dianne O'Brien with a Celebrate the Coast award for her many years of community service at Coast Shelter's 30th Anniversary Luncheon.

Client Services

Coast Shelter continues to provide high quality outcomes to our clients in an ever changing and complex service environment.

This year we have seen a marked increase in the complexity of casework being delivered within our Specialist Homelessness Services services. Our team actively works with clients who have experienced significant trauma and compounding challenges related to income, higher prices and lack of affordable and accessible housing options. We have also seen an increase in other factors impacting on client outcomes including complex mental health issues, Alcohol and other drugs challenges and disability. To their credit, our team has worked with a high level of skill and compassion and often go over and above the call of duty in order to provide sustaining and positive outcomes for those we work with.

Coast Shelter has taken active steps in the past 12 months to increase the service framework available to our clients. We have improved our Intake and Assessment procedures; we have written and published a Resident Handbook. We have further developed our Service Evolution stream and improved access to education and employment options via our Social Enterprises and provision of an employment specialist. We have improved our Social Inclusion supports and increased our ability to provide active outreach to those in the community who request support.

Over the past 12 months, Coast Shelter has had a particular focus on improving the refuges and building in which we work. Our Property and Assets Team have delivered ongoing and significant improvement to multiple sites. Works have ranged from general maintenance requests to complex renovations across numerous refuges. We should acknowledge the significant impact the team has had, especially at our Northern Women and Children's refuge and our Men's refuge located in Gosford.

This year we have seen the introduction of several new roles. We have introduced three new Child and Family Case workers who have focused on the needs of children living in our Women's Services. The impact of these new workers has had an immediate effect with the vast majority of these young clients accessing GP supports, immunisation updates, and access to additional allied health services. The team has also facilitated significant educational outcomes helping children to re-engage with schools and supporting attendance management plans.

Finally, we have also increased our Clinical Services offering with new staff including an additional Youth Mental Health Worker, a Women and Children's Crisis Counsellor, a Women's Alcohol and other drugs Counsellor and a First Nations Community and Wellbeing Officer. The Clinical Team has continued to move into a specialist posture as they have refined their service pathways and critical outcomes. I am also pleased to advise that we expanded the Team Lead role into a formal Service Manager position, recognising the growth and development of the team across 2022/23.

Coast Shelter has taken active steps in the past 12 months to increase the service framework available to our clients. We have improved our Intake and Assessment procedures; we have written and published a Resident Handbook. We have further developed our Service Evolution stream and improved access to education and employment options via our Social Enterprises and provision of an employment specialist

Good News Story

Gosford Community Centre received a call from a lady crying saying she was not sure what we could do for her, but that she was told to call the Community Centre. Claire* attended the Community Centre and wanted to know what we did and how we could help her. Speaking with Claire we found out she was working casually, and that her hours had been dropped. Claire was caring for her husband who had a back injury while also caring for her mother in her older years. The property that they were living in had just been sold and they had to move.

Claire was overwhelmed with bills that were piling up at home. The Community Centre staff were able to assist with a part payment for her electricity and set up a payment plan for the remainder so that it wouldn't be disconnected. They spoke with her children's school and asked for assistance with school camp fees and uniforms. Claire's daughter also needed to have dental treatment but couldn't afford to pay upfront, so after speaking with the dentist they agreed to put a payment plan in place. Coast Shelter is also able to access brokerage assistance through Wesley Mission and, after contacting them on Claire's behalf, were able to access gift cards for her shopping. Claire was also given phone numbers of real estates to contact that the Community Centre has connections with.

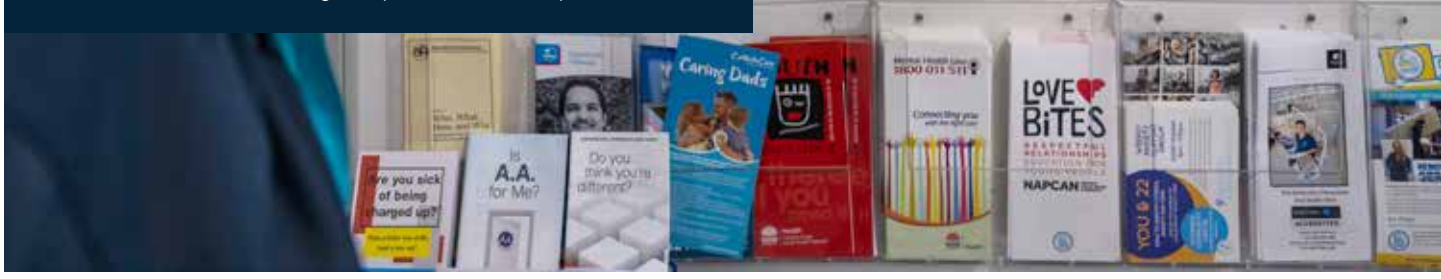
Claire was so grateful that we were able to get her back on track and she had the assistance to help her engage with the service providers as Claire said it was such a huge task that she was unable to face on her own.

Claire contacted the Community Centre a few months later to let the staff know that she had now secured a permanent part time job and the family was doing well.

*Client's name has been changed to protect their identity.







Community Centres

This year has been an exciting year for the Community Centre.

We have continued to support the community's most vulnerable people, providing over 15,000 eat in and takeaway meal options, food hampers and personal care packs for people on the Central Coast. We have also opened a new Community Centre in Wyong to assist those in need on the Northern end of the Central Coast.

As well as these nourishing meals, our impact can also be measured through the delivery of additional supports and referrals, including onsite alcohol and drug counselling, access to qualified social workers and an additional Support Worker and First Nations Health and Wellbeing Officer to complement our current service offerings.

We continued to partner with the Health on the Streets Mobile Health Service, which provided 167 on-site health checkups at our Community Centre. Other initiatives include partnerships with Centrelink, NSW Police, DCJ Housing and Services NSW, who provide onsite Community Connection sessions, to help people get on top of personal issues they are facing.

Recently we added a NDIS Provider - Social Futures - to our suite of services, who work with those clients requiring additional support in order to gain specialist disability assistance to navigate the application process and secure funding. Our Employment Specialist provides assistance to those who are working towards employment or vocational studies, as well as resume development and linkages with local employers.

Even more excitingly, we were also successful in gaining a government grant of over $800,000 – a first for our Community Centre which will see the development of The Retreat - a new purpose designed space to offer effective specialist mental health and wellbeing programs for people experiencing homelessness &/or domestic or family violence that provides a supportive, welcoming, and inclusive environment. This additional wellbeing studio space will provide a venue for current specialist staff to engage with groups and deliver effective mental health and wellbeing programs as well as the opportunity to develop further partnerships with other health and wellbeing organisations within the Central Coast community.

15k

Eat in and takeaway meal options, food hampers and personal care packs provided for people on the Central Coast.

$800k+

Received in Government funding towards the development of The Retreat - a new purpose designed space for specialist mental health and wellbeing programs.

Together Home

Continued funding from NSW Government, in partnership with Pacific Link Housing, has seen the Together Home program continue to support and permanently house rough sleepers through a housing first and personal support model. The continuation of Together Home has allowed Coast Shelter to assist participants by engaging wrap around support services to sustain their housing.

09

Participants, with an age range of 47-61 and identifiable issues such as Alcohol and other drugs, mental health, corrections, legal aid and physical health.

01	09	09	02
Engaged education in program	Secured housing in program	Engaged with external support services	Secured employment in program

Good News Story

Phillip* is a 61 year old male who was long term homeless, Phillip presented with poor health, a history of falls risk, reduced mobility and pain with a self-awareness of alcohol misuse.

After being approved for the Together Home program, Phillip was initially supported with temporary accommodation before securing his long-term housing property.

Increased stability provided by the long term housing offer created a platform to investigate Phillips medical concerns. This included extensive mental, medical and physical checks which resulted in OT reports and further investigation's towards hip replacements and exploring mobility scooter options.

Phillip has undergone one hip replacement and in the process of securing the other. Phillip's mobility has improved significantly while daily pain has near disappeared. Phillips alcohol misuse has ceased, Phillip has reengaged socially and engages a local community centers calendar of events. Phillip is excited about the prospect of a mobility scooter to further improve his quality of life.

*Client's name has been changed to protect their identity.

Men's Service

Coast Shelter operates the only dedicated men's crisis accommodation service on the NSW Central Coast. We support single men experiencing homelessness or at risk of homelessness, by acknowledging and working to resolve barriers, personal and health issues.

In the past 12 months, our men's refuge has supported 149 men, and assisted 23 men into long term stable accommodation. The team provides ongoing care through transitional accommodation and outreach support services.

Good News Story

Matthew entered Coimba Men's Refuge in March 2023. Matthew had previously completed a successful 3 month rehabilitation program on the Central Coast. Matthew's journey into long-term homelessness commenced around 10 years ago through a relationship breakdown and polysubstance abuse. Matthew's addictive personality and subsequent decisions projected him towards significant drug abuse and instability.

Coimba offered Matthew the stability and safe space to gain additional support for his mental health via psychology and psychiatry. Alcohol, drug and general counseling was also provided through the Coast Shelter clinical team.

Matthew continues to build upon these strong foundations and is near completion of open foundation studies, where he has secured grades to be accepted into a business / law degree at the UON. While studying on campus, Matthew was offered the student ambassador position for campus' Wollotuka hub and was nominated for consideration towards the prestigious Ma and Morley scholarship program.

Matthew was recently awarded funding from this scholarship to assist future educational endeavours, an outcome that reflects the strides Matthew has made.

Client Feedback

Absolutely exceptional support and services. They have been a lifesaver for me in more ways than one. Highly dedicated, professional and helpful staff, the entire organisation is as good as anyone could hope for. They offer so much more than just nice free meals and food. I was struggling and living on the streets 9 weeks ago. Since then Coast Shelter have provided me with safe, secure, clean and affordable medium term emergency accommodation (self-contained bedsitter), not only that -thanks to their dedication, commitment and years of experience I have now been approved for priority social housing to set me up for the future. I cannot thank them enough. A huge thankyou to Peter, Josh and Jesse for making all of this possible. They are quite amazing at what they do! None of this would have happened without their selfless dedication, commitment & expertise. And also many thanks to Grant, Coast Shelter's highly skilled in-house counsellor. His guidance and support has proven to be invaluable. Coast Shelter are my rock. Nine weeks ago I had lost all hope.

Now my life is back on track and the future is looking bright. 5 stars from me is an understatement. I would give 100 stars if it were possible!

In the past 12 months, our men's refuge has supported 149 men, and assisted 23 men into long term stable accommodation. The team provides ongoing care through transitional accommodation and outreach support services.



Positive Outcomes

- Developed and initiated a Central Coast Mens Community of Practise group, fostering collaboration between services engaging men, identifying practice gaps and working towards outcomes.
- New case worker joined the mens team. Brings enthusiasm, ideas and an open minded approach
- Social program initiated in refuge to build client wellbeing, confidence, community connection and interaction.
- Coimba connect – psychoeducational program run in a small group of refuge clients to educate on self-esteem, anger, grief and loss, assertiveness, harm reduction, depression sadness and anxiety.
- Built upon established social housing service connections to improve and increase housing outcomes for clients.
- Continue to support clients in the Together Home program, working toward removing barriers historically limiting the clientele access to independence and stability.

149

Men were supported during the 2022-23 financial year.

23

Men were assisted into long term stable accommodation.

Women and Children's Service

Coast Shelter operates three women and children refuges, for women with or without children who are experiencing homelessness and/or domestic and family violence.

We provide advocacy and case management support to clients in the community, in refuge and those residing in one of our transitional properties across the Central Coast region. Coast Shelter also supports clients via our Domestic Violence Rapid Enhancement (DVRE) program and our Domestic and family violence Child and Youth Programs (CYP). These dedicated programs provide support to the most vulnerable within our community including women and children who have recently experienced domestic and/or family violence. DVRE provides outreach crisis support via safety planning, advocacy, case management, assistance accessing financial and legal support and can provide accommodation via one of our 28 day crisis accommodation properties.

Our CYP team provide dedicated case management support to the children and youth within Women and Children's Services. While this is currently a pilot program funded by the Department of Communities and Justice, Coast Shelter strongly advocates for the continuation of this program long term to ensure children are being recognised and supported as domestic and family violence survivor.

Program Changes

Domestic and family violence Child/Youth Caseworkers - This year saw the commencement of some pilot funding from Department of Communities and Justice for Child/Youth dedicated caseworkers within Women's Services.

This additional funding provides the children and youth in our service with their own individual caseworker. This now means that Children and Young People within women's services are individually recognised as a survivor of Domestic and family violence and can ensure early intervention and protective measures can be put in place.

In the past 12 months we have embedded a social inclusion program, this provides clients with staff support on weekends and during school holidays to access social activities within the local community.

Our Social Inclusion support workers organise internal and external social activities including craft, cooking, bushwalking, playground visits and attending local community events. We commenced providing onsite supported playgroups at our women and children's refuges, which provides a fun and engaging space for mothers and children to connect with each other and experienced staff.

This last year has seen an increase in providing outreach support to clients within our community. What we have seen from this is some early interventions occurring and has resulted in tenancies has been maintained and alternate support has been put in place to prevent homelessness.

425

Women and children were supported during the 2022-23 financial year.

465

Women and children were supported via our DVRE program during the 2022-23 financial year.

Good News Story

Kelly* and her young child Sam were referred to Coast Shelter's Domestic Violence Rapid Enhancement (DVRE) program after experiencing domestic and family violence. Kelly was staying in Australia on a partnered Visa and was apprehensive to leave her partner as she was worried about finances and her visa status.

Kelly came into Coast Shelter with no access to money or personal belongings for her child or herself and struggled with understanding and speaking the English language. With the help of the DVRE team they were able to help Kelly secure a permanent visa and start the ball rolling for Kelly to receive an income.

Kelly then moved into one of Coast Shelter's Women and Children's refuges, on her arrival Kelly was very quiet and kept to herself. Within weeks of moving in, Kelly had grown in confidence and was now engaging with the other clients and joining in the Social Inclusions Program and engaging in all outings.

Once Kelly was approved for a special benefit her independence and determination to get a property for her child and herself was unstoppable, Kelly became LIVE on housing and was approved for Start Safely.

A transitional property was applied for on Kelly's behalf which Kelly was approved for, Kelly and her child moved into the transitional property. With the help of the Child Youth caseworker, Sam was enrolled in pre-school, was able to get a childcare subsidy and be linked in with the dental scheme.

Kelly flourished living independently and with her confidence growing every day she was supported to enrol in an Individual Support Certificate. Kelly completed her course and gained enough experience with her work placement to secure work. Kelly studied and sat for her learner's license which she passed with flying colours, Kelly was then linked in with the Driver Mentor Program where she was able to complete some driving lessons.

Kelly and Sam were offered a long-term social housing property and moved in recently. With the independence and confidence Kelly had developed whilst in the transitional property she was able to find a new pre-school for Sam, organise a removalist, find a company to continue her driving lessons and engage in community activities without any support.

*Client's name has been changed to protect their identity.

Client Feedback

I can't tell you how eternally grateful I am that I have your support. I never thought I'd be in this situation and you all gave me a place to stay, understanding and compassion. I thank god everyday I was so blessed and lucky that I was referred to your services. Each week I get surprised by how much support and effort you all go to just to make sure I am ok and always try and find me things to make my life easy.

Thank you all for the help, this is an organisation I recommend highly. My only other wish is that anyone who finds themself in my position is sent Coast Shelter angels to help them see the light at the end of tunnel. I'll never be able to repay you all for what you do for me but know I would have crumbled without this organisation and their lovely staff. You gave me my smile back, my laugh back, and my light back.



Youth Service

Coast Shelter operates five specialist homelessness services for young people aged 16-24 years old on the Central Coast.

In the 2022-2023 financial year 322 young people were supported in our youth program.

We have certainly noticed the increase in referrals which is believed to be due to the after-effects of the pandemic, rental crisis, and increase in the cost of living causing family breakdowns. Since January 2023, 309 clients have been supported in Youth with crisis accommodation, case management, mental health support, and employment and education. We have had numerous positive outcomes including young people transitioning to independent living, family restoration, obtaining their driver's license through the Driver Mentor program and gaining employment through our employment program.

Coast Shelter hosted a highly successful youth event this year at The Hub Erina attracting hundreds of young people offering games, giveaways, music, and promotions.

An open mic competition was held and three young people were awarded prizes for outstanding performances. It was incredible to see so many young people turn up, participate in the event and showcase the passion that exists in young people across the Central Coast."

Positive Outcomes

- A client going into a transitional home saying to us 'I can't believe I have my own place'.
- A transitional client gaining her license after going through the driver mentor program.
- A transitional client gaining full-time hours at her place of employment.
- A client in refuge restoring relationships with family and moving back in with them.
- A client going all the way through to year 12 whilst in refuge with meetings taking place with the school to support this process as there were some hurdles with attendance along the way (this client also gaining a transitional property through doorways).
- Another client in refuge in the process of restoring family relationships in consultation with DCJ.
- A current client only 3 days in refuge showing great initiative already having attended an interview and looking to move into working with Coasties on the Move.



Youth Report

Good News Story

Lawrence* was referred to YA on the 16/01/23 and was to become homeless after breaching an AVO and was staying with a family friend who was unable to have him stay more than a week at his Weston property.

Lawrence was a daily cannabis user and had anger issues. Coast Shelter's usual process is to allow residents to settle in, however he was linked in with our Alcohol and other drugs counsellor as soon as he arrived and weekly appointments were established to give strategies for overcoming urges to use. He was also referred to Interelate's "Making Choices" Program which were able to do video link meetings one-on-one with him.

Lawrence wanted to do something physical to be fit, channel his anger, and be a distraction from using. His caseworker had a connection with the owner of a fitness club on the peninsula.

Lawrence began to attend multiple classes a week and made some positive relationships and mentors through attending.

Lawrence was linked with our Youth Employment Specialist for face-to-face meetings at the house, who assisted with resume writing, cover letter, and interview skills. Lawrence had a few false starts with employment until he found a position himself in Gosford in May.

During this time his goal was to gain his learner's permit and ultimately his driver's license so that he could be more independent. Lawrence completed professional drives and utilised the Driver Mentor Program.

Lawrence was also linked in with Uniting Doorways and was supported by them to gain a transitional property in Woy Woy close to transport in July.

Lawrence was also able to reconcile with his mother who over time was able to repair a rupture in his relationship with her.

Lawrence is employed, living independently and has since been able to pass his driving test to get his license.

*Client's name has been changed to protect their identity.

Social Enterprise

Coast Shelter's social enterprise programs, Coasties on the Move and CSEspresso provide access to paid traineeships, accredited training and mentoring for unemployed young people to help them develop the skills to find and keep a job.

Our programs act as a stepping stone to sustainable employment for young people and provide personal support, to help participants address barriers in a supportive work environment.

A key feature of the program is ongoing personal support from a Youth Employment Specialist, including life and work skills development, to help trainees transition into sustainable employment.

In the last 12 months, Coasties on the Move and CSEspresso provided paid work experience, mentoring and accredited training for 11 young people with 8 young people moving into ongoing employment in retail, hospitality and manufacturing and 1 into the Armed Forces following their participation in the social enterprise program and 10 of the 11 also gained qualifications and training in their respective fields.



08

Young people moved into ongoing employment

10

Young people gained qualifications and training in their fields

Good News Story

Pathway to Success: David*

A young man who had been in our Rumbalara Youth Refuge experiencing homelessness, mental health, low level literacy and extremely low confidence was identified as a potential candidate for Coast Shelter's CSEspresso social enterprise program.
He presented with very little confidence and was barely able to make eye contact initially.

After working with CSEspresso Manager and mentor Steve Jeffrey, David developed good working habits and his confidence and self-esteem increased. With dedicated youth work support while in refuge, he was able to secure his own place and is now living independently and has transitioned into full-time employment with a local hospitality company.

*Client's name has been changed to protect their identity.

Love Bites, Reflect & Respect

The Love Bites Respectful Relationships Education Program continued its mission to empower young people aged 11–17 years across the Central Coast with the knowledge and tools needed to foster healthy, respectful relationships.

Over the course of the year, Love Bites reached an impressive milestone by delivering its workshops to 5535 school students in 201 groups with content ranging from year 7 through to year 12. The program's influence extended across 19 high schools, reflecting a substantial presence within the community. This is a testament to the Love Bites' team's dedication to educating a diverse group of young individuals, this included delivering the program to 11 alternate learning environments such as support and behavioural units, thus creating a positive impact on Central Coast.

Our exciting innovation this year is the introduction of Love Beats. This creative initiative provided students with an exciting platform to express key messages about respectful relationships through prepared music beats.

It is evident that Love Bites remains at the forefront of primary prevention programs on the Central Coast. The dedication of our team and the enthusiasm of the students we reach make us confident of achieving our goal of breaking the cycle of family and domestic violence.

Reflect and Respect

The Reflect & Respect program adheres to our organisation's commitment to addressing domestic, family, and sexual violence among women. This six-week program is designed specifically for women who are at risk of or have experienced such violence, providing them with a safe and supportive environment for reflection and healing.

Over the course of six weeks, participants engage in thoughtful reflection on healthy and unhealthy relationships, consent, and the establishment of boundaries. They are equipped with essential communication skills necessary to foster and maintain respectful relationships. Importantly, the program encourages participants to reflect on their own values and well-being through a wellness approach, incorporating self-care and art therapy.

Our initial pilot of the program at the community centre received overwhelmingly positive feedback, leading us to establish it as a permanent course offered each term. We are thrilled to report that the program has expanded beyond the Community Centre and is now being delivered directly in the community. The engagement and participation at the Narara Valley Young Parents Hub serve as a testament to the program's value and relevance.

Participant Feedback

"It was a really eye opening and interactive program - it was great to experience"

- Female Year 10 Student, Tuggerah Lakes Secondary College

"Such a great program, it has given me the confidence to speak up for myself"

- Female Community Centre Client

Clinical Services

In October 2021, the Clinical team was introduced to Coast Shelter's services, initially with a Youth Mental Health Worker. Since then, the Clinical Services team has expanded to six members, serving the entire Coast Shelter community.

Their primary objective is to provide crisis intervention, immediate mental health, and substance abuse support to our most vulnerable clients, all within the framework of trauma-informed care and person-centered intervention.

The Clinical team's approach is grounded in trauma-informed care, which recognizes the pervasive impact of trauma on individuals and society, and in person-centered intervention, which prioritizes tailoring support to individual needs. Through extensive training, they create a safe and supportive environment where clients are heard, respected, and understood, thereby avoiding re-traumatization and facilitating healing. By building meaningful relationships and involving clients in their care decisions, the team empowers individuals to play an active role in their recovery journey, promoting autonomy and dignity.

Approximately 65% of the Clinical team's time is dedicated to direct client interactions, where they apply trauma-informed care and person-centered principles. To date, the Clinical team has provided services to 242 individuals, using these approaches to help clients rebuild trust and respect, essential components of their healing journey following their stay at Coast Shelter. This holistic and compassionate approach not only addresses immediate mental health and substance abuse needs but also supports long-term well-being and recovery.

In 2022, through a generous bequest, Coast Shelter commissioned the University of Newcastle to evaluate the impact and outcomes of the four new Mental Health and Alcohol and Other Drug Counsellor support roles that had joined the clinical team. The aims of the research are to evaluate and enhance service provision to clients, develop a robust evidence base for future funding opportunities, and strengthen our position as practice leaders in specialist homelessness services. While the report is still to be shared, preliminary feedback has all been extremely positive and we are excited to be able to share the results with the greater Coast Shelter community very soon.

Meet The Team

Madison Parrott
Clinical Service Manager/ Youth Mental Health

Grant Hume
Men's Alcohol and other drugs and General Counselling

Rhianna Kennedy
Women and Children's Crisis Counselling

Maria Malcom
Social Worker (clinical and community)

Julie Hastie
Women & Youth / Alcohol and other drugs & General Counselling

Kristi McLellan
Youth Mental Health Worker



256

People have been served on a 1:1 basis, through Youth, Women's Alcohol and other drugs, Men's Alcohol and other drugs, Women and Children and Social Work programs.

65%

Of the Clinical team's time is dedicated to direct client interactions, where they apply trauma-informed care and person-centered principles.

301

External referrals which includes, but is not limited to: Victim services, external psychologist, social worker mental health support, health services, pediatrician, Centrelink, housing and DV services.

242

Individuals have received dedicated direct client interactions, where they apply trauma informed care and person-centered principles.

Good News Story

Coast Shelter Community Centre referred Anne*, a 36-year-old woman who had been sleeping rough in a tent by the water and had two dogs with her. Anne had serious mental health concerns and trauma from past surgeries for Crohn's Disease. Anne began using ice in 2020. She had extreme mental health issues, borderline personality disorder, and had ended up in some legal issues due to the drug use. She had very minimal support around her aside from the social worker at the Coast Shelter Community Centre. Initially, Anne had no belief that she could stop using drugs, so the first step we took was around harm minimisation and reduction of use. Eventually, she could see that it wasn't working, so we began to discuss the possibility of detox which, after a few weeks, she decided to go ahead with. She's now been clean for 90 days and is back living with her mum and talking about the future and potential employment opportunities. She has also now moved on to another Alcohol and other drugs Counsellor meaning she will have extended support for another 3 months.

*Client's name has been changed to protect their identity.

First Nations

Coast Shelter recognises the importance of reconciliation and is focused on building relationships based on respect and trust, between First Nations people and non-First Nations people. Our Reflect Reconciliation Action Plan (RAP) 2021–22 provided a framework for us to realise our vision for reconciliation.

Coast Shelter recognises the importance of reconciliation and is focused on building relationships based on respect and trust, between First Nations people and non-First Nations people. Our Reflect Reconciliation Action Plan (RAP) 2021–22 provided a framework for us to realise our vision for reconciliation.

We have continued our commitment and journey by developing our Innovate RAP which was conditionally endorsed in May this year. It demonstrates our commitment to implementing and measuring practical actions that build respectful relationships and create opportunities for First Nations peoples.

To further strengthen and expand on our commitment towards reconciliation, we are developing and implementing a number of programs for cultural learning, First Nations employment and supplier diversity. Coast Shelter's Reconciliation Action Working Group consists of a diverse group of people from varying backgrounds, across all parts of our organisation and includes four First Nations employees.

There are a total of 10 in the group. We are pleased to announce our Reflect Reconciliation Action Plan has been completed and we continue our journey of reconciliation with our new Innovate Reconciliation Action Plan.

Year Highlights

- **Innovate Reconciliation Action Plan has been conditionally endorsed- May 2023.**
- **All staff trained in cultural appreciation and respectful language.**
- **Established a First Nations staff advisory committee - May 2022.**
- **Hosted a reconciliation week event on the Central Coast – with close to 400 people in attendance and 25 community service organisations sponsored the event. The total proceeds of the sponsorship were given to The Glen and Mingaletta.**
- **Continued our valued women's weaving group for our First Nations Women and Children**
- **Continued working with a local First Nations owned and operated business, to provide cultural education and experiences for our staff and clients, to connect with culture and land.**
- **Held our First Community NAIDOC event with Bungree.**
- **Invested in First Nations staff to be trained in delivering Cultural Awareness.**
- **Trained staff in "Name Narrate Navigate" in collaboration with Bungree to deliver the program in schools.**



Uncle Gavi playing didgeridoo at Coast Shelter's reconciliation event in June 2023.

Board of Directors



Robert Kitchen, Non-Exec Director. Finance & Audit, Growth & Development Committee. Appointed on 18/11/2021

Rob is an internationally experienced Project Director with over 24 years' experience working as a Development Manager, Client-side Project Manager and as a qualified chartered civil engineer. He is also Coast Shelter's current Chairperson of the Board. Rob has a successful track record managing, planning and delivering complex projects across a broad range of sectors.



Kian Safaei, Non-Exec Director, Clinical Governance Committee, Growth and Development Committee. D.Pod.M, LLB, Grad. Dip Practice of Laws and Migration Agent Grad. Cert. Appointed on 17/06/2015

Kian has been a volunteer at the Coast Shelter Community Centre for the last 18 years, and a Director of Coast Shelter since 2015. She has also held the Chairperson and Vice Chairperson positions previously. Kian migrated to Australia in 1993 and has been in private practice as a podiatrist. In 2003, she became a registered migration agent and was admitted as a lawyer to the Supreme Court in 2004.



Carolyn Cousins, Non-Exec Director, Chair of the Clinical Governance Committee. BSW, MSW, MEd(Adult), Dip Mgt, MSc(App. Neuroscience). Appointed on 2/12/2022

Carolyn is a social worker and adult educator who has worked in the trauma (child protection / domestic violence) and mental health sectors in Australia and the UK. She has published more than 20 peer reviewed articles in the areas of supervision, clinical practice and management. She was the Assistant Director of Postgraduate Education at the prestigious Tavistock and Portman Clinic in London, and was, until recently the Convener of the Clinical Division of the Australian College of Social Work.



Claire Braund, Non-Exec Director. Governance & Quality Committee. Appointed on 15/04/2021

Claire is a social entrepreneur and businesswoman based on the NSW Central Coast. She co-founded Women on Boards in Australia in 2006 and in the UK in 2012, following a career in journalism and public relations. She is an experienced Non-Executive Director on small businesses and large not-for-profit organisations and has significant expertise on Board governance in many other sectors.

Board of Directors



Jennifer Eddy, Non-Exec Director. Governance & Quality, Growth & Development Committee. Appointed on 18/11/2021

Jennifer has served on a number of Central Coast business, community, economic development and not for profit boards and has recently retired from the Central Coast Local Health District Board. Jennifer has many years' experience in residential aged care and community care and has worked with the industry, government and the community to promote and enhance the quality of aged care to the frail, aged and disadvantaged.



Candace Bretecher, Non-Exec Director, Chair of the Finance and Audit Committee. Appointed on 2/12/2022

Candace is a risk, compliance and assurance professional and a Chartered Professional Accountant (Canada) with close to 20 years of experience with organisations across the globe. Candace has also spent 10 years educating future professional accountants as a post-graduate course facilitator. Since relocating to Australia, Candace has worked across risk, controls and compliance teams with a major financial institution, as a risk management consultant, and most recently as a Director in the Chief Risk Office for the NSW Department of Education.



Howard Bell, Non-Exec Director. Growth & Development Committee. Appointed on 18/11/2021

Howard is a lawyer and public notary. He holds a PhD in Law from the University of Sydney and is an accredited specialist in government and administrative law. He is currently employed as a principal lawyer with the NSW Department of Customer Service. He is also an experienced teacher having taught extensively at TAFE NSW. He is an adjunct senior lecturer at Charles Sturt University's Centre for Law and Justice.



Lyndelle Taylor, Company Secretary (Dip.Law (LPAB), GDLP, AGIA, GAICD)

As a lawyer with formal Chartered Governance and Governance qualifications, Lyndelle's passion is consulting to Not-For-Profits Boards in the areas of Governance, Compliance, Regulatory, Policy and Legal Research. She has a particular affinity for charities which are companies limited by guarantee (like Coast Shelter, other shelters, non-government schools and other training institutions etc). She is a Member of NSW Law Society, Graduate member of Governance Institute of Australia and Graduate member of the AICD Company Directors Course.

Executive Team



Michael Starr, CEO

Michael has held leadership roles in the not for profit and philanthropic sectors for over 10 years with a particular focus on early intervention services for young people, social enterprises, employment, training and family accommodation services. Michael is passionate about the continual improvement of personalised services to help break the cycle of poverty and homelessness and enable people to live independent, healthy lives.



Mark Trevaskis, Operation Manager Client Services

Mark is a qualified Social Worker and has worked in the community sector for more than 25 years. Having held senior management roles over the past ten years, he holds significant experience and knowledge in child protection, disability, housing and out-of-home care.



Jason Haynes, Finance Manager

Jason is the Finance Manager and Corporate Secretary for Coast Shelter, where he continues to help the organisation grow as a leading specialist homelessness service on the Central Coast.



Erin Maxwell, Marketing & Communications Manager

Erin has worked across various areas of the marketing and communications industry for over 10 years and has a passion for making communication engaging and simple. She aims to deliver strategic and thought-provoking communication to create connection and positive impact within our community.



Jason Brown, People & Culture Manager

Jason holds a Bachelor of Business and is a lifelong human resources practitioner with over 10 years' experience working within the Government and Not for Profit Sector. Jason holds a deep passion for building organisational capability within a culture of performance and accountability, underpinned by Coast Shelters core values. Jason has worked across and been responsible for all aspects of human resource functions including organisational development, talent acquisition, industrial relations and safety.

Strategic Plan
2022-2025

Providing one off services is not enough. We know it will take innovative and sustainable solutions to end homelessness and domestic and family violence on the NSW Central Coast.

Our intent is to be a recognised leader in supporting people experiencing domestic and family violence and homelessness, through trauma-informed programs with impact, strategic collaboration with stakeholders and effective advocacy.

It is important we continually evaluate our work, challenge ourselves and engage regularly with our clients, staff, volunteers and the wider community. We collaborate with others and take a lead role in shaping policy and programs designed to improve the wellbeing of people across our community.

We have set a clear strategic course and are investing in initiatives that will help us end homelessness and domestic and family violence on the NSW Central Coast. But we can't do it on our own. The generous support we receive from the community, our corporate partners and donors, and government funding is vital to us achieving our mission.

Our 2022-2025 strategic plan has three key performance areas:

1. Services and Programs

Evidence-based practice and client-centred services for people facing homelessness or domestic and family violence.

2. People and Performance

Foster a culture of service excellence, focused on continuous improvement and sustainability.

3. Partnerships and Reputation

Be connected and responsive to our community and accessible to all. Create shared value, generate and expand support for our services.



Advocacy - Homelessness and Housing on the Central Coast

Advocacy is one of many ways Coast Shelter is working to end homelessness and domestic and family violence on the Central Coast.

It can take the form of representations to government and other key decision makers and influencers, publishing policy papers to raise awareness and achieve change, media awareness, representations and influencing decisions across all levels of the community and across sectors.

Earlier this year Coast Shelter, in conjunction with Homelessness NSW, held a symposium to discuss the broader policy agenda regarding the homelessness and housing issues on the Central Coast prior to the state election in March 2023.

Panellists included keynote speaker Trina Jones, CEO of Homelessness NSW, as well as local experts Miley Nixon (Specialist Homelessness Services Team Leader of Bungree Aboriginal Association), Glenn Cannard (Culture and Community Manager at Central Coast Council) and Angela Whitby (General Manager of Catholic Care) who aim to work together to end homelessness on the Central Coast.

The issues discussed included the growing housing need and rental stress on the Central Coast. **A few key statistics discussed regarding the Central Coast LGA included 9% (11,600) of households have unmet housing needs;**

- Social and affordable housing stock only meets 29% of current need.
- Current social housing stock needs to grow by 8% per year to meet housing need by 2041.
- The 2021 Census showed that 42% (15,177) of households in the Central Coast LGA are in rental stress, above the NSW rate of 36%.
- Attendees also heard from a local man and former Coast Shelter client with lived experience, and local MPs Adam Crouch and Liesl Tesch, who were both given time to outline their plans for addressing homelessness and housing on the Central Coast.
- Homelessness NSW's CEO Trina Jones outlined three achievable solutions:
  1. Invest in increased and sustained supply of social and affordable housing
  2. Fund support services to meet current and future demand.
  3. Coordinate across all levels of government and community for collective impact to end homelessness.

Coast Shelter CEO Michael Starr said Coast Shelter believed NSW needs significant change. *"We need to see a policy reset in relation to the delivery of services for homelessness and domestic and family violence. We need to make sure services are backed by evidence, have certainty and are funded for a number of years, not just six to twelve months. We need to see a dedicated Minister in the next NSW Government for Homelessness and Housing and that their number one priority is to not only work with service providers but peak bodies, people with lived experience and local government to ensure we can increase the supply of affordable and social housing for people across NSW. As the Chief Executive Officer of Homelessness NSW said today, it all starts with a home and roof over someone's head"*, Starr said.

Homelessness NSW CEO Trina Jones said"*Services are seeing beyond the numbers of people they are resourced or funded to see. We need to have investment in frontline services and services to be funded to support people out of crisis and into housing."*

"We need housing that is affordable for people on low incomes - the same people who are increasingly being locked out of the rental markets in cities and regions across NSW", Jones concluded.



Panellists from our Homelessness and Housing symposium

Our Valued Volunteers

The efforts of our volunteer team are at the core of what we can achieve for our community. Their donated time and effort enable Coast Shelter to support our clients with more services, warm meals, and enriching activities and programs.

The efforts of our volunteer team are at the core of what we can achieve for our community. Their donated time and effort enable Coast Shelter to support our clients with more services, warm meals, and enriching activities and programs.

Our volunteers have had a big year with not only kitchen services at the Community Centre day in and day out, but have also given their time to support Bunnings BBQ fundraisers, awareness stalls at shopping centres, and Christmas gift wrapping at Erina Fair.

This year we also added two more volunteer positions to support our staff and programs including Marketing and Events Support and Gardening and Maintenance for our refuges.

We would like to celebrate and acknowledge the contributions of one of our volunteers - Michael Olivieri. Michael joined Coast Shelter in early 2023, taking time off from his business responsibilities to help in out in the kitchen at our Community Centre in Gosford once a week. Michael wanted to do more than donate money and gains so much from sharing his time with us each week. Michael's involvement has continued to grow and his support of Coast Shelter is enthusiastic and unwavering.

So much so, that Michael has agreed to take on a new volunteer role with Coast Shelter in the coming year, as our first Volunteer Ambassador.

This exciting new role will involve Michael encouraging people like himself - young local business owners, to become involved with Coast Shelter as volunteers and supporters and to promote Coast Shelter and our programs within the wider business community.

Driver Mentor Program

This worthwhile program, generously supported by Transport for NSW, continues to assist young people to work their way through the graduated licensing system with the ultimate goal of achieving their Provisional license.

- 22 active participants were involved with the Driver Mentor program this year
- 140 driving lessons provided overall which included 114 lessons by our volunteer mentors and 26 lessons by driving instructors, totalling almost 200 hours.
- 150 of these driving lesson hours were delivered by our volunteer Driver Mentors.
- Coast Shelter understands the importance having a license can make to our clients, including being able to get themselves to paid employment and social opportunities.

New Volunteer Coordinator

This year we welcomed Michelle Remy who joined Coast Shelter in mid-June as our new Volunteer Coordinator.

Michelle is excited about working with Coast Shelter's wonderful team of dedicated volunteers and learning more about their contributions to Coast Shelter's success and significance to the Central Coast community. Her focus will be on growing the opportunities for our volunteers within Coast Shelter's suite of programs.

We'd also like to acknowledge and thank our previous Volunteer Coordinator, Kylie Hogan, whose 10 years of dedication to our volunteer team made a huge difference to Coast Shelter's programs and clients.

706

Volunteers engaged with Coast Shelter including individual corporate teams, school and community groups and event volunteers.

5,595

Hours donated by our volunteer team- (contributing $265,868 to the organisation - if their amazing efforts were valued in monetary terms).



90

Hours on average contributed by each volunteer across 18 volunteer positions.

140

Driving lessons provided, including 114 lessons by our volunteer mentors and 26 lessons by driving instructors, totaling almost 200 hours.





Marketing, Events & Fundraising

As we reflect on the past year, we are proud to share both the growth Coast Shelter has experienced, and the impact that our efforts have had in making a lasting and positive difference in the lives of our clients and community.

Our events and fundraising initiatives continue to be both successful and impactful, as we see not only year on year growth in fundraising and donor revenue, but also increased engagement and awareness with both our local community and corporate partners. Our major fundraising events for the year, the Coast Shelter Sleepout and our Christmas Appeal, broke our previous records with Sleepout alone raising more than double the previous year. This continued and generous financial support from our donors and local businesses offers a glimpse into the strong connections Coast Shelter has built and will ensure the sustainability of our vital services on the Central Coast for years to come.

In the first half of 2023, we undertook a thorough brand evaluation and decided that to retain relevance and progress, and support our clients, staff and partners in more meaningful and empowering ways, it was necessary to update our brand. The refreshed brand aligns perfectly with our company values and will ensure we better connect with our community, foster increased trust with clients and partners, and effectively communicate the “what” and “why” behind everything we do. What hasn’t changed at all is the absolute dedication Coast Shelter has to its mission of creating sustainable and lasting change in our community.



Sleepout 2022

- Raised a record $182,000, more than doubling previous year
- Money raised used to fund our Women's Alcohol and other drugs Counsellor and keep out unfunded Community Centre stocked and running
- 140 Attendees
- 27 corporate teams
- 35K+ reach, 1K+ engagement on socials, incredible media coverage



30th Anniversary Luncheon

- 200 Attendees
- Raised over $26,000
- 26 corporate partners attended
- 2 corporate sponsors



Christmas Appeal 2022

- Raised over $31,000
- 35 companies, schools and community organisations contributed food, gifts and time.
- Over 500 food hampers given out to Coasties in need.
- Enough physical gifts donated to cover all CS refuges plus supply excess to Yerin, Mingaletta, Bungree, Gosford Hospital, Ronald McDonald House, Pacific Link Housing, We Care Connect, and Catholic Care.

Social Media Report

At Coast Shelter, we use our social media platforms to tell our story. Sharing content each week helps us engage supporters, increase brand awareness, recruit volunteers and promote our advocacy and fundraising initiatives, all on a limited budget. We use Facebook, Instagram and LinkedIn, as these platforms allow for real-time communication, help us reach a wide and diverse audience, and allow us to share impactful stories and promote transparency.

Facebook | 2022 vs 2023

Total Reach

+90%

New Likes and Followers

+70%

Total Page Visits

+130%

Instagram | 2022 vs 2023

Total Reach

+325%

New Followers

266

Total Page Visits

+180%

LinkedIn | Annual Figures

Total Followers

1.2k

New Followers

316

Page Views

2.04k

A Message From Some Of Our

Corporate Partners



Belinda Page - Group Manager, Woolworths

"It has been fantastic to be able to support Coast Shelter through various activities across the year. It is important to the Woolworths team who work on the Central Coast to support and be involved in the great work that the team at Coast Shelter provide our local communities. Each week we support Penny and the team at the Gosford Community Centre by providing food to support the cooking of regular meals for the less fortunate in the surrounding Communities. It was a pleasure this year to be one of the sponsors and to take part in the annual reconciliation week march. Thank you to the Coast Shelter team for allowing us to be involved this year and we look forward to our ongoing support."



Freya Paterson - Sustainability and Social Impact, Expert Lead, ING

"ING is proud to be one of the Central Coast's largest employers and we're grateful to work with Coast Shelter to provide support to those in our community in greatest need. Many from our team have donated time and money to Coast Shelter, and we're all inspired by its mission and the impact being made through its services."



Graeme Johnston – CEO, Central Telecoms

"Central Telecoms have been working closely with Coast Shelter for the past 7 years and our relationship and support is stronger than ever. We have loved cooking up a storm (Spag Bol!!) in the Community Centre and will be back there again soon. Our team have helped raise much needed funds to help the homeless and domestic violence situation across the Central Coast by sleeping out at Central Coast Stadium over the past 2 years. We've also offered one of the Coast Shelter clients some valuable work experience that will hopefully help him get back into the workforce. We see, firsthand, the amazing work that the guys offer at Coast Shelter and will continue to support their amazing efforts wherever possible."



Sleepout 2022 Major Sponsor, Central Coast Leagues Club, braving the cold as a team.


CS Staff at The Retreat funding announcement


Our incredible Love Bites team


Michael Starr, CEO, and Aaron Barrington, Mens Service Manager, cutting the ribbon at the opening of the “new” Coimba Refuge



Gosford Community Centre staff, Willei Coe and Krystal Lyle



Social enterprise, CSEspresso, working an event



Men's Alcohol and Other Drugs Counsellor, Grant Hume



Our ever-growing reconciliation event, June 2023

Finance

Coast Shelter is delighted that a surplus was again achieved for the year, enabling us to continue helping people when they need help the most.

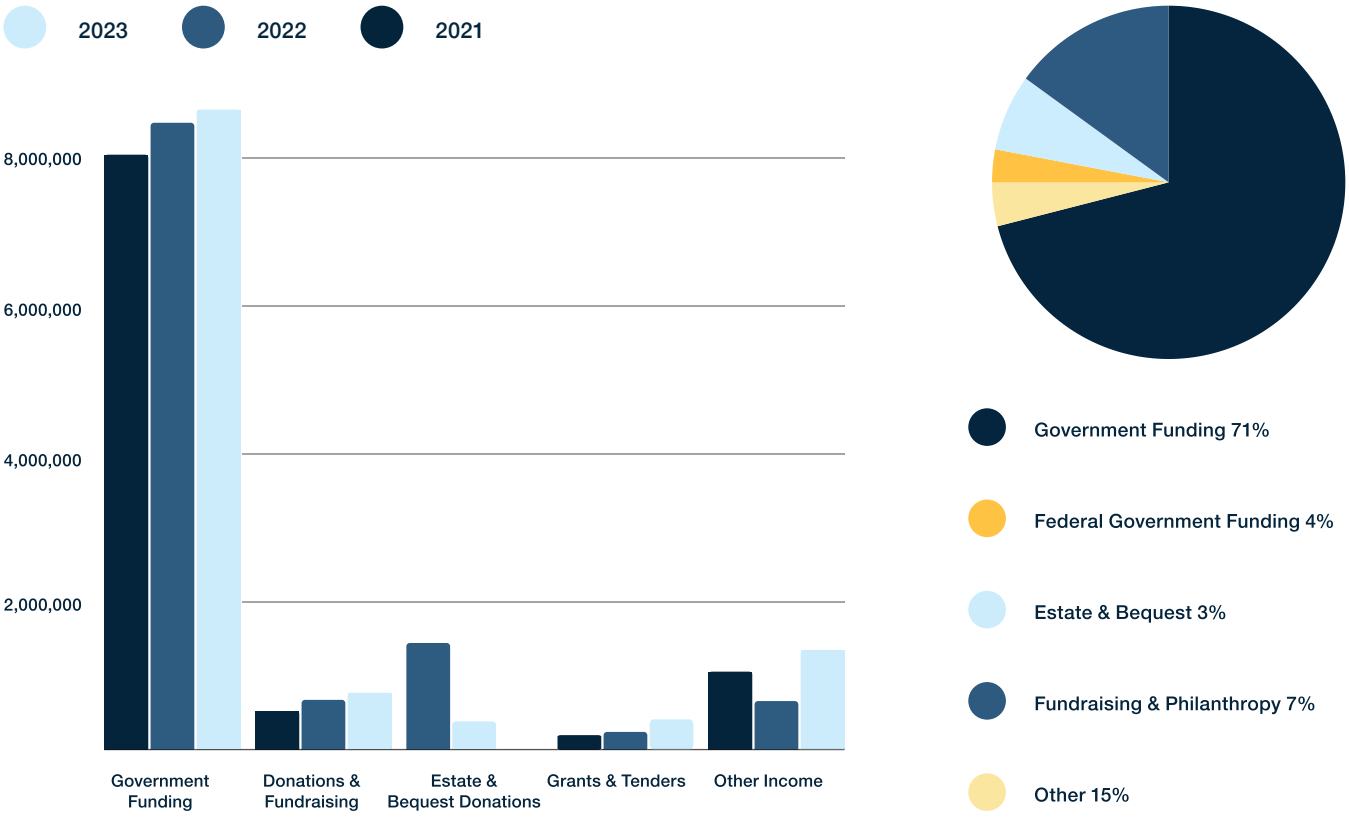
Our community of generous donors, fundraisers and supporters found new ways to help Coast Shelter continue to support people across the Central Coast. Over the past 12 months, we raised $771,908. These donations directly support the community by funding our services which, in turn, allows us to continue investing in service innovations that meet day to day operational and sustainability needs. In short, philanthropy helps ensure the sustainability of our support services.

Our generous donors mean Coast Shelter can be there for our clients – now and into the future.

Thank you for your generous support to every individual and organisation who contributed, from the people who donated to those who organised a fundraiser, hosted or participated in an event, partnered with us, or made the decision to leave us a gift in their will. All the support you provide is instrumental in moving us towards our vision to end homelessness and domestic and family violence on the NSW Central Coast.

We look forward to another year of working with the community to make the Central Coast a safe place to live for all.

Coast Shelter Trading Income



Auditors Opinion

HEAD OFFICE
Unit 1, 1 Pioneer Avenue
Tuggerah NSW 2259

OFFICES
- Sydney CBD
- Drummoyne
- Erina

BISHOP COLLINS
AUDIT PTY LTD
ABN: 98 159 109 305

ALL CORRESPONDENCE
PO Box 3399
Tuggerah NSW 2259

W: https://www.bishopcollins.com.au
E: mail@bishopcollins.com.au

T: (02) 4353 2333
F: (02) 4351 2477

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

Audit Opinion

We have audited the accompanying financial report of Central Coast Emergency Accommodation Services Ltd. ('CCEAS', 'Coast Shelter' or 'the Company') which comprises the statement of financial position as at 30 June 2023, statement of profit or loss and other comprehensive income, statement of changes in equity and statement of cash flows for the year ended on that date, notes comprising a summary of significant accounting policies and other explanatory information and the responsible entities' declaration.

In our opinion, the accompanying financial report of Central Coast Emergency Accommodation Services Ltd. is in accordance with the *Australian Charities and Not-for-profits Commission Act 2012*, including:

(i) giving a true and fair view of the Company's financial position as at 30 June 2023 and of its financial performance for the year ended on that date; and

(ii) complying with Australian Accounting Standards and the *Australian Charities and Not-for-profits Commission Regulation 2013*.

Basis for Opinion

We conducted our audit in accordance with Australian Auditing Standards. Our responsibilities under those standards are further described in the *Auditor's Responsibilities for the Audit of the Financial Report* section of our report. We are independent of the Company in accordance with the *Australian Charities and Not-for-profits Commission Act 2012* and the ethical requirements of the Accounting Professional and Ethical Standards Board's APES 110 Code of Ethics for Professional Accountants (the Code) that are relevant to our audit of the financial report in Australia. We have fulfilled our other ethical responsibilities in accordance with the Code.

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

Help us end homelessness and domestic and family violence on the NSW Central Coast

Make a Donation

We accept financial, food, household furniture and white goods as donations to help the most vulnerable in our community. Please call us for assistance.

Fundraising

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

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 at our Community Centre, driver mentor program, fundraising and event support. If you are interested in becoming a volunteer at Coast Shelter, please visit our website.

Contact Coast Shelter

346 Mann Street, North Gosford, NSW

(02) 4325 3540

admin@coastshelter.org.au

www.coastshelter.org.au

@coastshelter





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