



Annual Report 2016/17

Our Vision

Create a safe and inclusive community free from violence, inequality and injustice.

Our Mission

The Hobart Women's Shelter 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.

www.hobartws.org.au



hobart
women's
shelter

Number of accommodation requests increased



We accommodated and supported...



During the year we assisted 278 women and children, providing a total number of bed nights of 8,778 nights' accommodation

Main reason for seeking assistance



Properties



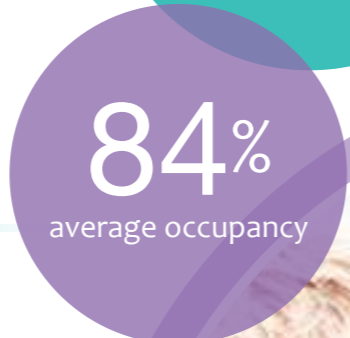
The average occupancy rate for the year was 84%, average stay 43 days, with the turnaround of 1.22 cleaning days (working) and 4.13 total working days between exit and intake.

This year we received many donations: monetary, individual items and in-kind support.

Thank you to all of our supporters, often the needs of the women and children go beyond our funding capacity and we are constantly inspired and encouraged by the support provided.

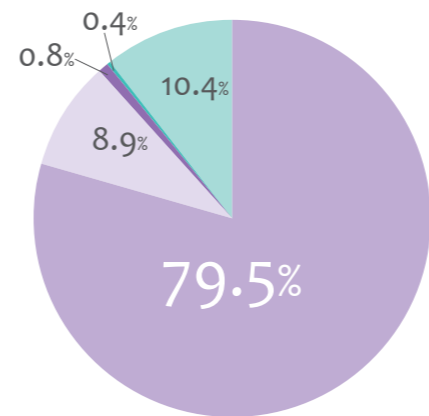
We would like to acknowledge Fuji Xerox Hobart, Second Bite, Food Bank, ABC giving tree, Salvation Army, Soroptimists International, Zonta, Rotary North Hobart, Zephyr, the Alanna and Madelaine Foundation, Priceline, Lush Hobart, Page Seager, Geeveston School, Derwent Chapter Order of the Easter Star and the Derwent Kennel Club.

These groups/businesses have provide great support through the year.



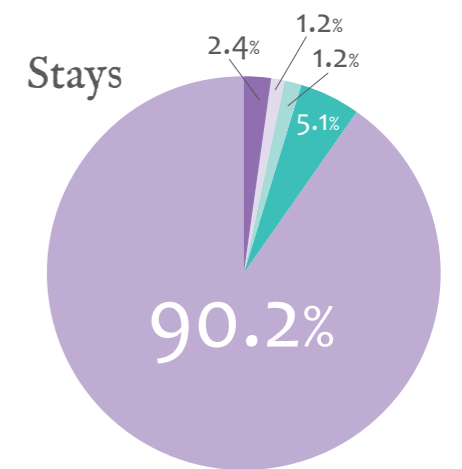
"Thank you everyone for all the support, staff are wonderful"

100% OF WOMEN felt supported, listened to & respected while staying with us



Housing Outcomes

- Unknown
- Hotel / Motel
- Caravan
- Other Emergency Accommodation
- House / Townhouse / Flat



The chart above reflects the length of stay for clients exiting HWS accommodation from 1/7/16 to 30/6/17.

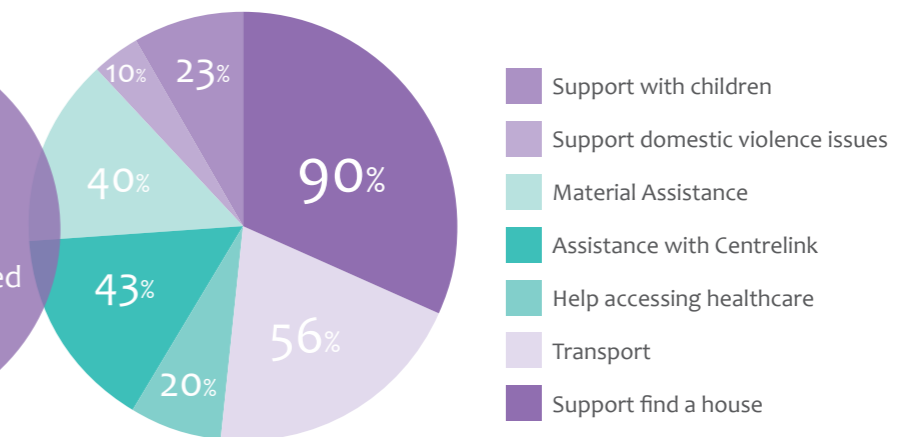
"Amazing. Amazing, amazing! I am so grateful to everyone at HWS for all their help and support."

Client Feedback

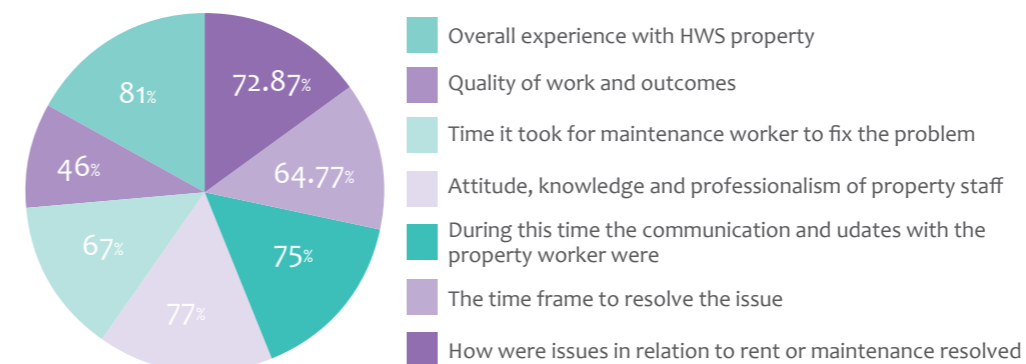
Client feedback regarding the property is collected at the three week midterm inspection and reviews the standard of accommodation (suitability), cleanliness of the property at intake, provisions provided, and suitability of the location of the property.

An evaluation of the property section overall is provided at the end of the stay, this provides the opportunity for feedback regarding any issues with rent and/or maintenance, and general work practice of property staff and contractors.

What supports were most useful to clients:



Exceeded Expectations



"I will always be grateful, especially to my case worker."

CEO & Chairperson's Report

Janet Saunders & Mary Anne Ryan

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, all forms of violence and other challenges.

As in previous years, this report highlights that HWS continues to see an increase in requests for accommodation.

As requests for crisis accommodation continue to grow, we have spent much of the year working with the Department of Health and Human Services to build a new Hobart Women's Shelter. This will provide a 37% increase on existing crisis accommodation. The development will include a co-located administration centre, 15 units and recreational and play spaces for children, enabling greater safety, and intervention and support activities. This significant initiative from government has been warmly welcomed by HWS.

Often the needs of the women and children go beyond our funding capacity and yet again this year HWS has seen the beneficiary of growth in support from the community; receiving many donations from individuals and businesses motivated to make a difference. Thank you to all of our donors and supporters, it is your support that keeps us inspired and encouraged. Thank you also to our team, every day they go above and beyond to ensure the women and children are provided with what they need to find suitable housing.

Westpac Foundation Grant

HWS was successful in securing a grant, which we used to provide training on supporting women who are homeless and/or experiencing family violence to build confidence, skills and knowledge in the area of personal finance. Workers from HWS and other services learned strategies for assisting clients to address common financial challenges, and build capacity with respect to the following areas:

- setting up separate finances;
- seeking advice on resolving or pursuing their legal financial entitlements, and finding a solicitor who understands financial abuse;
- accessing adequate and appropriate child support payments;
- getting advice about protecting money and limiting debt;
- managing debts and utilities repayment; and
- managing the transition back into work or study.

20 people attended the 2 day workshop. Feedback from participants was highly positive.

Pet Protection Program

It has been our experience that among the many barriers women face when deliberating how her children and she will leave situations of violence, is their reluctance to remove themselves from their loved family pet. So often the pet's safety cannot be secured, leading to further trauma to the mother and children. We applied for a small grant through the grant program of Huon Aquaculture and were successful. We now offer a Pet Protection Program which allows clients with pets who are escaping from domestic violence to access kennelling and cattery services whilst they are staying with the Hobart Women's Shelter.

Quality Accreditation

In 2015, HWS was accredited by Quality Improvement Programs (QIP). In 2017, we built on our established quality improvement processes and HWS was awarded accreditation against the ISO 9001:2015 standard. Our work in this area will continue, to ensure that we maintain our commitment to continuous quality improvement (CQI) and the achievement of positive outcomes for service users and stakeholders.

New Shelter

Much of the year has been spent designing and planning a new Hobart Women's Shelter, this is scheduled to be completed early 2018. The new shelter will comprise of 15 units, including 2 units with disability access, an administration centre, playground, play centre and teenage activity room. As the demand for crisis accommodation increases, this will provide us with an increase in capacity, greater opportunities for engagement and support and improved safety. Our goal is to provide a place for the women and children where they feel safe, respected and empowered to move forward.



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