The logo for Hobart Women's Shelter features a purple triangle with a white outline, containing the text "hobart women's shelter" in a lowercase, sans-serif font. The background of the entire page is a black and white photograph of a woman and two children walking away from the camera in a grassy field, holding hands. The woman is in the center, wearing a light-colored top and dark pants. Two children, one on each side, are wearing light-colored tank tops and dark pants. The background shows a line of trees under a bright sky.

hobart  
women's  
shelter

# Annual Report 2017/2018

The Hobart Women's Shelter (HWS) is committed to innovation and best practice as we provide support, housing and advocacy for women and children experiencing homelessness and all forms of violence.

## Number of accommodation requests



## We accommodated and supported...



## Main reason for seeking assistance



## Properties

15 HWS currently has 15 Accommodation Properties



We have seen an increase in support this year, receiving many donations from individuals and businesses wanting to make a difference through supporting us in what we do.

In particular, we would like to recognise Fuji Xerox, the Moreton Group, Alannah and Madelaine Foundation, M.A.C.E, Rotary Club Glenorchy, Lush Hobart, Port Arthur Lavender Farm, Page Seager, Edge Legal, Tas Plan Super, Myer Foundation, Myer Community Fund, Myer Hobart, Rendezvous Café, Dr. Warren Kennedy, Zonta, Share the Dignity, Katinka – Lily and Dot, ABC Giving Tree, Salvation Army, Tas Plan Super, St. Vincent de Paul, Adra, Hobart City Mission, Edmond Rice, Knit for Charities, Loaves and Fishes Tasmania and Tassie Mums.

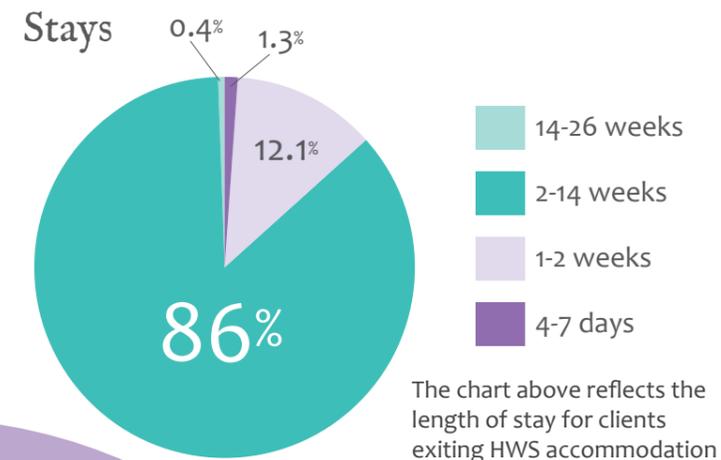
we provided **7299 NIGHTS** of accommodation

**67.3%** had a **HOUSING OUTCOME** vs. 79.5% the previous year



“I was very happy with HWS and how much they helped me throughout my time at the property. I was given great support and help with getting back on track. Thank you for everything.”

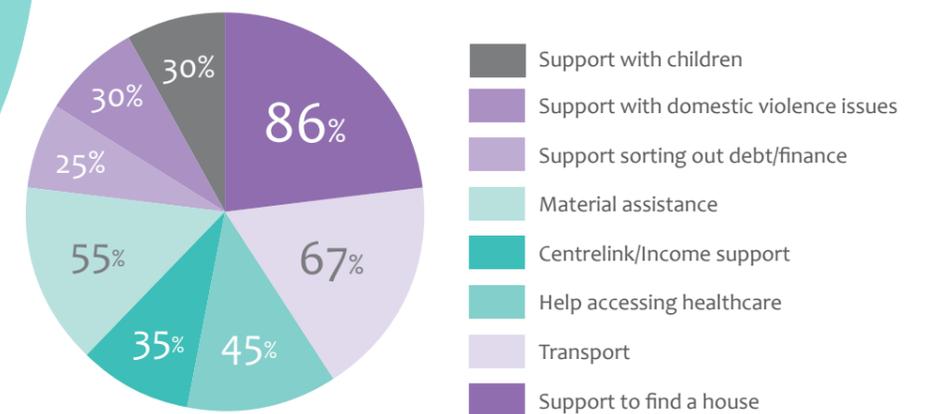
“Safe and secure as DV victim first time slept properly.”



“I think that the HWS has been supportive and fantastic, above and beyond my expectations. My son and I are truly grateful. The staff were genuine, kind and helpful. Thank you all!”



## What supports were most useful to clients:



## Exceeded Expectations



# CEO & Chairperson's Report

## Janet Saunders & Mary Anne Ryan



Over the year we continued to see a high number of requests for accommodation. Accessing affordable rental accommodation remains the biggest challenge for our clients. Shelter Tasmania has recently highlighted the magnitude of the issue for Tasmania identifying Hobart as the least affordable capital city in Australia for rental accommodation.

In April, Anglicare undertook its 2018 Annual Rental Affordability Snapshot. Of the 67,365 properties listed for rental across Australia, only 530 were affordable for single parents with two children receiving Parenting Payments. This is 0.79 percent of the total rental housing stock that was available on the night of the Snapshot. The majority of our clients fit this category, so the opportunity for affordable rental in the fiercely competitive rental market is way beyond their reach.

We believe 2018 is unlikely to see a reduction in the number of requests for assistance with crisis accommodation. One of the key challenges for us remains finding suitable and affordable accommodation for women and their families as they leave the Shelter. The issue of affordable accommodation is not a new one in Tasmania and as we headed into the final stages of the Tasmanian State election in March we requested that planning for affordable accommodation be seriously considered as a major priority for government.

### New Shelter

Much of 2017 was spent designing and planning a new Hobart Women's Shelter, which was completed early 2018. The new Shelter comprises 15 units, which increases our capacity by 50%. It includes 2 units with disability access, an Administration Centre, playground, play centre and a teenage activity room. As the demand for crisis accommodation increases our increased capacity provides greater opportunities for engagement and support and improved safety. Our goal is to provide a place where women and children feel safe, respected and empowered to move forward.

Therefore 2018 signified a large positive change for us as an organisation. We moved premises in February to our new purpose built Shelter. There have also been increased opportunities to develop new programs to support women and children who are clients of the Shelter. Along with new premises we have some new faces on our board and staff as we increased the team to cater for a larger client base.

### Mentors in Violence Prevention (MVP) Program

The Mentors in Violence Prevention (MVP) Program is a highly interactive training session designed to help participants with strategies to employ during a range of school or social situations – ranging from the seemingly harmless- to actual violence. Additionally, the training sessions open dialogue regarding participant leadership around issues such as: battering, sexual assault, fighting, and bullying.

Since 2014 many of the facilitators have moved out of the system but we have had a generous donation from a local philanthropist, the Myer Foundation and some support from the Salvation Army which has enabled planning to occur with North Eastern University in Boston to establish a hub for MVP training in Tasmania. We aim to 'build a movement' of skilled community members across Tasmania that:

- Understand the nature and causes of family violence
- Understand the positive and non-violent roles that active bystanders can take in preventing family violence
- Contribute to building a culture of peer accountability in Tasmania where violence against women is not accepted as a cultural norm.

This will progress through the 18/19 financial year.

### Myer Community Fund

We received a grant from the Myer Community Fund of \$25,000. The funding was used to purchase toys and equipment for a new activities and recreation room and to set up a toy library in the new Shelter. Children often arrive with none, or few possessions. Having toys they can borrow and spaces where they can play make them feel more secure as well as supporting their caregiver. Often the children we accommodate are traumatised. Exposure to trauma affects children's ability to regulate, identify, and express emotions. We see that having spaces where we can create opportunities for play, will assist in creating a feeling of safety and will improve engagement, empowerment, and connection. When children

are fully and freely engaged in play, they learn new things and develop key social and emotional skills, which is much needed in a time of crisis.

### Quality Standard Certification

With the move to the new Shelter and a new service delivery model our quality management system was reviewed to incorporate the changes. We had a surveillance audit in June and received positive feedback from the auditor, with no non-compliance or opportunities for improvement identified.

### Volunteers

As we settle into the new shelter and start to implement new programs and initiatives we are starting to think about opportunities for volunteers. Through the 18/19 financial year we plan to offer a range of volunteering opportunities and will be advertising them through the Volunteering Tasmania website.

### White Ribbon Training

Hobart Women's Shelter collaborated with Swinburne Professional (Swinburne University of Technology) to design and provide tailored White Ribbon training to over 300 Department of State Growth managers and supervisors.

### From the Chair

I joined the board of Hobart Women's Shelter in 2009 becoming board Chair in early 2014; this will be my last year in that role. I have been witness to the shelter's substantial growth and development and immense changes in our organisation that have been challenging but ultimately rewarding.

It has been an absolute privilege to contribute to our efforts assisting women in moving towards reaching their potential. Family Violence and homelessness are enormous issues within our society as is well accepted now. However, homelessness of older women is now an equally serious situation and we have for the last few years seen ever increasing enquiries from women over the age of 50 years seeking assistance. In fact, in recent months the issue has approximated family violence as the primary reason clients nominate for seeking assistance.

We would like to thank our dedicated and passionate staff, volunteers, and our board for their hard work, professionalism, humility and respect. It has been a big year and the staff and board have been patient, flexible and responsive to the change in our service model. We are excited to be in the new shelter, there are many opportunities that this creates for us to continue our Vision to, "Create a safe and inclusive community free from violence, inequality and injustice".



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