

1992–2022

coast SHELTER

CELEBRATING 30 YEARS

2022 Annual Report

Thank You Valued Supporters

Corporate and Community Donors

Coast Shelter would like to thank our partners and stakeholders for their support, including but not limited to:

A.H.BEARD

Ajay Channamchetty

Alf Salter

Aloka Meditation Centre

Australian Communities Foundation

Aubrey Brown Lawyers

BAMBI

Proudly supported by East Gosford, Ettalong, Kincumber, Lisarow and Wyong Community Bank® branches
Bendigo Bank

Barry & Elizabeth Frost

Booth's Motor Group

Brentwood Village

Bunnings Warehouse West Gosford

Central Coast Adjustable Beds

Central Coast Bridge Club

Central Coast Leagues

Central Coast Council

Cure Collective Growth Marketing

Cheryl and James Hatch

Deborah Richards

Domayne

Dr Padma Korremula

eastcoast

Erina Fair

Estate of the late Margaret Ruth Raddatz

Estate of the late Marcia Mary Fenwick

Ettalong Bowling Club

Ettalong Diggers

eve

Full Stop Australia

Hakan Selvi

gosford.rsl

Grill'd

ING

KwikKopy Gosford & Tuggerah

lendlease

Lions International

Loyal I.T. Solutions

Mars Food

Myer

Paul Ramsay Foundation

Pine Needles Village

Richard and Ruth Wilson Foundation

Richard Weller

Rotary Brisbane Water

Rotary Gosford

Rotary Gosford North

Sanitarium The Health Food Company

Steve and Kate Dawson

SGF design marketing communication

Suncorp

MFO Mann Family Office

The Unsworth Foundation

TOGA

United Brands Australia

wolfewise creative

Woolworths

Zonta Club of Central Coast Inc

Government and Peak Bodies

Australian Government Department of Social Services

NSW Government Communities & Justice

NSW Government Transport for NSW

NSW Government Fair Trading

Central Coast Council

Central Coast Domestic Violence Committee

Domestic Violence NSW

Homelessness NSW

Volunteering Central Coast

foundations

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. Several photos in this document were taken by photographer Michael Wolfe from Wolfe Wise Creative.

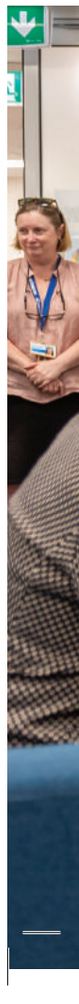


Table Of Contents

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.

2 Thank You Valued Supporters
3 Table Of Contents
4 Welcome From The CEO
5 Chairperson's Report
6 2022 Service Impact
8 Vision, Mission And Values
9 Client Services
12 Service Evolution
14 Clinical Services Team
15 Strengthening First Nations Relationships
16 Our People
17 Coast Shelter Board
18 Executive Team Members
20 Celebrating 30 years of Community Service
21 Advocacy
22 Strategic Plan 2022 – 2025
23 Marketing and Communications
24 Overview of Social media
25 Few words from our Supporters
26 Finance
27 Auditor's Opinion



Her Excellency the Honourable Margaret Beazley AC KC Governor of New South Wales speaks with Michelle Connolly, Youth Services Manager and young women living in our accommodation services.



Welcome from the CEO

Message From Our CEO

"Coast Shelter was founded 30 years ago as a community response to provide food, clothing, housing and personal support for people experiencing homelessness and domestic and family violence. The Central Coast has changed a lot in the past 30 years, but one thing has stayed the same – the generous financial and other support we receive from community volunteers, donors, corporate partners and governments. The spirit of helping others runs throughout Coast Shelter and despite all the challenges of the past year, our services have remained open and ready to help the most vulnerable people in our community."

It is a privilege to lead this remarkable organisation in its 30th year of providing care and support to people across the NSW Central Coast. Our values of trust, respect, innovation and connection, continue to help us to deliver locally designed innovative solutions that achieve immediate and lasting change to homelessness, domestic and family violence, and poverty. With the challenges of the past year, this mission has never been more relevant.

This year was one of sharp contrasts for Coast Shelter – record income levels were driven by increased donations, new corporate partnerships and additional funded programs. These funds allowed us to reach more people in need across our community, invest in women's safety initiatives, boost crisis housing options, roll out social enterprise job programs for young people, and start in-house clinical services, including AOD and youth mental health counselling. Along with this unprecedented growth and service evolution, one of our strengths this year has been our focus on client and staff wellbeing and ensuring our services remained open, despite the challenges and uncertainty of the ever-present COVID-19 health and economic crises.

Our advocacy work has been another focus this past year. Across the Coast, rising rents, record low vacancy rates, 10+ years waiting time for some social housing in Gosford and Wyong, along with rising numbers of domestic violence-related court orders and intimidation incidents, means we urgently need an action plan to address the key issues driving homelessness and domestic and family violence. In April this year, Coast Shelter released its first position statement, 'Breaking the Cycle of Domestic and Family Violence', which outlines recommendations across six key areas for policy review and investment. In June, we made a detailed submission and provided evidence to the NSW Government's Legislative Council Standing Committee inquiry into homelessness amongst older people aged over 55 in NSW.

Coast Shelter remains committed to quality and continuous system improvement across the organisation. Our funding contract requires that our specialist homelessness programs meet Australian Service Excellence Standards (ASES) accreditation by 2024. I am pleased to announce that in May this year, much earlier than expected and following 18 months of dedicated focus, we received ASES accreditation until November 2024, providing a crucial safety net for service continuity and funding.

Many of our people have spent a sizeable portion of their working life at Coast Shelter. This year, we farewelled Charles Boyton into retirement after 15 years of service managing our Community Centre and we celebrated 30 years of service for our Payroll Manager, Ann Evans – extraordinary achievements for two highly respected colleagues.

I would like to extend my sincere thanks to all the dedicated staff at Coast Shelter, our Board of Directors, community volunteers, donors and our corporate and government partners, who work tirelessly to make sure people in our community receive the best care, services and support available.

I hope you enjoy reading this year's annual report and join me in wishing Coast Shelter a very happy 30th birthday.

Michael

Chairperson's Report



As we celebrate 30 years of care and support of our community on the Central Coast, it is with great pleasure that I write my first annual report as the Chair of the Coast Shelter Board. It has been my honour to serve on the Board of Coast Shelter in a year that I believe has been one of the most successful the organisation has seen.

This year has cemented the organisational structure implemented last year and the operational streamlining has proven that Coast Shelter's dedicated staff and executive can work very effectively, despite all external adversities and challenges. They have yet again excelled in providing holistic wrap-around services, during the pandemic and the multiple restrictions and lockdowns, for the most vulnerable members of our community.



We had a highly successful year, with record donations, corporate partnerships and funded programs. These have allowed us to expand on our existing services and programs and provide extra services, such as youth mental health counselling and in-house clinical services.

Our social enterprise endeavours have resulted in a highly successful CSEspresso coffee van, which can be seen around the Coast and Coasties on the Move, which provides removalist services and opportunities for training. We also had our most successful Sleep Out event in August. Thanks to the organising committee and all who were involved.

Our vision of ending homelessness and domestic and family violence on the NSW Central Coast has never been more in the forefront of our minds, when planning future advocacy and action plans. The Board welcomed four new members at the AGM last year (Howard Bell, Jennifer Eddy, Rob Kitchen, and Alex Maitland), which has brought new expertise and vision to the governance of the organisation.



Earlier in the year, we came together to discuss and plan Coast Shelter's vision and priorities for the next ten years. We now have a clear strategy in place for our services and programs, people and performance, partnerships and reputation.

I'd like to take this opportunity to thank our highly valued volunteers, without whom we would not be able to provide many of our services, such as providing meals at our community restaurant or our driver mentor program, which offers much needed driving hours to our young people.

I would also like to send my thanks and appreciation to all our corporate sponsors, private donors and benefactors. Your support is always needed and appreciated. With your support, we will be able to continue with the wonderful programs that have been added to our suite of services and perhaps add further services to fill gaps that currently exist.

Finally, I would like to thank all our staff for their dedication and tireless efforts throughout the year.

With all of your support, we will be able to get closer and closer to our aim and irradicate the scourge of domestic violence from our community and provide shelter to all that require it.

Kian Safaei

2022 Service Impact

Program	People supported through crisis accommodation and tailored support
Domestic Violence Rapid Enhancement (DVRE)	318
Women and Children's Specialist Homelessness Service	285
Men's Specialist Homelessness Service	144
Youth Specialist Homelessness Service	281
Total	1028

Who We Help

30

people sought support from our alcohol and other drug counsellor.

79

young people under 25 accessed mental health support with our Mental Health Youth Worker.

180

people accessed our Coast Community Centre and Restaurant daily for meals, personal hygiene, housing, and health needs.

298

young people aged from birth to 12 years of age were supported in a crisis accommodation with their families.

44

people over 55 years of age were supported with crisis accommodation and personalised support.

"In the past year alone, 3,191 people in crisis contacted Coast Shelter to help them access a safe place to live, a meal, personal support and healthy relationship programs."

Mark Trevaskis - Operations Manager

Homelessness And Specialist Housing

1028 Clients Supported

79% **Non-First Nations**

21% **First Nations**

63% Female 36% Male 1% Self-described

Domestic And Family Violence

76% Of Our Clients Experience Domestic And Family Violence

Community Centre And Services

180 People Access Our Community Centre And Restaurant Daily

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



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.



Client Services

During the past twelve months, Coast Shelter staff and volunteers have worked actively with our clients, colleagues, and community partners, to deliver client-focused, high-quality outcomes. We are pleased that the range of support we are able to provide to the most vulnerable in our community has significantly increased. Coast Shelter has invested in the development of a Clinical Team to enhance the work already being delivered and introduced the following roles:

- **Mental Health Youth Worker**
- **Specialist Men's Alcohol and Other Drug Worker**
- **Dedicated Social Worker in our Community Centre**
- **Specialist Youth Support Worker within our Social Enterprises and**
- **Social Inclusion Support Workers in our Women's Services.**

Over the last year, Coast Shelter has continued to work intensively with the community's most vulnerable people, to help them find safe and secure housing and build the life skills to sustain their tenancies. Although the COVID-19 pandemic continues to present challenges, we are pleased that our services remained open and safe for our clients.

We assisted **260** people to secure safe and sustainable accommodation in the community housing, private and social housing markets. Importantly, a number of these people also restored their relationships with family and friends. Over the past year, **125** people secured employment, following their participation in Coast Shelter programs and crisis accommodation services. We provided support to **412** people, who re-engaged in education, training and alternative education programs.

Australian Service Excellence Standards (ASES) Accreditation

We are incredibly pleased to announce that Coast Shelter has been successful in ASES Accreditation until 2024 across eight standards (including planning, governance, financial and contract management, people, partnership, communication, service outcomes and consumer outcomes). This gives Coast Shelter more certainty about Government funding and provides a framework for continuous improvement across our organisation.

Men's Specialist Homelessness Service

Coast Shelter operates the only dedicated men's crisis accommodation service on the NSW Central Coast. We support single men experiencing homelessness, through a housing first approach, while also addressing a range of personal and health issues. In the past 12 months, our men's refuge has provided a safe place to live and support to **144** men, who would otherwise be homeless. The team provides ongoing care through transitional accommodation and outreach support services.



Huwin's story:

Huwin first accessed our men's crisis accommodation service in March 2022. Huwin has been battling addiction with alcohol, methamphetamine and cocaine since his teens.

For the past 6 months, Huwin has been attending weekly counselling sessions with Coast Shelter's Alcohol and Other Drug men's counsellor and has been clean and sober during that time and has been able to secure his own place to live. Recently, he enrolled in tertiary studies and has started working part time with a local construction company.

Huwin is grateful for the support he has received at Coast Shelter and said,

"I wouldn't be where I am today, if it wasn't for Coast Shelter."

Together Home Program



SNAPSHOT (2021-2022)

Program participants: 14 men

Age Range: 46–59

Engaged with education while in program: 3

Secured employment while in program: 2

Identified health issues: Mental health concerns, alcohol and other drug dependency, diagnosed physical health complaints

Number of participants who sustained housing: 11

Engagement with external support services (health, employment, community, education): 10

Funded by the NSW Government, the Together Home Program, in partnership with Pacific Link Housing, provides permanent homes and personal support to people who would otherwise be sleeping rough. Since 2020, this program has provided safe housing and wrap-around support services to **40** people on the Central Coast, with the aim of helping people sustain their housing, improve health and wellbeing and break the cycle of homelessness.

Women's Specialist Homelessness Service

Women with or without accompanying children, specialist homelessness service:

Coast Shelter provides short-term accommodation for women, with or without accompanying children, at a number of secure locations across the Central Coast. The aim is to provide safe accommodation with support and care, to allow women and children to rebuild their lives and start to recover from trauma, caused by domestic and family violence. In the past 12 months, we introduced dedicated parenting support and crisis counselling to complement our existing trauma-informed support services for families and supported **285** in total.

Karen's story (not real name):

Karen and her young child reached out to Coast Shelter when she was experiencing domestic and family violence. Karen and her child's immediate wellbeing were of great concern during their stay in the refuge. Karen was able to access health and professional support for herself and her child and is feeling more confident and optimistic about the future. She has recently become an Australian permanent resident, gained employment, enrolled her children in day care and commenced further studies. Most recently, Karen and her children were successful in finding a safe and secure place to call home.



The Domestic Violence Rapid Enhancement (DVRE) Program

This program helps women escape domestic and family violence across the Central Coast. In the past 12 months, **318** women with accompanying children accessed the program. The program supports women with immediate access to accommodation, referrals to health and housing services, assistance with personal safety needs and help with navigating the legal system.

Youth Services

Coast Shelter operates five specialist homelessness services for young people aged 16–24 years old on the Central Coast. In the past year, **281** young people accessed crisis accommodation and in house specialist mental health services. Despite the many challenges of COVID-19, we were still able to co-design a wonderful Youth Week event for young people at Umina Beach, with music, food and giveaways.

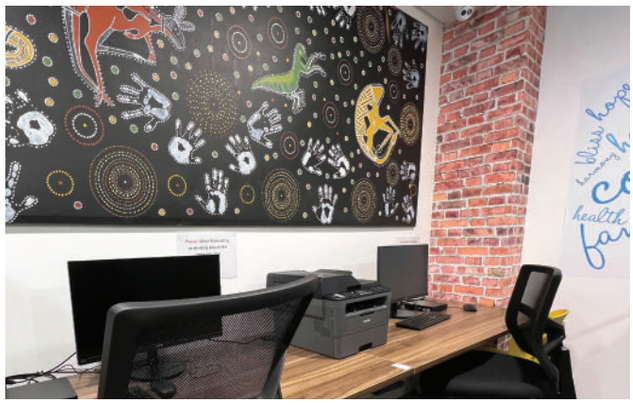
Our Rent Choice Youth Program assisted **36** young people to access private housing and sustain their tenancy – providing a pathway to a safe, healthier life.

Taylor's story (not real name):

Following a family breakdown, Taylor was left on her own and without a place to live. She reached out to Coast Shelter and was quickly offered a safe place to stay at one of our youth refuges. With somewhere to call home for the first time in a long time, Taylor was able to think clearly about the future, improve her personal health and find a home of her own. Taylor was able to access in-house mental health support, life skills training and employment coaching, which quickly led to Taylor finding a job, plus her own place to live. Recently, Taylor has started the journey of reconciliation with family and friends.

Community Centre and Restaurant

This year, the Coast Shelter Community Centre demonstrated considerable resilience during the challenges of the COVID-19 lockdown, by continuing to support the community's most vulnerable people. The Centre adapted, by increasing the variety of services available to meet the changing face of the Central Coast.



The Service remained open and quickly adapted to provide take away meal options and personal care packs for people. Over **20,000** meals were supplied in the last year. As well as these nourishing meals, our impact can also be measured through the delivery of additional supports and referrals, including with onsite alcohol and drug counselling and access to qualified social workers.

People on low to extremely low incomes were offered up to $1,500 through the No Interest Loans Scheme for essential goods and services, including household goods, computers, textbooks and some medical and dental services. This year, a total of **20** No Interest Loans, to the value of $18,383.27, were provided to people through the Community Centre.

We also continued to partner with the Health on the Streets Mobile Health Service, which provides on-site health check-ups at our Community Centre, for people experiencing homelessness.

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.

In line with public health orders and keeping our community safe, we worked closely with our local area health district and provided pop up covid 19 vaccination clinics. In the last 12 months, **54** people attended the clinic and received their first and second Pfizer vaccinations. Booster clinics commenced in late January and February as well.



Our clients in focus:

- For years, Carl was addicted to alcohol and in his own words, hadn't had one sober day for as long as he could remember. With the support of our alcohol and other drug counsellor, he is now seven months sober, engaging regularly in relapse prevention sessions and has reengaged with paid employment and enrolled in vocational study.
- Rebecca faced long periods of homelessness and substance abuse, leading to poor health and relationship breakdowns. After accessing our mental health counselling and social work support, she obtained housing and improved her overall wellbeing.
- Shane is a young man struggling with alcoholism and a revolving door of court appointments. He participates in alcohol and drug sessions and social work support, which has helped him access a rehab program, that allows him to have a fresh start and put his life back on track.



Erin Jacob, Love Bites Coordinator, Love Bites facilitators and young people attending program within a local High School.

Service Evolution

Love Bites is a Respectful Relationships Education Program for young people aged 11–17 years. It delivers interactive workshops on violence, sex and relationships, followed by creative workshops and community campaigns.

Despite COVID-19, almost **2,000** school students and **11** high schools participated in Love Bites this year. It has also been a great year of innovation, with the introduction of an online program delivered to **300** students in **3** schools and program expansion to young people in juvenile detention centres.

We are continuing to enhance and develop a Love Bites app to create an interactive platform for young people to engage and access resources and services.

Social Enterprise Programs

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 steppingstone 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 specialist youth worker, including life and work skills development, to help trainees transition onto sustainable employment.

In the last 12 months, Coasties on the Move and CSEspresso provided paid work experience, mentoring and accredited training for **9** young people. Another **4** young people found ongoing employment in hospitality and manufacturing, following their participation in the social enterprise program.

Pathway to success:

A young First Nations woman has been in and out of crisis refuges for the last two years and has experienced domestic violence and a cycle of drugs, alcohol and homelessness. In 2021, she entered a traineeship in Coast Shelter's CSEspresso social enterprise and quickly developed good work habits. As her confidence and self-esteem increased and with dedicated youth work support, she secured her own place to live and transitioned into full-time employment with a local manufacturing company.





Young woman who is currently accessing Coast Shelter services gaining education and employment in our coffee cart, CSEspresso. This young person has also gained casual employment with one of our local corporate partners.

Clinical Services Team

Mental Health Youth Worker



Madi Parrott

This initiative commenced in October 2021 to address the growing wait time for young people to access mental health services on the Central Coast.

Working from a strength-based approach, this service provides cognitive behavioural therapy and solution-focused therapy for young people during their stay in crisis refuges.

A key element of the service is coordinating specialist referrals and safety plans in a trauma informed way, in the best interests of young people.

The Mental Health Youth Worker is part of the Clinical Services Team and helps inform mental health awareness and professional development across Coast Shelter.

Alcohol and/or Other Drugs (AOD) Counsellor



Grant Hume

The AOD Counsellor role was introduced as part of our clinical services team after it was identified as a gap in services available at the Community Centre and our men's refuge service.

Over the last 6 months, a total of **30** men have attended sessions and often present with complex issues and alcohol or drug dependency.

A number of referrals have been made to specialist Alcohol and other drug residential services and local health networks. A number of therapeutic group interventions have started at the Community Centre in the last 12 months, to address AOD relapse, improve personal awareness about the health impacts of alcohol and drug misuse and self-management & recovery workshops and programs.

Community Centre Social Worker

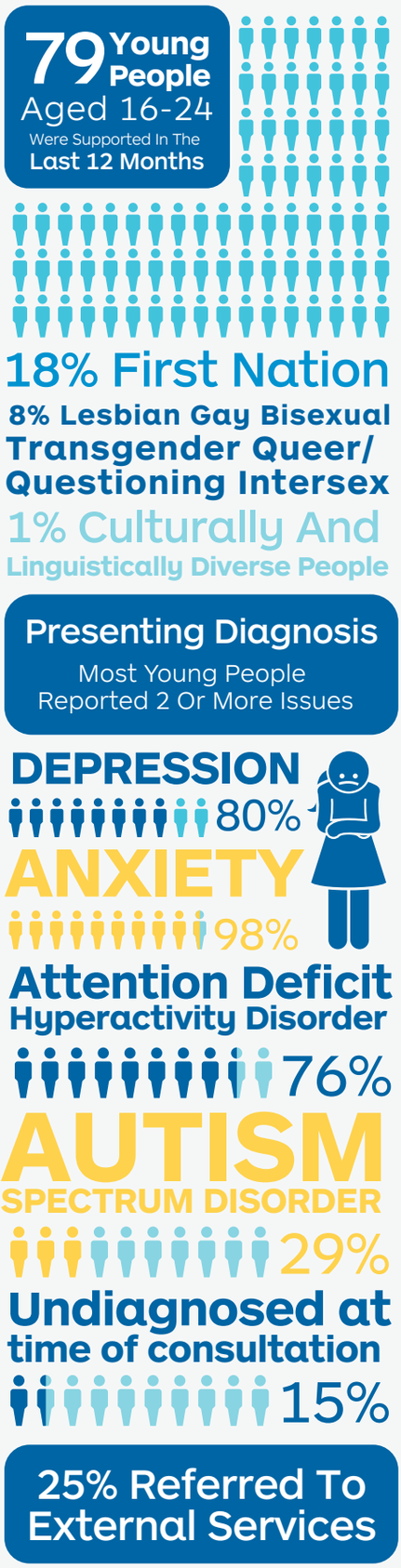


Maria Malcolm

This role is a recent addition to the Community Centre to help people with complex needs, such as homelessness, unemployment, domestic and family violence, mental and physical health concerns, addiction and isolation.

Already, **30** people have engaged with domestic violence safety planning, accessed specialist legal and victims support services, made contact with Link2home crisis accommodation services, as well as attended trauma counselling.

Mental Health Youth Worker Statistics





"As an organisation, we are proud of how far we have come in implementing our vision for reconciliation, however, we recognise that there is still more that we can do as a leading Community Organisation before this vision becomes realised."

Peter Downie - First Nations Coordinator

Participants at National Reconciliation Week event 2022.

Strengthening First Nations Relationships

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. 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 diverse backgrounds, across all parts of our organisation and includes four First Nations employees. There is a total of **10** in the group.

We are pleased to announce our Reflect Reconciliation Plan has been completed and we continue our journey of reconciliation with our new Innovate Reconciliation Action Plan.

Highlights Of The Year

- Completion of our Reflect Reconciliation Action Plan - finished June 2022.
- Introduced a Welcome to Country and Acknowledgement of Country Policy across the organisation.
- All staff and Board 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 represented.
- Started a Yarning Circle for our First Nations Women & Children clients in June, with approx. **20** women attending the first 2 groups.
- Started working with a local First Nations owned and operated business, to provide cultural education and experiences for our staff, board members and clients, to connect with culture and land.

Our People

Coast Shelter is a purpose-driven and values-led organisation, with 100 staff and 120 volunteers united through their shared connection to our vision of ending homelessness and domestic and family violence on the NSW Central Coast.

Living Our Values

Coats Shelter continues to acknowledge the significant contributions from our people, through quarterly staff values awards- recognising our values of trust, innovation, respect and connection. During the last year, **16** staff were acknowledged through this award and congratulated by their colleagues at morning tea events.

"Our staff and volunteers are Coast Shelter's greatest asset. They bring energy, enthusiasm, knowledge and creativity to their roles and help create positive change for people experiencing homelessness and domestic violence in our community"

— Jason Brown, People & Culture Manager

Staff Investment

Investing in our people remains a key priority. Over the last 12 months, **15** staff have enrolled in tertiary studies and over 1,000 hours of training has been provided across Coast Shelter. As well as this, our people engaged with a number of industry conferences, workshops and interagency meetings.

Technology Improvements

Three new systems were introduced in the last 12 months to improve workplace risk and safety monitoring and people and performance activities:

- Donesafe (workplace safety management system)
- Culture Amp (employee experience platform) and
- Better Impact (people management system).

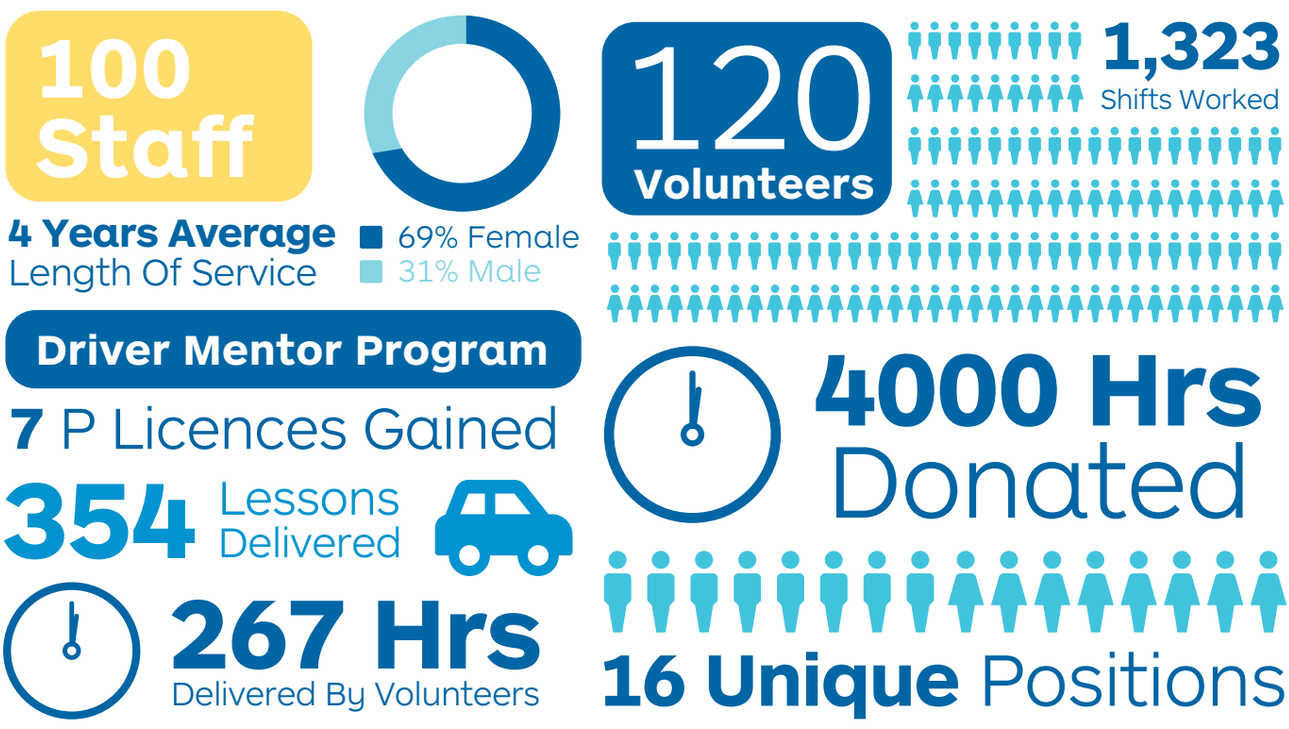
Our Volunteers

A number of new volunteer positions were introduced in the last 12 months including our Love Bites Facilitators in schools, Art Therapists and Education Tutors at our Community Centre and general support in our Warehouse and distribution site. We are so grateful to our volunteers for their time, passion and expertise.

This year, we celebrated over **4,000** generously donated volunteer hours and held an event during National Volunteer Week to celebrate and acknowledge Coast Shelter volunteers.

Volunteers In Focus - Driver mentor

The driver mentor program continues to help young people on their journey to gaining a driver's licence. Despite the disruption caused by covid 19, **7** young people were able to gain their P licence, which has helped them with employment opportunities and social connectivity. The program has **23** learner drivers who have accessed close to **117** hours of driver training support and road safety awareness. The driver mentor program is generously supported by the NSW Department of Transport.



Coast Shelter Board



Kian Safaei - Appointed 17/06/2015, Chairperson from 18/11/2021

Ex-Officio to each Sub-Committee

My passion is to assist Coast Shelter with whatever is in my power, with the goal of reducing homelessness and domestic violence and hopefully eradicating it all together in the near future.



Margaret Portass - Appointed 21/05/2008, Deputy Chairperson from 18/11/2021

Finance & Audit Committee | Growth & Development Committee

My passion is to show gratitude, kindness and humility through life generally. I have the heart to give back through my skills and experience gained in my life by volunteering to assist and support those less fortunate in our society.



Claire Braund - Non Executive Director | Appointed 15/04/2021

Governance & Quality Committee

Our mission of ending homelessness on the Central Coast is a bold goal that will take leadership and commitment to achieve. While ever 'a small group of thoughtful, committed citizens can change the world', I will never give up trying.



Howard Bell - Non Executive Director | Appointed 18/11/2021

Growth & Development Committee

My passion is working towards the basic human right to shelter becoming enshrined into law. I am deeply inspired by Coast Shelter's enthusiastic and dedicated advocacy in key areas related to this.



Robert Kitchen - Non Executive Director | Appointed 18/11/2021

Finance & Audit Committee | Growth & Development Committee

I am a firm believer that housing is a basic human right but that the provision of infrastructure alone will not solve our problems with homelessness. I support Coast Shelter because of the range of programs on offer helping to understand the root causes of homelessness and helping people by providing safe options.



Jennifer Eddy - Non Executive Director | Appointed on 18/11/2021

Governance & Quality Committee | Growth & Development Committee

Coast Shelter is a true local community organisation providing assistance and support to our most vulnerable members of the Central Coast community. I am proud to have the opportunity to make a small contribution to its success.



Alexander Maitland - Appointed 18/11/2021, Company Secretary on 18/02/2022

Quality & Governance Committee | Finance & Audit Committee

Executive Team Members



Michael Starr - CEO | Appointed on 11/01/2021

I am passionate about everyone having access to safe and affordable housing and ensuring we protect the most vulnerable in our community



Mark Trevaskis - Operation Manager Client Services | Appointed on 22/02/2021

My passion is to see our community thrive. This includes our clients, staff, volunteers and community partners. By working together, we can make real, meaningful and sustainable change for the better.



Jason Haynes - Finance Manager | Appointed on 20/05/2020

As a Central Coast local, I am a passionate supporter of the vision and mission of Coast Shelter and combined with my financial and accounting experience, I devote all my energy to driving growth and developing new opportunities.



Jason Brown - People and Culture Manager | Appointed on 15/09/2017

I am passionate about developing a culture that drives social change and positive outcomes for the vulnerable members of the Central Coast community.

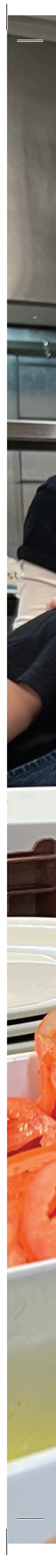


Kristyn Stapleton - Marketing and Communications Manager | Appointed on 21/10/2020

My passion is to make the world a better place for disadvantaged community members. I have a particular interest in making sure everyone who needs support knows there is support out there, including but not limited to children and young people impacted by homelessness, domestic and family violence and mental health concerns.

"Providing one off services is not enough. We know it is going to take more than that to end homelessness and domestic violence. Which is why our plan for the next year includes an integrated service response and codesigned programs to meet demand and innovation."

Michael Starr, CEO





Grill'd West Gosford team cooking yummy burgers for our Community Centre and Restaurant clients.

Celebrating 30 years of Community Service



Thirty years ago, a small group of people got together in Gosford to serve food and provide a hand up to people who were sleeping rough on the streets, in an effort to help them get back on their feet and provide hope and dignity for the future.

We started out as 'Gosford Emergency Accommodation Services', with four refuges for young people, women with children, and men. In 1992, we provided safe housing to **1,004** people experiencing homelessness and domestic and family violence.

Today, Coast Shelter is a leading not-for-profit organisation, providing Specialist Homelessness, Domestic and Family Violence crisis accommodation for women, women with children, young people and men on the NSW Central Coast.

In 2021 alone, 75% of people accessing our homeless and crisis accommodation refuges reported they have experienced domestic, family violence. Together with mental health illness, the misuse of alcohol and other drugs and a lack of affordable housing, we see personal trauma, resulting from domestic and family violence, as one of the main factors contributing to homelessness and poverty.

In the past 12 months, close to **3,200** people in crisis turned to Coast Shelter for help with housing, personal safety, health and financial concerns.

Everyone deserves a safe place to call home. To break the cycle of domestic and family violence, we know that early intervention and education, swift and appropriate victim support, evidence-based quality services and holding perpetrators accountable are the mechanisms to help victims restore dignity, feel safe and start their journey to healing and recovery.

Coast Shelter believes victims of domestic and family violence must be heard in policy and program design across the nation and that is why we have made domestic and family violence prevention a key and ongoing advocacy and investment priority. Our work includes collaboration with local stakeholders, listening to victims, working with peak bodies, investing in the supply of new accommodation for victims, providing in-house specialist counselling services and quick access to specialist trauma care, trialling new victim safety technology in our services and helping victims access Government support initiatives, such as escaping violence funding.

Our aim is to bring greater focus and attention to this issue, help victims share their thoughts and experiences, work with others and create solutions to help break the cycle of domestic and family violence.

Advocacy and improving policy is a priority and in the last 12 months, we released our position statement titled Breaking the Cycle of Domestic and Family Violence and made a detailed submission to the NSW Government enquiry into homelessness, effecting people over 55 years of age.

As we celebrate our 30 years of services on the NSW Central Coast, we would like to acknowledge and thank the many people who have worked with us, provided much needed volunteer support, as well as the many generous local community and corporate donations we have received.

A Special Milestone

Ann Evans, Finance and Payroll Officer: Ann has been part of Coast Shelter's journey since the beginning, in 1992. Ann is much loved and respected by staff, our board of directors, volunteers and community partners. Ann's patience, commitment and integrity are a great witness to everyone at Coast Shelter. Ann has become our in-house historian and go to person for all things Coast Shelter over the past 30 years and in many ways, help build our corporate values of trust, respect, connection and innovation. On behalf of all your friends and colleagues, we thank you for everything you've done for our community over the past 30 years. We look forward to the next 30 years with interest!



Ann Evans at Coast Shelter's 30th anniversary fundraising luncheon.

Advocacy

Position Statement: Breaking The Cycle Of Domestic And Family Violence

We were delighted to publish our first position statement this year, with the aim to bring greater focus and attention to the issues and recommendations, regarding domestic and family violence.

In 2021, 75% of people accessing Coast Shelter's homeless and crisis accommodation refuges reported experiencing domestic and family violence and **400** women and children were supported through our Domestic Violence Rapid Response Enhancement program. We fear there are many more people experiencing domestic and family violence on the Coast, who have not sought support.

Our CEO, Michael Starr, says that "seismic change is desperately needed to keep families safe, reduce perpetrator reoffending rates and to end the cycle of homelessness caused by domestic and family violence. Everyone deserves a safe place to call home and victims must be heard in policy and program design across the nation".

According to the NSW Bureau of Crime Statistics & Research, the number of people in NSW who reoffend with a domestic violence assault, within 12 months of another domestic violence offence, increased to **1,900** people in May 2021, which is the highest level since December 2015. Our position statement lists six key areas and recommendations to address this crisis. They include:

- education programs for youth to tackle root causes of violence and abuse, before it even starts
- government investment in primary prevention strategies
- early intervention education programs in tertiary institutions to foster a help-seeking culture
- a NSW strategy to reduce domestic and family violence assault reoffending

Coast Shelter is committed to providing support and assistance for victims of domestic and family violence on the NSW Central Coast. It is our hope that all governments will prioritise this issue and design policies to help protect and improve the safety for some of the most vulnerable in our community. You can read the full position paper on our website at: **https://coastshelter.org.au/breaking-the-cycle/**



NSW Legislative Assembly Submission

Homelessness among older people aged over 55 in New South Wales.

This inquiry was established on 23 March 2022 by the NSW Government. Coast Shelter submitted a detailed suite of current factors effecting the incidence of homelessness for people over 55 on the NSW Central Coast, including:

- access to affordable housing for people on low to very low fixed incomes
- lengthy social housing wait times
- challenges navigating housing services
- financial inequality for older women leading to the means to independently support themselves
- addressing the stigmas attached to social housing and homelessness
- challenges associated with gaining new skills or training to reengage with employment.

You can read the position paper on our website at:

https://coastshelter.org.au/nsw-state-homelessness-inquiry-submission/



Strategic Plan 2022-2025

Providing one-off services is not enough. We know it takes more than that to end homelessness and domestic and family violence.

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.

Our 2022–2025 strategic plan has three key performance areas, including:

Services and programs

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

People and performance

foster a culture of service excellence, continuous improvement and sustainability

Partnerships and reputation

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

We are setting a clear strategic course and investing in activities 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, along with Government funding is vital to us achieving our mission.



Young people attending Coast Shelters Youth Week event 2021.

Marketing and Communications

Corporate Partners/partnerships

For 30 years, Coast Shelter has received generous support from the local business community and volunteers. The relationships we have with our corporate partners are special and more important than ever.

Our partnerships enable us to reach more people experiencing poverty and homelessness on the Central Coast and adapt to the ever-changing needs of our community. Whether it is a financial donation, a donation of furniture or household goods, fundraising, or sharing of resources and knowledge, our partnerships can quite literally change lives.

We are deeply grateful to all our corporate partners and supporters. They play an essential role in helping us end homelessness and domestic and family violence on the NSW Central Coast.



Coast Shelter Sleepout 2021

Our 2021 Coast Shelter Sleepout event was an amazing success after several delays, due to COVID-19 lockdowns. With the support of Central Coast Council, we were able to host the night at the iconic Central Coast stadium on the 19th of November.

55 CORPORATE
PARTNERS ATTENDED

80 PEOPLE ATTENDED
AND SLEPT ROUGH FOR ONE NIGHT

$88,828 RAISED



We were delighted on the night to welcome Emma McBride, MP, Grill'd Tuggerah, EVE Security Services, Loyal IT, Lendlease, Erina Fair, The Human Network, Triple M and our long-time supporters Gosford RSL. A special thanks to Adam Crouch, MP and Liesl Tesch, MP for their recorded messages of support for the event and also a special welcome on the night from Her Excellency, the Honourable Margaret Beazley AC QC Governor of New South Wales and Patron of Coast Shelter.

Coast Shelter Christmas Appeal 2021

Our Coast Shelter Christmas Appeal for 2021 was an exciting event and an amazing success that showed the true spirit of generosity from our wonderful community. We gratefully received financial donations to the value of $30,000, plus a range of toys, gift cards and food hampers, which we distributed to people facing difficult times during the festive season.

You can see all of the fun we had and what we got up to here: **https://coastshelterchristmasappeal.com.au/**

Thank you everyone for your generous support!



Overview of Social Media

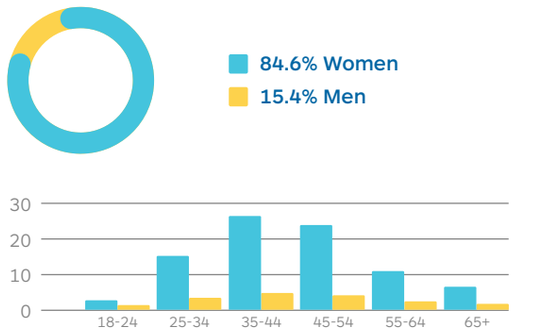
At Coast Shelter, we use our social media platforms to tell our story. Sharing content each week helps us engage supporters, increase brand awareness, recruit volunteers and promote our advocacy and fundraising initiatives, all on a limited budget. We use Facebook, Instagram and Linked In as our social media platforms.

Our Key Numbers:

FACEBOOK

8911 Total Page Likes
58,337 Page Reach
5811 Unique Page Visits
488 New Page Likes

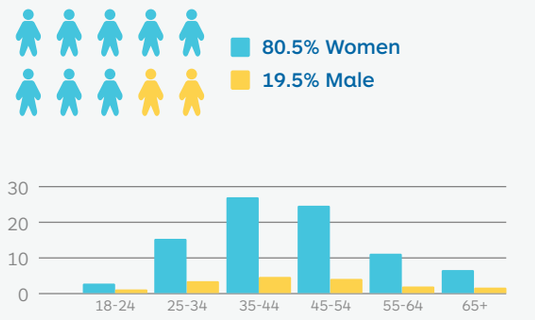
Page Likes - Age and Gender Breakdown



INSTAGRAM

2110 Total Followers
3770 Page Reach
1540 Profile Visits
268 New Page Likes

Followers - Age and Gender Breakdown



LINKEDIN

803 Total Followers
1950 Page Views
825 Unique Visitors
484 New Followers

Vistor Demographics

Reactions	**2256**	1346.2%▲
Comments	**80**	3900%▲
Shares	**111**	5450%▲

A Few Words From Our Supporters

Eastcoast Beverages

"Among other things, the team and I got an opportunity to participate in the Coast Shelter Christmas gift wrapping experience last year and more recently, we were able to cook up a meal in the Community Centre and serve those less fortunate than us.

It was a really enriching experience. We look forward to future opportunities we have got coming up with Coast Shelter, including hosting the young people for some farm tours."

Samuel Lentini, Managing Director, Eastcoast Beverages



Samuel Lentini, Managing Director and Eastcoast Beverages team cook delicious spaghetti for the Community Centre and Restaurant clients.



Sanitarium CEO Kevin Jackson, Julie Praestiin, Head of Social Purpose and Communications attend Coast Shelter breakfast alongside CEO Michael Starr and Dr Gordon Reid, Member for Robertson.

Sanitarium

"Sanitarium values the partnership of caring community support offered by Coast Shelter who, every day, through their range of programs and services, strive to positively change the lives of vulnerable people in our local area.

Thank you, Coast Shelter team and your volunteers, for your continued efforts to develop food and nutrition security for people in greatest need and addressing the ongoing and changing concerns of our Central Coast community."

Julie Praestiin, Head of Social Purpose & Communications, Sanitarium Health Food Company

Gosford RSL Club

"The Gosford RSL Club have always been supporters of Coast Shelter because of the outstanding work they do and the absolutely vital role they play in our local community.

When Coast Shelter lost their volunteers during lockdown, we were really happy to be able to step in and help out by preparing meals for them."

Russell Cooper, CEO, Gosford RSL

gosford.rsl

Finance

This year Coast Shelter celebrated 30 years of care and support on the Central Coast with record income, increased community and corporate financial donations and fundraising levels achieved. Our economic outlook is healthy, with strong working capital and secure funding for programs in place.

Over the past year a record breaking $2,112,519 was raised through our fundraising events, bequests and community activities. These donations are critical to the sustainability of our core services, such as the Community Centre at North Gosford, and helps Coast Shelter meet the changing needs of our community through the development of new services. An example of this is the new Clinical Services team who are tackling the rising incidence of client mental health concerns, alcohol and other drug addiction and health issues across our services.

Coast Shelter prides itself on our strong local relationships and the generous backing we receive from the Central Coast Community, NSW Government, Federal Government and local orgnisations.

Your generous support means Coast Shelter is there for everyone in our community when they need our help.

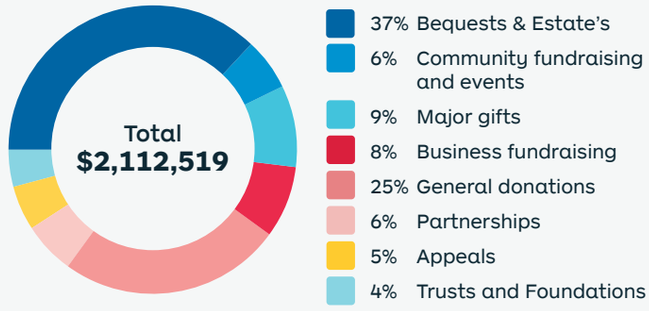
Thank you.

Statement of Financial Position
As at 30 June 2022

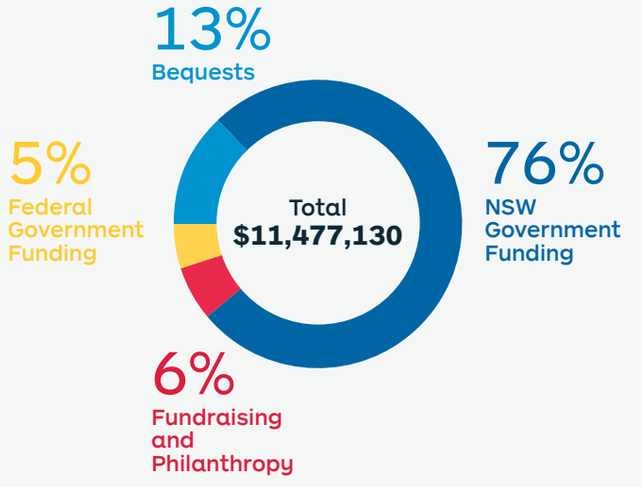
Assets	**2022 $**
Current assets	
Cash and cash equivalents	2,352,061
Trade and other receivables	296,317
Financial assets	437,266
Other assets	29,979
	3,115,623
Non-current assets classified as held for sale	1,113,159
Total current assets	4,228,782
Non-current assets	
Property, plant and equipment	2,102,951
Right-of-use assets	116,245
Total non-current assets	2,219,196
Total assets	6,447,978
Liabilities	
Current liabilities	
Trade and other payables	368,927
Borrowings	59,580
Lease liabilities	38,951
Employee benefits	601,635
Other	318,104
Total current liabilities	1,387,197
Non-current liabilities	
Borrowings	342,836
Lease liabilities	77,867
Employee benefits	163,146
Total non-current liabilities	583,849
Total liabilities	1,971,046
Net assets	4,476,932
Equity	
Retained surpluses24	4,476,932
Total equity	4,476,932

Coast Shelter's full audited financial statements can be found on the Australian Charities and Not-for-profits Commission website.

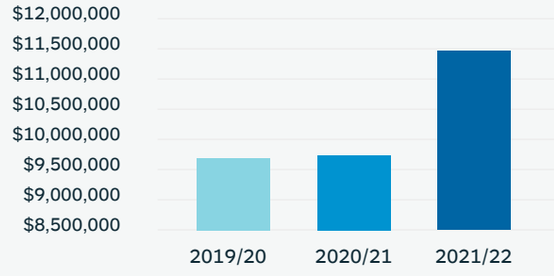
Philanthropic Income 2021–22



Total Coast Shelter Income 2021–22



Income Growth Past 3 Years



Donation growth of 9.3% from 2021 to 2022.

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 2022, 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 2022 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.

Emphasis of matter

We draw attention to note 4 of the financial report which details the restatement of comparatives relating to the statement of financial position and statement of profit and loss and other comprehensive income to ensure compliance with the requirements of Australian Accounting Standards. Our opinion is not modified in respect of this matter.

Help Us End Homelessness and Domestic & Family Violence.

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.

Fundraise for us

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 and Restaurant, driver mentor program, fundraising and event support. If you are interested in becoming a volunteer at Coast Shelter, please check out our website

Contact Us:

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

Published by:
© Coast Shelter, November 2022
You may make a print or digital copy in whole or part for personal non-commercial use. Reproduction for commercial use or sale requires prior written consent from Coast Shelter. All other rights are reserved, expect for fair dealings as permitted under the Copyright ACT 1963.

www.coastshelter.org.au

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