



04 August 2021

Ms Wendy Lindsay, MP
Chair
Legislative Assembly Committee on Community Services
NSW Parliament

**Options to improve access to existing and alternate accommodation to address the
social housing shortage**

Thank you for the opportunity to provide a submission to the committee on this matter. B Miles Women's Foundation is a specialist homelessness service based in Sydney Metropolitan Area. The lack of affordable, appropriate housing for our clients is the primary reason that we are unable to end the homelessness of our clients.

Last year we supported 249 clients, exceeding the number of clients that we are funded to work with by 38%. Since 2015, the number of clients we support has increased significantly with no real increase in funding.

The COVID-19 pandemic has highlighted the challenges of providing shared/congregate care crisis accommodation services from non-purpose built properties. Our crisis accommodation service (B Miles Supported Accommodation) in Darlinghurst is an essential service that accommodates women living with mental ill-health, most of whom are discharged from mental health units with no place to go to and would otherwise be sleeping rough. This service operates from a heritage terrace house with shared bedrooms, a communal kitchen, a communal lounge and two communal bathrooms shared by six residents and staff. The property also has four flights of steep stairs and no disability access. For over thirty years, we have accommodated six women at a time in this property. If we were to operate the service from a purpose-built facility with single bedrooms with ensuite facilities, we would be able to accommodate and support more women experiencing homelessness and we would be able to do this much more safely and effectively. Our service is unique, specialised and non-replicated in the Specialist Homelessness Sector. Demand consistently exceeds supply. With a purpose-built facility, service continuity for services like ours could be achieved while adhering to any emerging public health orders. Government could consider the provision of purpose-built properties for services such as ours.

We also cannot stress enough the importance of building more social housing. Last year the number of applicants on the priority list for housing increased by over 800. We are sure this is a figure that the Committee views as unacceptable. Unfortunately, during the current pandemic and lockdowns we do not have the capacity to provide a fuller submission, but broadly support the one done by our peak body Homelessness NSW.



Kate Timmins
CEO
B Miles Women's Foundation

**B Miles
Women's
Foundation**



Supported Accommodation

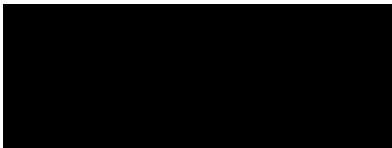
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Outreach Services

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Kate Timmins
CEO

2020 **Annual Report**



Providing housing and support services to
women impacted by mental ill-health

Geographical Coverage

The Foundation provides a range of housing and support services to women across inner Sydney.

Services are provided across the following Local Government Areas:



Acknowledgement of Country

B Miles Women's Foundation would like to acknowledge the Gadigal, Wangal, Kameygal and Benrigal people as the traditional custodians of the land on which we work. Our organisation pays respect to the custodians of the land and their Elders, both past and present. Aboriginal and Torres Strait Islander people are entitled to respect and meaningful reconciliation.

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This Report

This report presents the activity of B Miles Women's Foundation over the course of the financial year 2019 to 2020. This report showcases our goals, outcomes, achievements and quality improvement processes. The target readership of this report are stakeholders, funders, participants in our services and the wider community.

Vision & Mission

B Miles Women's Foundation aims to achieve excellence in the provision of housing and support services to women who are impacted by mental ill-health. We provide specialist service responses to women to assist their access to safe affordable housing and recovery

B Miles Women's Foundation provides a spectrum of service responses including

- ➔ Supported Accommodation
- ➔ Transitional Housing
- ➔ Outreach Support Services
- ➔ Clinical Services Program

We provide trauma-informed services to women who are contending with complex challenges including experiences of mental ill-health, trauma, family and domestic violence, abuse and substance dependency.

Funding

B Miles Women's Foundation is a not-for-profit non-government organisation. We would like to extend our gratitude to Department of Communities and Justice for funding received under the Specialist Homelessness Services (SHS) Program.

B Miles Hotline 1800 274 984

The Foundation operates a telephone hotline service which enables our Case Managers to respond to calls for assistance. Case Managers spend a significant proportion of time responding to callers who make contact with our agency via the hotline. Staff routinely undertake assessments with callers which enables us to provide information support, advice or accommodation or assistance with referrals.



We are proud supporters of the National Everybody's Home campaign

Find us on facebook B Miles Women's Foundation

Board of Management

B Miles Women's Foundation is governed by a Board of Management who are formally elected in accordance with B Miles Women's Foundation's Constitution. The Board provides leadership and ensures that governance requirements are achieved. The Board is also responsible to ensure that B Miles Women's Foundation is viable and has effective risk management measures in place.

2019-2020 Board Members

Robyn Fortescue

Chairperson

Robyn has held executive positions on B Miles Women's Foundation's Board of Management for many years including the positions of Secretary and Chairperson. Robyn has a background in industrial relations and is the Assistant State Secretary for the Australian Manufacturing Workers Union.

Reneé Bianchi

Secretary

Renee is a barrister with a diverse practice in common law commercial and equity matters including the areas of professional negligence, product liability, insurance, general commercial and succession law. Renee has a Bachelor of Law and a Bachelor of Biomedical Science (Hons) from the University of Newcastle. Renee was the President of NSW Young Lawyers in 2016 and is currently the Chair of the Law Council of Australia's Young Lawyers Committee. Renee is also an active volunteer with Girl Guides Australia and the World Association of Girl Guides and Girl Scouts, having been involved for over 20 years.

Brendan Dunne

Treasurer

Brendan has a Bachelor of Accounting from the University of Technology Sydney and is a member of the Institute of Chartered Accountants in Australia. He has held senior roles within Australia and internationally with a background in Finance, Risk, Strategy and Transformation and is employed by Allianz Australia as General Manager Strategy and Transformation.

The Board of Management oversees and monitors:

- ➔ Governance
- ➔ Risk Management
- ➔ Finance
- ➔ Performance against plans and budgets
- ➔ The organisation's values, vision and purpose.

Simon Chapple

Ordinary Member

Simon is a barrister with a practice in succession law, elder law, property law, general commercial law, corporations law, consumer protection law and administrative law. Simon graduated from the University of New South Wales with a Bachelor of Arts (Hons) and a Bachelor of Law. In 2010 Simon was awarded a PhD from the University of New South Wales. He is an adjunct fellow in the law faculty at the University of Western Sydney.

George Quim

Ordinary Member

George is a Registered Nurse and has a Masters Degree in Public Health from the University of Sydney and an Arts Degree (Hons) with a Philosophy major from the University of New South Wales. He is currently the Secretary for Bushwalking New South Wales. He is the former President of the Coast and Mountain Bushwalking Club in his former clinical senior and team management positions with the St Vincent's Mental Health Service. He has had an association with B Miles Foundation spanning eighteen years.

Kate Dennis

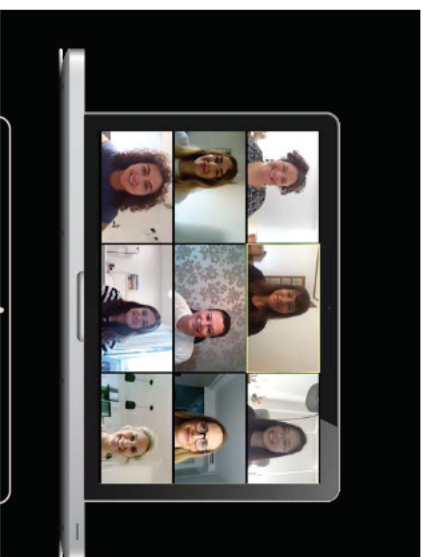
Ordinary Member

Kate is a corporate communications and public relations practitioner with 20 years' experience from the corporate government and education sectors. Kate holds a Masters in Business (Marketing) from UTS, a Graduate Certificate of Change Management from the University of NSW and a Bachelor of Arts in Organisational Communications from Charles Sturt University.

Culture

We have a strong commitment to develop, train and support our people as outlined in our Strategic Plan.

Our team provide support to women who have experienced trauma, violence, disability, mental ill-health and/or substance dependency problems. Our employees are frequently called upon to respond to complex situations in challenging and demanding circumstances. We understand that a supportive workplace culture is integral to staff satisfaction and the continued good work of our team and our organisation. We are committed to ensuring staff receive regular support, clinical supervision and training to assist them to manage the work and their health and wellbeing.



Our Team

Chief Executive Officer

Kate Timmins

Client Services Manager

Sharlene Harkness

Acting Client Services Manager

Kerry McCarthy

Clinical Psychologist

Kara Holmes

Case Management Team

Belma Torres

Sarah Caserly

Shonagh Farrell

Amyce Gelym

Ernestine Higgs (Retired 2020)

Lok Chan

Support Worker

Bridget Conway

Clare Southgate

Ikhnur Chabulpak

Jeanelle Aranda

Melissa Holmes

Paula Majorano

Finance Manager

Johnerguson

*Special Thanks to Victoria Hill
Clinical Supervisor*

Workforce Development

We recognise that ongoing professional development is an integral component of continuous quality improvement. We strive to stay contemporary in our uptake of evidence-based practices. By participating in staff training events, workshops, seminars and conferences, we continually learn and our practices evolve. Over the last 2 months, B Miles Case Managers and management have participated in the following professional development workshops:

Internal Training

- Aboriginal Cultural Awareness
- Accidental Counsellor
- Advanced Case Management
- Australian Government Health COVID-19
- Infection Control Training
- CIMS Training Webinar
- Collaborative Partnerships with Other Agencies – Making Partnerships Work
- Co-Occurring Mental Health Alcohol and Other Drug Disorders
- Financial Coaching Training for Community Sector Workers
- Impacts of Trauma, Loss and Grief on Adults
- Infection Prevention
- Let's Talk About Gambling
- Professional and Clinical Supervision for Managers
- Safety Planning with Family and Domestic Violence Survivors and Families
- Suicide and Self-Harm Prevention
- Time Management for Managers
- Trauma Informed Practice
- Working from Home
- Health & Wellbeing
- Aboriginal and Torres Strait Islander Cultural Inclusion and Awareness
- Annual Appraisals Process Tools and Preparation
- Board of Management Roles and Responsibilities and Constitution
- CALD Cultural Inclusion and Diversity
- Charter of Rights and Responsibilities
- Duty of Care
- Feedback and Complaints Management
- IT Social Media and Cyber Security Training
- LGBTQIA+ Inclusion and Diversity
- Organisational Values Delegations of Authority
- Privacy and Confidentiality
- Risk Assessment and Risk Management
- Regular Individual Supervision
- Fortnightly Group Clinical Supervision

The B Miles team competing annual fire training at BMSA



Forums, Conferences and Presentations

February 2020: The Mental Health Services Summer Forum Homelessness, Housing and Mental Health Crises and Opportunities

February 2020: Kerry McCarthy (Client Services Manager) and Belma Torres (Case Manager) presented at the Homelessness NSW Conference: Hidden But Not Forgotten

July 2020: Kate Timmins (CEO) and Kara Holmes (Clinical Psychologist/Consultant) presented at the Homelessness NSW Industry Partnership ASIES Webinar for SHS sector



Belma Torres (Case Manager) and Kerry McCarthy (Client Services Manager) receiving the Homelessness NSW Good Practice Award 2020 for Excellence in Ending Homelessness (groups with specific needs) awarded to the Inner City Service for Women with Complex Needs (ICSWCN)

Our Partners and Contributors

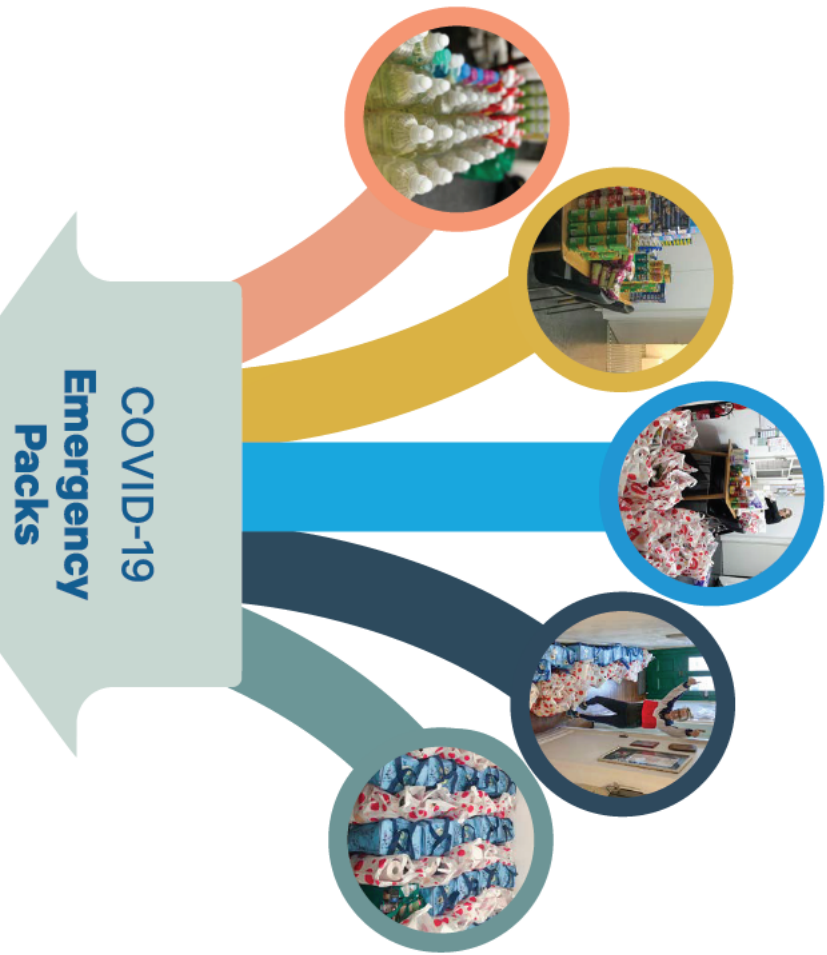
We work in partnership with various supporters and providers including corporate private government and non-government agencies to provide housing support, case management and clinical treatment to women. We extend our appreciation and gratitude to the following partners and supporters for their valued contributions

- ➔ Department of Communities and Justice
- ➔ St. Vincent's Hospital Mental Health Service
- ➔ St. George Community Housing
- ➔ Bridge Housing
- ➔ Community Restorative Centre
- ➔ Detour House Inc
- ➔ StreetSmart
- ➔ City of Sydney Council
- ➔ Inner West Council
- ➔ Randwick Council
- ➔ Clubs NSW
- ➔ Perpetual Impact Philanthropy
- ➔ Dykes on Bikes
- ➔ Generous and Grateful
- ➔ ORAH Sydney

Community Housing Providers

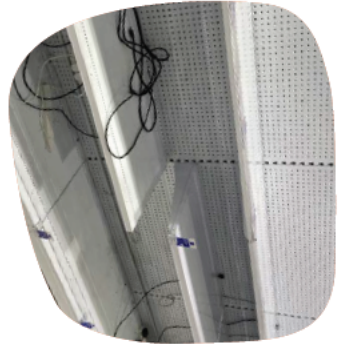
In partnership with St. George Community Housing (SGCH) our transitional housing portfolio is comprised of properties in locations across six Local Government Areas. SGCH manages the portfolio tenancies while B Miles Women's Foundation provides the case management and support to women residing in those properties. SGCH are also the nominated housing provider to a number of other properties attached to our contract with Department of Communities and Justice. Our partnership with SGCH is highly valued and ensures that women have access to suitable, safe and affordable tenancies. We continue to hold quarterly meetings with SGCH in order to facilitate effective advocacy and favourable outcomes for women.

In addition to SGCH, we also have partnerships with other community housing providers. We are looking forward to continuing to work in partnership with these organisations to best meet the needs of our mutual clients.



Co-ordinating supplies

Accessing supplies became a key component of our support during the pandemic. All hands were on deck to source supplies and to get essential food and household essentials out to women in need during the pandemic.



COVID-19 Emergency Packs

A client of B Miles Women's Foundation provided the following feedback...

"Care Packages have been amazing during COVID. Apart from the packs being incredibly helpful, it's just amazing to know that someone else is thinking about me and receiving a gift like that when human contact is the most important thing is really, really good for me. They have been hugely helpful. They are the best things."

Strategic Planning

The key priorities identified on our Strategic Plan are:



Summary of Key Objectives

From March 2020, the COVID-19 pandemic response was prioritised at all levels across the organisation. As a result, certain aspects of the overall plan were re-prioritised in order to ensure service continuity during the pandemic.

1. Service

 - We continued to provide services that were reflective of community needs and we met our funding requirements. We developed COVID Business Planning documents for service adaptations based on COVID safe work practices
 - We expanded our service provision to meet the needs of the community
 - We operated a sustainable funding model
 - In June 2020 we signed a 2month funding contract with Department of Communities and Justice
 - We explored and diversified funding sources to improve the capacity of the services. We secured funds from philanthropic sources to ensure the continuity of our Clinical Support Program and for the implementation of other special projects that were designed to meet the evolving needs of our service users
 - We engaged with the community to continue to build service reputation and we promoted the needs of vulnerable women
 - We continued to participate in service network meetings online despite the challenges of managing social isolation during the pandemic
 - We engaged with multiple stakeholders via online meetings while working from home including DCJ DHEG DCJ NDIS Network meetings St George Community Housing Partnership meetings Consortium Meetings with Detour House and Community Restorative Centre Ministerial Briefings Homelessness NSW Network meetings and the CEO presented at an online fundraiser
 - We ensured that continuous quality improvement underpinned all aspects of our work. We achieved ASFS Certificate Level Accreditation
 - We evidenced our work by upholding quality data collection practices and tracking unmet demand

2. People

 - We supported our workforce by providing a healthy workplace culture and environment. We provided a flexible and supportive workplace culture that promoted training and staff development
 - We regularly surveyed our workforce to assess the ongoing suitability of working from home
 - We implemented new policies to support special pandemic leave for those diagnosed or caring for immediate dependants
 - We provided regular individual supervision and fortnightly external clinical supervision to support our staff to manage the unique stress of working from home in this sector. Our team participated in ongoing training while working from home to ensure our workforce continued to build skills and capacity
 - We supported our staff to manage challenging workloads caused by increasing demands on service by hiring an administration worker and an intake worker
 - We recognised, rewarded and retained quality staff. We conducted annual performance reviews to support the professional development of our team
 - We provided training equipment and a culture where safety was prioritised. We ensured appropriate organisational systems were in place to share skills, knowledge and expertise
 - In addition to routine staff meetings the team participated in weekly zoom meetings with our Client Services Manager to assist with client matters during the pandemic
3. Partnerships, Relationships and Community Engagement

 - We improved community outcomes by communicating transparently in relation to service adaptations and providing information and support to our partners. We prioritised health and safety during the pandemic to mitigate risks to our service users and the general community
 - We advocated for solutions to the affordable housing crisis. In May 2020 our CEO provided a written submission to the Australian Government Parliamentary Inquiry into Homelessness. A key focus of the submission was the lack of affordable housing stock for low income earners and people who are not employed
 - We developed a marketing strategy to strengthen our public profile and to promote the sector and the needs of our service users
 - We promoted the importance of specialisation in the sector. The Inner City Services for Women with Complex Needs was awarded the NSW SHS Good Practice award in the category of specialisation in February 2020. The award recognised the depth of skill and expertise within the consortium
 - We engaged service users and sought their feedback in relation to operation and planning of our services. We undertook several feedback processes including surveys and consultations. We ensured that the best interests of our service users underpinned our partnership arrangements and that best practice principles were operationalised
 - We held regular partnership meetings while working remotely
 - We collaborated with our partners and external stakeholders via consultations, surveys and meetings. We reviewed our partnerships to improve outcomes and to uphold best practices

4. Governance

 - We upheld strong corporate governance and operational management
 - Our Board of Management undertook a comprehensive review in April 2020
 - We achieved ASFS Certificate Level Accreditation and submitted our compliance review to National Regulatory System for Community Housing Providers
 - We continued to prioritise risk management and developed COVID planning documents to assess and manage organisational risk
 - We continued to meet relevant regulatory requirements for health, housing and community services
 - We operated under a Constitution that is reflective of the changing needs of vulnerable women



Australian Service Excellence Standards

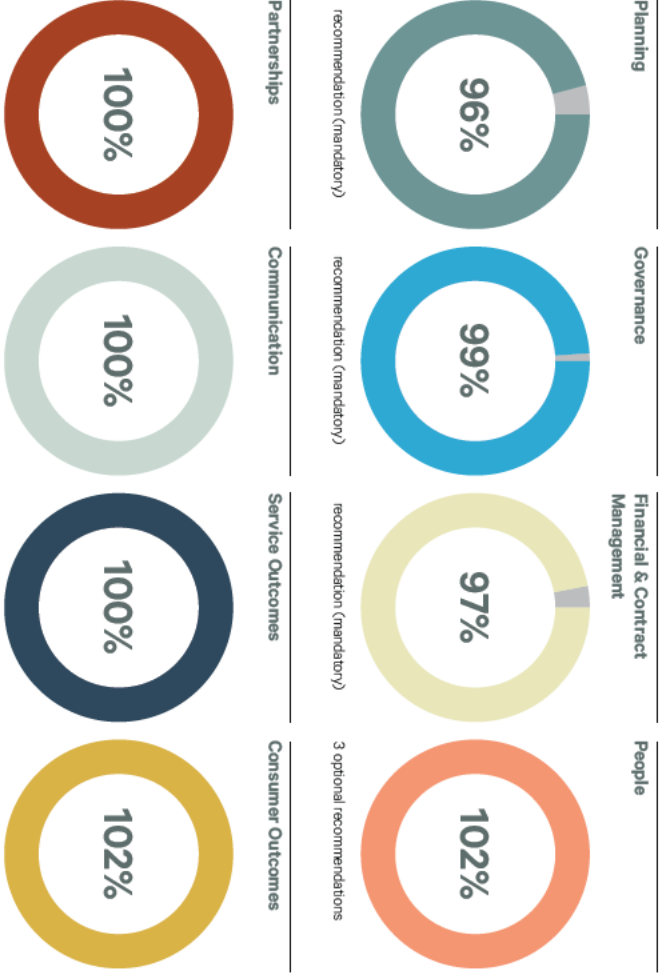
The Australian Service Excellence Standards (ASES) is an accredited quality assurance system with third party verification. Achieving accreditation requires a robust Quality Assurance process and is critical to underpinning

- Client-centred focus in service delivery
- Accessibility and cultural competence
- Client rights and safeguards
- Evidence-based practice
- Strong governance and sustainability.

We participated in a pilot project overseen by the industry Partnership to support a small number of SHS agencies across NSW to implement the ASES standards with a view of achieving ASES accreditation. The pilot project included a mix of agencies including youth generalist, DV regional, metro and large and small SHS services

In June 2020 we participated in the ASES accreditation process with an external accreditor

In our ASES Certification Report issued by the accreditor, we achieved the following results:



We addressed the above recommendations in a Quality Action Plan and achieved ASES Certificate Level in the Australian Service Excellence Standards (ASES). Our commitment to quality and continuous system improvement was commended. Our accreditor Wayne Turner of Capbi Consulting described B Miles Women's Foundation in the following statement:

“BMWf is a strong client focussed organisation, being highly sensitive and attentive to addressing the needs of its clients. The organisation is continuously seeking feedback from its clients and stakeholders, identifying enhancements to the services provided and the processes applied to provide those services, and structuring its future directions through well-designed, clearly articulated planning processes and documentation. BMWf is an organisation that is team focused and promotes a team approach to the services it provides. BMWf is described as an open and transparent organisation by staff as well as stakeholders”

In November 2020 we achieved ASES Certificate Level after complying with the 98 Certificate Level requirements

National Regulatory System Community Housing (NRSCH)

The National Regulatory System for Community Housing (NRSCH) aims to ensure a well governed, well managed and viable national community housing sector that meets the housing needs of tenants and provides assurance for government and investors. In August 2020 we completed a compliance review for the following performance outcomes

NRSCH Category	Performance Outcome
Tenant Housing Services	The community housing provider is fair, transparent and responsive in delivering housing assistance to tenants, residents and other clients
Housing assets	The community housing provider manages its community housing assets in a manner
Financial Viability	The community housing provider is financially viable at all times



Community Engagement

The Foundation recognises the importance of community engagement and working collaboratively with other agencies and community members from both the Government and non-Government sectors including homelessness health housing disability and family and community services in order to best respond to community needs

The Foundation is involved in the following community network meetings and projects

- ➔ ASES Quality Framework Pilot Project
- ➔ Health Network Meetings
- ➔ SHS Network Meetings
- ➔ Inner City Service for Women with Complex Needs Consortium
- ➔ NDIS Working Group
- ➔ Sydney Women's Homelessness Alliance
- ➔ St Vincents Mental Health Service
- ➔ Together Home Program and Housing First Approaches Forum

Client Engagement and Participation in Service Development

Feedback and consultation are a fundamental part of continuous quality improvement and service development. We regularly seek and review feedback to inform and adapt our practices. We undertook an extensive feedback process this year in the form of client surveys and individual client consultation meetings with the CEO. We appreciate the time taken by our service participants to provide this feedback and for participating in the consultation processes.

Due to the COVID- 9 crisis and the recommendation for social and physical distancing precautions this year we were unable to host the usual face-to-face client consultation meeting with Kate Timmins (CEO), a member of the Board of Management and the women accessing our services and programs. In lieu of a group consultation meeting we adapted our usual practice by distributing a newsletter to inform our clients about key developments strategic planning and the actions undertaken since the last client consultation meeting in 2019. We invited our clients to participate in individual phone consultations with B Miles Women's Foundation's CEO, Kate Timmins. Several clients volunteered to participate in this process. We would like to thank them for their time and contributions that assisted us to make improvements and to enhance the quality of our services based on their feedback and ideas.

Stakeholder Engagement & Consultation

We acknowledge the importance of working in collaboration with a range of stakeholders to improve services and outcomes for our clients and to best meet community needs. On an annual basis, we engage our stakeholders in a consultation process to review the effectiveness of our working relationships. Due to the unexpected and urgent need to respond to the pandemic as it evolved in 2020, it was particularly challenging this year to engage our stakeholders in the annual consultation process. We are looking forward to undertaking a thorough consultation process with our stakeholders in 2022.

"I think it's good to be asked for feedback so regularly. It means that you care about what my experience of your service has been like and are looking for ways to improve."



Client Survey Results

The information I received about the service matched my experience of the service.

The services were flexible and responsive to the needs identified.

The staff were helpful and friendly to me.



I was given clear information about the service and the programs.

There are good feedback and complaints mechanisms in place.

I would recommend this service to other people.



I appreciate the care taken, I felt cared for and individually responded to through my time with B Miles. I also love the special touches given to services received.

B Miles service is very good and is fast to take action to meet my needs.

From the moment I came into contact with B Miles, I felt totally supported and safe. Staff are so kind and always go the extra mile to assist with any problems.

This has been life-saving and transformed the way I live.

The staff are supportive without being judgmental.

The staff are so friendly and supportive. It's a wonderful feeling knowing that if anything major happens B Miles is still there supporting me.

I like B Miles because it is an organisation that is very supportive on many different levels; economically, a safe and great place to live in, and able to give out useful information.

Having been through the house, transitional housing and into public housing, I still feel part of the B Miles family. The outreach support is fantastic and the occasional care packages made me feel like it's Christmas!

Clinical Services Program

Public mental health services are becoming less and less accessible due to high demand and under-resourcing. In this context, it is understandable that the priority for public mental health services is to prioritise the most acute presentations. Accordingly, there are limited outpatient support programs available to people living with chronic mental illness.

To address this gap in service for women recovering from homelessness we have continued to utilise community support to fund our Clinical Services Program. The program provides access to psychological treatment in circumstances where women are not able to access public mental health services. The Clinical Services Program is operated on philanthropic funds. We thank our donors who have funded this program in its sixth year.

The provision of regular psychological treatment is instrumental to achieving recovery goals preventing relapse and minimising the impact of future episodes of mental health deterioration. Throughout 2019-2020 the Clinical Services Program provided access to individual psychological therapy with a clinical psychologist. The weekly wellbeing groups operated until December 2019 and have been on hold throughout 2020 due to COVID-19 precautions. From its commencement in July 2015 the demand for the Clinical Services Program has been consistently high.



Chairperson's Report



2020 has been an extraordinarily difficult year for the Foundation and its partners because of the impact of COVID-19. However, it is a challenge that the Foundation through the leadership of our CEO Kate Timmins met early and with success. The work of our staff is to be commended as they faced the challenge of working remotely. Thank you to Kara Holmes for stepping up and supporting the B Miles team. Board members have provided guidance and support to the service which has been of importance in taking the service forward. Thank you. Whilst 2020 has been tough, it has shown the depth of experience and ability of the B Miles team and once again proven the B Miles Foundation is a leader in this sector.

Robyn Fortescue
Chairperson
B Miles Women's Foundation

Chief Executive Officer's Report

The COVID-19 Pandemic

This year was defined by one of the largest and most unexpected health crises that we have ever faced. In February 2020 we began contending with the impact of COVID-19 on our clients, staff, organisation and more broadly on the homeless community.



Our primary focus throughout this period has been to keep people safe. As an essential service provider, I am extremely proud to be able to report that services continued to be delivered throughout the pandemic while we put in place a range of measures to keep staff clients and the community safe.

As I am writing this report, we are looking at ways to return to more normal service provision while we continue to prioritise the health and safety of everyone connected to our organisation.

Never before has it been so important to have shelter particularly for people with pre-existing health conditions.

As COVID-19 moved towards Australia, it quickly became clear that the risks of infection would not be shared evenly across the community.

Vulnerable people with underlying health problems, older people and people living in crowded residential settings were all identified as being at increased risk of severe illness if they were to contract the virus. Our organisation and other homeless services across the state needed to take action quickly in order to protect clients. While we were taking unprecedented steps to keep women safe, more broadly there seemed to be growing public concern about people without somewhere safe to shelter during the pandemic.

The COVID-19 pandemic reminded us all that first and foremost, housing is a health issue. During the pandemic we started to see changes in community attitudes towards people who are experiencing homelessness. Historically, homelessness was viewed by many as a housing, welfare or even criminal problem. Instead, we have seen community attitudes shift towards a better understanding that homelessness is a health and human rights issue.

Identifying non-congregate settings outside of residential facility models became a priority for our organisation and some of the other services across the state. Our refuge in Darlinghurst is not a purpose-built facility with single rooms and attached private bathrooms. The risks in continuing service provision in that property were identified as high given the small shared spaces in communal areas, shared bedrooms, bathrooms and kitchen. We know that overcrowded dwellings increase the risk of transmission. Without suitable shelter, the risk of exposure is too high. With that in mind, we made a commitment to work to house women in sole occupancy dwellings throughout the pandemic.

Shelter

While the government and non-government sectors had been working for some time to resolve rough sleeping, the pandemic added an urgency to the situation. The Australian Homelessness Monitor has revealed that at least 33,000 rough sleepers and other people experiencing homelessness were booked into hotels and other temporary accommodation during the COVID-19 crisis. The work that has been undertaken over the last six months by both the government and non-government sectors was encouraging, and we were able to see that resolving homelessness was possible. If ending homelessness is possible during the pandemic, then we know that it is achievable more permanently.

Across the country, we have seen state governments commit multimillion-dollar responses to the homelessness sector to respond to and resolve homelessness quickly. The question that we must now ask ourselves is if the rough sleeping community can have housing crisis resolved during a pandemic, why was it not responded to before the pandemic and why are so many of the responses temporary?

Opportunities from the Pandemic

In NSW alone, we have seen Government working with the non-government sector to invest in rapid solutions to resolve homelessness. Rough sleepers across NSW have benefited from the largest housing response dedicated to rough sleepers in NSW's history when the Together Home project was launched in June 2020. This investment has seen homes secured from the private rental market for people who were previously sleeping rough. As this report goes to print, we believe a second investment in Together Home will shortly be announced. The investment is impressive, but the scale of the housing crisis still requires more.

Family Violence during the Pandemic

The issue of homelessness is a much wider and bigger problem than rough sleeping on its own. We know that 6% of the homelessness population are sleeping rough. While they are highly visible, it is just one form of many types of homelessness. Women fleeing violence is the number one driver for people who experience homelessness and responses to those cohorts has required particular attention during the pandemic.

The coronavirus restrictions combined with unemployment and financial stress linked to the pandemic have caused domestic violence cases to spike across the country.

The United Nations labelled an increase in family and domestic violence during COVID-19 a 'shadow pandemic'. The data tells us that there has been a significant increase in calls to national and state-wide domestic violence hotlines with callers reporting an increase in violence due to financial pressures, loss of employment and an increased reliance on alcohol and other drugs. Social isolation was a key factor in women experiencing violence at home. In July, a survey by the Australian Institute of Criminology found that one in ten women who were in a relationship in Australia reported that they had experienced intimate partner violence during the pandemic.

Solutions

Homelessness is the result of failings in society, not failings of an individual. It is a result of failed systems, not the result of flawed choices made by an individual. Homelessness is often driven by inequality and disadvantage.

Three key systemic failures are related to:

1 Income related issues: low income, unemployment, precarious employment, temporary or contract work and limited income opportunities due to reduced access to education.

Investment in education programs and social welfare reform would see people removed from significant poverty. This would enable them to manage periods of unexpected challenges that would otherwise leave them vulnerable to experiencing homelessness.

2 A lack of support: An under-resourced health system means agencies are continually required to make decisions about who is able to access services. We continue to see people in need of support denied access because they do not meet the threshold. This is not only in the health sector, but also in the homelessness sector, as people are turned away from services when their needs are not identified as high enough.

In addition, we need to see significant investment in Education, Health and Housing as we know that services need to be working on prevention rather than crisis responses. Investment in the criminal justice system would see women more supported to leave violent relationships.

3 Housing factors including evictions, vulnerability due to over-crowded dwellings, a lack of tenure and a lack of affordable housing particularly for low income earners. Legislation to support real tenure in the private rental market is a key factor in preventing homelessness.

Real change to eradicate homelessness requires investment in the systemic failures that trap people in a cycle of poverty. This year, with the pandemic we have seen some solutions work effectively even if they are temporary. To see these changes last, we need a more permanent approach.

Achievements

While service continuity and keeping people safe was our primary goal this year, I am extremely proud to report that we continued to move forward with our overall goals in our Strategic Plan.

A key indicator of success in our Strategic Plan was to achieve Australian Service Excellence Accreditation. I am so pleased to report that in November this year, we successfully achieved accreditation. This was a significant milestone for the organisation in that it required a whole of agency response with the Board, management, support team, clients and stakeholders all working consistently towards implementing the standards across all levels of the organisation. It is quite incredible that we remained focussed on this goal despite the challenges of 2020.

In addition to this, the Foundation was also awarded a Good Practice Award for Excellence in Ending Homelessness at the Homelessness NSW conference in February 2020. It was wonderful to have the work of the team recognised by services from across NSW.

Please see the full list of our achievements driven by our Strategic Plan in a separate section of this report.

Kate Timmins (CEO), Belina Torres (Case Manager) and Shonagh Farrell (Case Manager) with B Miles Women's Foundation's Statement of Commitment to Aboriginal and Torres Strait Islander People that is aligned with the acknowledgments and commitments created by the NSW-SHS Aboriginal Reference Group in November 2020.



Appreciation

This year more than any other year since I have been in the role, I want to extend my thanks to everyone connected with our service. The Board volunteered their valuable time while facing their own challenges during the pandemic. They met more regularly this year and many members also worked on additional projects such as the ASSES accreditation and the Marketing Strategy. Individual Board members have invested their time and skill to the service which has seen the Foundation's work continue to be underpinned by good governance. Their dedication to the women we support and their willingness to share knowledge and expertise has certainly kept the organisation moving forward despite the challenges that we all faced.

I also want to acknowledge the work of our Case Management Team as well as Kerry McCarthy and Kara Holmes who have all undertaken exceptional work during extremely challenging circumstances this year. It is with great pride that I write about your achievements this year. Navigating the unknown, continuing to answer calls for help, providing consistency, housing and support to people during this period and working remotely to resolve homelessness has taken exceptional skill and resilience.

The role of our Clinical Supervisor, Victoria Hill, has played this year has been more important than any other time I can remember. Victoria brings clinical experience and knowledge to the team and has a commitment to professional development across the organisation. We are very grateful for her years of support and commitment to continuous improvement.

Finally, I want to thank the women who have accessed our service over the last 2 months. There has never been a more difficult time to be experiencing housing instability than during a pandemic when safe shelter is key to remaining safe. We feel very privileged to be working with you to secure a better future.

MT

Kate Timmins
CEO

Client Services Manager's Report 2020

The last twelve months have been an incredibly challenging time, not only for the homelessness sector but also on a national and global scale. Not only did we experience a national crisis due to the unusually intense bushfires in many parts of Australia, but from January 2020, we became increasingly concerned following the outbreak of COVID-19 which had begun to spread rapidly around the world. On the 11 March 2020, the World Health Organisation declared the Covid-19 outbreak a global pandemic.



Staying Connected

During these unprecedented times B Miles Women's Foundation continued to be dedicated to delivering specialised services to women impacted by mental ill-health who are at risk of homelessness or are currently experiencing homelessness. The priority of B Miles Women's Foundation was to minimise disruption of essential services while maximising health outcomes. Due to the dynamic leadership of CEO Kate Timmins the skilled and supportive Board of Management, and the adaptive and responsive team of Case Managers B Miles Women's Foundation responded quickly to the health crisis. In order to uphold workers' health and safety principles and to minimise any risk of transmitting the virus all employees commenced working remotely from 20 March 2020. Environmental risk management assessments for working from home were undertaken to ensure that all employees had the necessary equipment to be functional, comfortable and safe while working from home.



Many of our service users required increased emotional support while they were unable to leave their homes. Due to supply shortages of essential household items we organised care packs for all our clients which included essential food items, cleaning products and personal protective equipment (PPE). We recognised that many of the women we support experience financial hardship and had limited or no access to technology such as smart phones and the internet. Technology has been crucial in reducing the impact of social isolation during a time when lack of social contact and community inclusion are a health risk. Having unmet social needs and feeling disconnected has been shown to be harmful to one's physical and mental health. Social isolation has also been linked to emotional distress, suicide, the development of dementia, premature death, poor health behaviours, physical inactivity, poor sleep and biological effects including high blood pressure and poorer immune function (Hawthorne 2006, Holt-Lunstad et al. 2010). High levels of social isolation are also associated with sustained decreases in feelings of wellbeing (Shankar et al. 2013).

To enable connection and inclusion during the pandemic we worked in partnership with the City of Sydney Council to provide B Miles Women's Foundations' clients with access to the internet for a twelve month period. This project enables clients to stay connected to family, friends, health care providers, support people and Case Managers.

Working as a team and providing case management over the phone and by video calls was uncharted work for the Foundation and presented many new challenges. Working remotely highlighted the importance of staying connected and sustaining communication. We established regular meetings via video calls and scheduled daily check-in meetings with each other to support the team to remain connected during the isolating time. The team continued to participate in fortnightly supervision with our supervisor Victoria Hill. Consultants during this period focused on building resilience and emphasised the importance of managing stress and self-care.

Despite the unforeseeable challenges this year has presented the Foundation has been remarkably adaptable and creative in their approach to providing specialised services to vulnerable women in our community. The Case Management team have been tenacious in their commitment to utilising a strengths-based approach to support clients to identify their individual needs and to develop goals that promote independence, enhance wellbeing and enable social participation.

Our partnership with St George Community Housing (SGCH) was instrumental in assisting us to provide safe, self-occupancy accommodation during the pandemic. It has been of great value to continue to work with a community housing provider that is adaptable in their approach when working with women with complex needs. We appreciate SGCH's flexibility, compassion and understanding of the needs of our mutual clients.

Over the financial year 2019-2020 we supported 249 individual women who were experiencing homelessness or were at risk of homelessness and were impacted by mental ill-health.

Key Outcomes 2019-2020

- ➔ 53% of the women who accessed B Miles Supported Accommodation transitioned into B Miles Transitional Housing program. This pathway enables women to reside independently in safe, furnished, affordable housing while continuing to participate in Case Management support to secure long-term housing and to work towards personal goals.
- ➔ 100% of the women who completed the B Miles Transitional Housing program moved into secure, safe and affordable long-term housing. This is an outstanding achievement and reflective of the advocacy and dedication of the Case Management team.
- ➔ We achieved Certificate Level Accreditation in the Australian Service Excellence Standards. This is a quality improvement program that aims to assist non-government organisations to improve their business systems, management practices and service delivery. This was a collaborative achievement which involved all levels of the Foundation Board of Management, staff and clients as well as external stakeholders.

Appreciation

Working in a sector that addresses homelessness and housing crises can be difficult at the best of times and became particularly more challenging as we contended with the escalating demands precipitated by the pandemic. It was such a privilege to work with such a resilient, cooperative, adaptive and professional team. Everyone in the organisation has gone above and beyond during these unprecedented times to ensure the women we support have access to safe, secure and affordable housing while promoting health and wellbeing.

Thanks to the Board of Management and our CEO Kate Timmins for fostering a work environment in which staff feel supported and where health and safety is paramount. Many thanks to Case Managers and all support staff. The care and compassion you have shown while supporting women to navigate through adversity and thrive is testament to the outcomes that the Foundation has achieved this year.

Thanks to Kara Holmes (Clinical Psychologist) for your invaluable contributions to the service. The Clinical Support Program continues to provide accessible and flexible psychological therapy and support to some of the most vulnerable and isolated women in our communities. Thanks to Victoria Hill (Psychologist) for facilitating fortnightly Clinical Supervision and the opportunity for advanced learning and reflection as a team.

Finally, on behalf of the organisation I would like to thank all of the women that B Miles have supported this year and for allowing us to be part of your journey. It is both an honour and a privilege to work with such resilient women whose determination inspires our organisation to continue to grow and develop.

Kerry McCarthy
Client Service Manager

Hawthorne G (2006) The meaning and impact of social isolation on mental health: a review of the literature. *Journal of Mental Health*, 15(2), 147-157.
Holt-Lunstad T, Smith TB, Layman M, Tiersky M, Munnich K, et al. (2010) Social isolation and poor mental health: a review of the literature. *Journal of Mental Health*, 19(1), 3-14.
Shankar A, et al. (2013) Social isolation and poor mental health: a review of the literature. *Journal of Mental Health*, 22(1), 3-14.

Clinical Services Program Report 2020



The last 2 months have placed exceptional demands on the psychological and physical wellbeing of all Australians. From September 20 9 to early 2020 NSW endured a period of unusually intense bushfires and then from February 2020 the coronavirus pandemic produced uncertainty and fear. New words and phrases began circulating "social distancing" "the new normal" and "telehealth". It is not an overstatement to claim that the profession of psychology underwent its most radical transformation in its 40 year history. In the space of one month we were forced to review the fundamental belief that psychological therapy must take place in-person to be effective. We quickly adapted to the reality that therapy had to take place either by phone or online or not at all. Psychologists across the country urgently sourced reliable user-friendly and secure technology platforms for phone and video consultations to enable the continuation of services. Telehealth quickly became a popular and effective modality. Together we discovered that advantages of telehealth included convenience flexibility and increased accessibility for those temporarily away from home and for those residing in rural and remote areas. I had the delight of being introduced to pets and being shown aspects of my clients' homes and their hobbies crafts and artworks. Gradually we became more comfortable on the screen and continued with progression towards therapy goals. Women with agoraphobia physical disabilities and even cold or flu symptoms were able to keep their appointments and didn't have to travel for their consultations. The temporary COVID-9 Medicare telehealth items demonstrated that telehealth works and that both psychologists and clients appreciate it for its safety and effectiveness and because it facilitates more equitable access for more vulnerable people.

Some of the adjustments of 2020 for psychological therapy may remain thus giving clients more access to therapy. Fortunately the Federal Budget reaffirmed the Government's commitment to the future of telehealth into 2022. In October 2020 the Government also announced the doubling of the number of Medicare-funded psychology sessions available to Australians under the Better Access Scheme regardless of their geographical location. This measure will apply for an initial two year period and is intended to support psychological wellbeing as the community emerges from the pandemic. This momentous and long-awaited announcement follows a period of strong and persistent advocacy for recognition of the value of access to psychological support. Hopefully the increased number of sessions will be made permanent.

For over a decade B Miles Women's Foundation and other Specialist Homelessness Services (SHS) providers have been confronted by the inaccessibility of mental health treatment and psychological therapy for women experiencing homelessness and/or recovering from homelessness. The reduction in public mental health services and the privatisation of psychological services created a gap that renders psychological therapy largely unaffordable and inaccessible for women in financial hardship who are in the process of rebuilding their lives after homelessness and trauma.

Research demonstrates that women experiencing homelessness have:

- ➔ Poorer health than the general population
- ➔ Inadequate access to preventative health services
- ➔ Difficulty engaging in or maintaining engagement in treatment plans
- ➔ A lack of continuity of care
- ➔ Experiences of stigma and discrimination in health contexts
- ➔ Insufficient engagement with General Practitioners and other primary care services

Barriers to health care for women experiencing homelessness include:

- ➔ Shame
- ➔ Invisibility
- ➔ Vulnerability
- ➔ Cost
- ➔ Transiency

The Clinical Services Program reduces barriers to access and fills the gap in the health sector by providing individual and group psychological therapy to women involved with Specialist Homelessness Services and/or residing in social housing. Components of the Clinical Services Program include individual psychological treatment a weekly Wellbeing Group and other group programs when specific community needs are identified and when funding permits.

Accessibility

We designed the referral pathway to be simple and easy. SHS Case Managers and General Practitioners make referrals to the program. Psychological treatment is free to the client. This pathway removes barriers to access for women in recovery from experiences of homelessness and invisibility. The psychological services are delivered flexibly using a trauma-informed and person-centred approach.

Alleviation of Poverty and Homelessness

Women typically require medical documentation to support their exits out of homelessness and poverty.

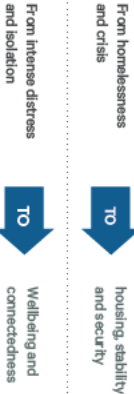
- ➔ Medical reports are required to access Centrelink income (ie Disability Support Pension or sickness exemptions for Newstart Allowance)
- ➔ Medical Assessments are required to apply for long-term housing with Housing NSW
- ➔ Access Request Forms are required for National Disability Insurance Scheme (NDIS) applications
- ➔ Other reports are often required for legal financial or compensation matters

For women experiencing severe financial hardship it is challenging to get this documentation completed. For women engaged in individual treatment within the Clinical Services Program I am able to provide psychological formulation assessment and diagnosis and can complete the medical documentation required by the government departments that supply the products and services that are needed to improve women's lives. The Clinical Services Program works to alleviate poverty by ensuring that women living with psychosocial disability are supported to access the products and services they need.

As a Work and Development Order (WDOs) sponsor the Clinical Services Program has supported many women to clear State Revenue fines through participation in psychological therapy. WDOs deliver real change and community benefit by enabling people to clear their fines through participation in treatment programs with approved sponsors.

Prevention of Return to Homelessness

The Clinical Services Program works to protect against deterioration in wellbeing and psychological functioning that could place a person at risk of recidivism. The provision of continuity of care in the form of both group and individual therapy mitigates the risk of relapse. Women have the opportunity to develop skills for distress tolerance emotion regulation interpersonal effectiveness relaxation self-care strategies and mindfulness. Benefits include stability reduction in harmful behaviours increased confidence in self-efficacy reductions in anxious and depressive symptomatology as well as healing from the impact of trauma. The program also targets loneliness which has been identified as the next public health issue in Australia in combination with safe and affordable housing and effective Case Management. The program produces remarkable transformations in women's lives.



Demand for the Program

Since 20 5 over 380 women have been referred to the Clinical Services Program by Sydney's inner city Specialist Homelessness Services (SHS) and General Practitioners. Demand has been consistent with many new referrals being made in the year ending 30 June 2020. The program has been operating at full capacity throughout the year and has provided individual treatment and group therapy to 62 women in the last 2 months.

Individual Psychological Therapy

Many of the women referred to the Clinical Services Program are in recovery from the impact of traumatic experiences. While Medicare's Better Access Scheme enables Australians with mental health disorders to receive up to ten psychology consultations per calendar year a ten session treatment plan is generally insufficient to address the complex issues that tend to accompany trauma and homelessness. To address this shortfall the Clinical Services Program makes individual psychological treatment accessible and at no cost to the client. It has been a privilege to be able to provide therapy without the pressure to achieve healing and recovery goals within a ten session treatment plan. For many women this program has enabled continuity of care and treatment throughout their transitions from Going Home to Staying Home (ie from homelessness to housing). From October 2020 the government made an additional 0 sessions per calendar year available to all Australians under a mental health care plan for an initial two year period. It is hoped that this increase will be maintained long-term.



Wellbeing Group Program

This year the Wellbeing Group was held weekly until the end of December 20 9. The group is designed for women engaged with specialist homelessness services and tenants of social and community housing providers. Weekly topics are focused on developing skills and strategies to improve mental health and wellbeing. For many participants the groups have been a valuable source of support and learning at a time when living arrangements are challenging and when future housing is uncertain (eg while residing in a crisis accommodation service while waiting for property allocation or once allocated a property and experiencing social isolation or difficulty coping). Throughout the COVID-9 pandemic the groups were suspended and will likely resume in 2022. I'd like to thank all the women who have participated in the group in 20 9. I appreciate the energy openness and wisdom that each participant brings to the group and the compassion and support that participants extend to each other. Thank you to Belma Torres B Miles Case Manager for her assistance and co-facilitation. I look forward to new topics and more groups together in 2022.

It is my hope that we can continue to provide this vital program for women involved in Sydney's homelessness sector. Many thanks to B Miles Women's Foundation for their ongoing commitment to enhancing women's access to psychological therapy.

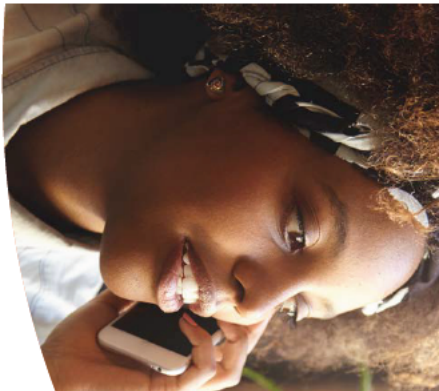

Kara Holmes
Clinical psychologist

Social inclusion Program

In the wake of the pandemic, the B Miles Social Inclusion Program took some re-imagining and adaptation. While the safety of our clients and our team took precedence and led to remote service provision, this did not remove the ongoing need for social inclusion and interaction. We recognised that isolation and lost relationships could become even more of a vulnerability factor for many of the women accessing our services due to the precautions taken by the public during the pandemic.

With these considerations in mind our previous monthly outings transitioned into a weekly "Morning Tea" held every Friday via Zoom. The move to an online platform reflected the type of socialising that blossomed during the pandemic and provided the women of B Miles to be able to participate in a low-pressure social gathering while maintaining safety. An additional result of the online gatherings was the opportunity for women to connect with more frequency than would have previously been possible through the monthly face-to-face gatherings. This resulted in firmer bonds between women participating in the groups and a greater sense of community.

In addition B Miles Social Inclusion Program was able to procure funding for a special project geared towards increasing connection and support for the many women accessing our services. As the need for online and remote communication has grown B Miles created an Internet Program which covered the costs of installing wireless internet modems in the homes of over 20 service users for the span of 2 months. This program was at no cost to our clients and allowed for more stable internet access which in turn provided women with the opportunity to access online telehealth support services maintain contact with friends and family and also provided a method for coping with isolation by having options for home activities entertainment and social connection online.



What we were told...

"I know that I am still a part of the community and that's so important to have friends and belong to a group"

"The Friday Zoom chats are a great way to keep in touch"

"B Miles is a responsible, technology-savvy, up-to-date organisation and a leader in their field"



2019 – 2020 Annual Data

➔ In the financial year 2019 to 2020, 249 support periods were provided by B Miles Women's Foundation to 231 individual women.

➔ Of the 249 support periods:

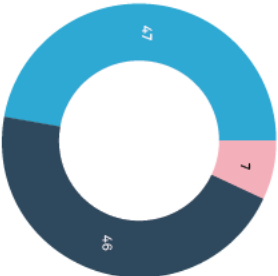
- 24% involved Case Management (n= 59)
- 7% included the provision of accommodation by BMWF in the form of Going Home support () crisis accommodation (n = 6) and (22) transitional housing (n = 9)
- Outreach Case Management support was provided to 24 women and included both Going Home and Staying Home categories. These women were supported in an outreach capacity to maintain their tenancies to stabilise mental health and/or circumstances or to transfer to more suitable housing (i.e. a mixture of Going Home and Staying Home). 83% of women supported via the Outreach Case Management program had previously stayed in BMWF accommodation
- ➔ The remaining 190 support periods were for clients engaged in the Clinical Support Program (n=62) and via contact with the Foundation's hotline, needs assessments, access options, information, advice and referrals to other SHS and mainstream services.
- ➔ Of the 59 Case Managed Clients, 73% were supported by more than one program (i.e. moved between B Miles Supported Accommodation, B Miles Transitional Housing, Outreach Support, Clinical Support Program).



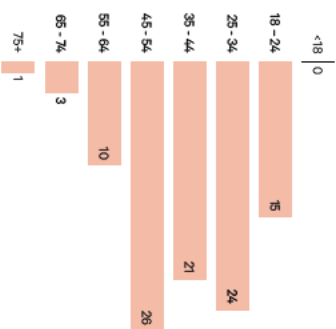
Total support periods (%)
(n = 249)



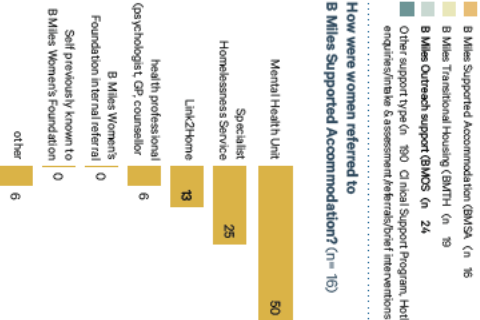
Ethnicity (%)
(n = 59 Case managed clients)



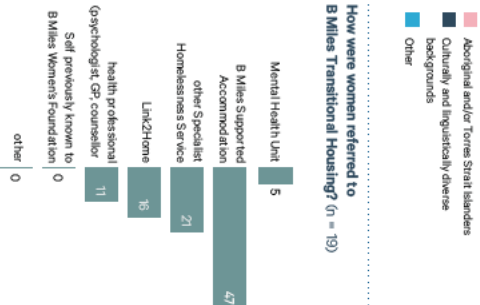
Age (%)
(n = 231 individual women with support periods)



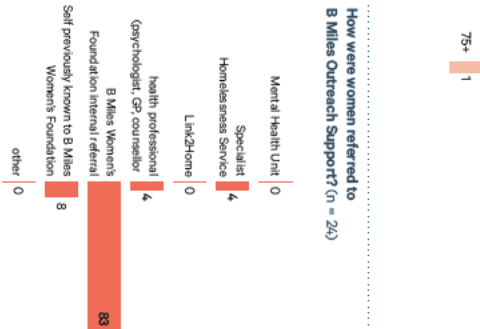
How were women referred to B Miles Supported Accommodation? (n= 16)



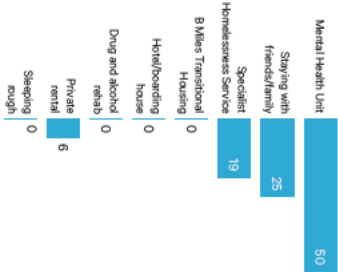
How were women referred to B Miles Transitional Housing? (n = 19)



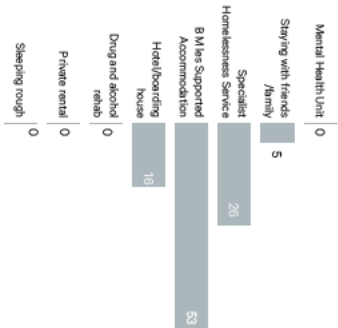
How were women referred to B Miles Outreach Support? (n = 24)



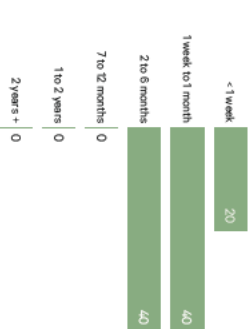
Where were women staying immediately prior to their stays at B Miles Supported Accommodation? (%) (n = 19)



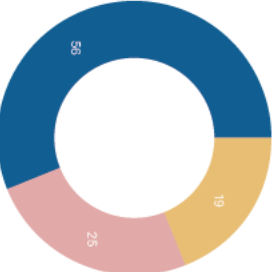
Where were women staying immediately prior to their tenancies with B Miles Transitional Housing (%) (n = 19)



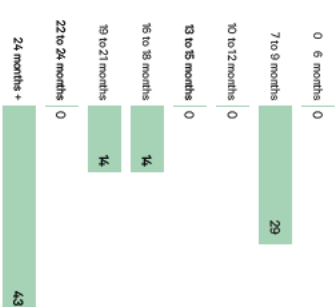
How long were women experiencing homelessness prior to their accommodation with B Miles Women's Foundation? (%) (n = 35)



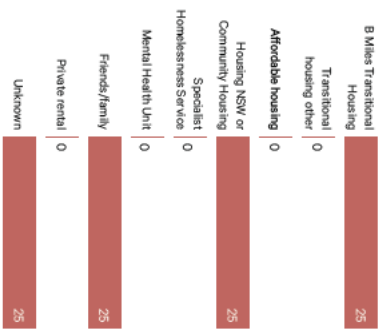
How long did women stay at B Miles Supported Accommodation? (%) (n = 16)



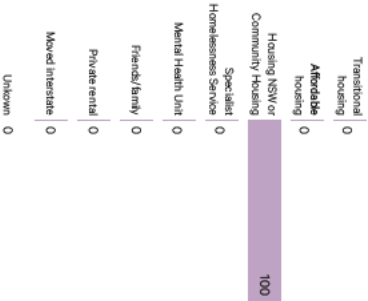
How long were women's tenancies with B Miles Transitional Housing? (%) (n=7, ongoing=12)



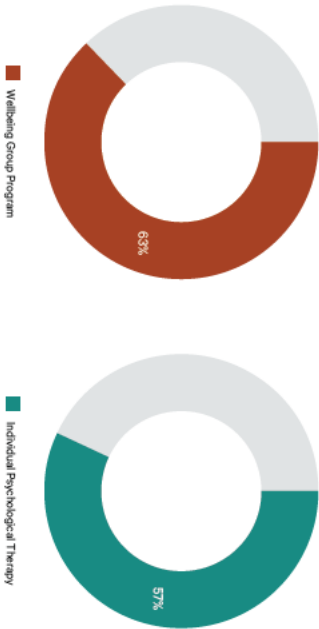
Where did women move to after staying at B Miles Supported Accommodation? (%) (n = 16)



Where did women move to after their tenancies with B Miles Transitional Housing? (n = 7)



Proportion of B Miles Case Management Clients who were supported by the Clinical Services Program



Treasurer's Report

Fo the yea ended 30 June 2020

The financial position of B Miles Women's Foundation remains strong with a surplus of \$117,418 for the 2019/2020 financial year. The Foundations total equity remains healthy with Retained Earnings of \$350,674 and a Cash balance of \$822,027 which includes a term deposit of \$423,464.

In what has been a very challenging year due to the COVID- 9 Pandemic the Foundation has successfully modified service provision to ensure employee and client safety whilst continuing to provide critical support to women in need. The service adaptations included relocating women from our residential facility into sole occupancy properties, transitioning face to face crisis intervention and case management support over to remote working practices and providing essential supplies to those women in need

As we look forward there is a strong need and opportunity for further government action around housing availability and affordability and to better support the Client groups we serve. With rising unemployment and elements of Government support packages being wound back the need for the important work of the Foundation is almost certain to increase

The Foundation is primarily funded by Department of Communities and Justice (DCJ) under the Specialist Homelessness Services Program delivering important services and support to vulnerable women in need. While the recurrent funding from the DCJ is currently secure it is crucial for the organisation to continue to deliver on key service and quality measures to maintain our expenditure within budget and to execute on our Strategic Plan with a focus on sustainable funding

In addition to the funding provided by DCJ we have had a continued focus over the last 2 months to further develop our marketing and communication strategies. We have received a number of material funding grants and additional funding to provide Client support due to the impacts of the COVID- 9 Pandemic. We would like to thank and acknowledge the support received via donations and grants received from a range of contributors including Inner West Council Clubs NSW donors through the GiveNow philanthropy platform and other anonymous donors

The work of the Foundation is valued by a range of providers and members of the community and we are grateful for their financial contributions which enable us to fund the clinical support program (psychologist) and other client related expenses such as removalists, storage, furniture, clothing and food

I would like to thank the B Miles Women's Foundation staff and the Board members for their hard work, professionalism and support and resilience in what has been a very unusual and challenging year. The CEO and Finance Manager have provided detailed and timely information and ensured an effective financial management system to comply with the Governments policies, reporting requirements and accounting standards

I recommend our audited 20 19-2020 financial statements to B Miles Women's Foundation staff and management



Brendan Dunne
Treasurer

Committee's Report

Fo the yea ended 30 June 2020

Your committee members submit the financial report of B Miles Womens Foundation Incorporated for the financial year ended 30 June 2020.

Committee members

The names of the committee members throughout the year and at the date of this report are

- Robyn Fortescue (President)
- Simon Chapple
- Renae Bianchi (Secretary)
- Brendan Dunne (Treasurer)
- George Quinn
- Kate Dennis

Principal activities

The principal activity of the association during the financial year is

The principal activities of the association during the financial year were the provision of affordable accommodation, case management, emotional and social support to women at risk of homelessness and living with a mental illness

Significant changes

The organisation has undertaken a range of service provision changes and adaptations to manage risks associated with the COVID- 9 pandemic

Operating result

The profit of the Association for the financial year after providing for income tax amounted to \$ 74,818. This amount includes the ATO cash boost of \$ 00,000. This was a one off receipt

Signed in accordance with a resolution of the members of the committee



Robyn Fortescue
President



Brendan Dunne
Treasurer

3 October 2020

Income Statement

Fo the yea ended 30 June 2020

	Note	2020 \$	2019 \$
Income			
Grants- Dept Communities & Justice			
Grants-DCJ Recurrrnt		1,300,461	1,274,953
DCJ- ERO		96,242	81,542
DCJ- CRC		253,079	247,527
DCJ CRC ERO		18,689	15,830
DCJ - Detour		263,197	257,397
DCJ Detour ERO		19,429	16,463
Transfer to CRC		(253,079)	(247,527)
Transfer CRC ERO		(18,689)	(15,830)
Transfer - Detour		(263,197)	(257,397)
Transfer Detour ERO		(19,429)	(16,463)
		1,396,703	1,356,495
Grants -Other			
Interest Received		5,053	3,000
			10,655
Other Income			
Donations		84,140	4,0626
Client Repayment		1,322	3,360
Contribution BKMSA		24,916	28,470
ATO Cash Boost		100,000	-
DCJ Covid 19 Funds		630	-
Grants- Streetsmart		4,200	4,155
Wellbeing Grant		-	3,000
Centrelink PPL funds		13,331	-
Club donations		29,700	9,910
Membership fees		30	30
Donation-Council, Inner West		-	3,188
		258,270	92,739
		1660,025	1,459,898
Expenses			
Accreditation		7,000	-
Advertising		2,789	-
Agency staff		3,930	-
Auditor's Remuneration		3,673	3,636
Bank Charges		1,114	910
Bookkeeping		23,401	23,400
Brokerage		1,273	-
Cleaning		7,897	10,827
Client expenses		22,974	19,688
Computer and IT		16,946	4,381
Conference and Seminars		3,879	-
Consultancy Fees		64,350	25,620

Income Statement (cont'd.)

Fo the yea ended 30 June 2020

	Note	2020 \$	2019 \$
Electricity		4,327	6,384
Equipment		9,985	265
Food and supplies		19,250	21,569
Garden Maintenance		575	705
Household equipment/bedding/linen		100	3,786
Insurance		24,378	29,610
Legal Costs		8,956	5,733
Meeting expenses		3,050	6,171
Occupational Health and Safety		20	1,172
Postage		11	268
Printing & Stationery		6,245	2,921
Provisions		4,0753	6,334
Removalist		932	2,490
Rent		98,460	92,103
Rent/Bond/Housing expense		5,809	1,863
Repairs & Maintenance		7,206	2,009
Resources		2,514	1164
Security Costs		1,594	1,402
Staff entitlements		1,974	341
Staff Recruitment		17,755	19,45
Staff Supervision		23,089	13,670
Staff training		1,514	3,109
Storage Fees		4,271	4,396
Subscriptions		3,109	3,507
Sundry Expenses		330	(16,544)
Superannuation Contributions		88,546	89,242
Telephone/Internet		11,836	15,271
Travelling Expenses		7,616	9,815
Treatment/Medical/Psychological		51,564	4,1197
Wages		936,040	979,872
Website Expense		975	2,278
Wellbeing Group		1,600	27,175
		1,542,607	1,450,228
Net profit			
Retained earnings at the beginning of the financial year		117,418	9,670
Retained earnings at the end of the financial year		233,256	223,586
		350,675	233,256

Balance sheet

Fo the year ended 30 June 2020

	Note	2020 \$	2019 \$
Current assets			
Cash and cash equivalents	3	833,518	575,072
Other current assets	4	50,600	8,338
Total current assets		884,118	583,410
Non-current assets			
Office Equipment		15,255	15,255
Less: Accumulated Depreciation		(15,255)	(15,255)
Household equipment		10,351	10,351
Less: Accumulated Depreciation		(10,351)	(10,351)
Furniture & Fittings		65,048	65,048
Less: Accumula ed Deprecia ion		(65,048)	(65,048)
Total non-current assets		-	-
otal assets		884,118	583,410
Current liabilities			
Trade and other payables	5	48,456	46,276
Provisions	6	214,836	181,371
Other current liabilities	7	270,151	122,506
		4,200	4,155
Total current liabilities		533,444	350,153
Total liabilities		533,444	350,153
Net assets		350,675	233,256
Members' funds			
Retained earnings		350,675	233,256
Total members' funds		350,675	233,256

Notes to the Financial Statements

Fo the year ended 30 June 2020

The financial statements cover **B Miles Womens Foundation Incorporated** as an individual entity. **B Miles Womens Foundation Incorporated** is a not-for-profit association incorporated in New South Wales under the Associations Incorporation Act 2009 (the Act)

The principal activities of the association during the financial year were the provision of affordable accommodation, case management, emotional and social support to women at risk of homelessness and living with a mental illness.

Comparatives are consistent with prior years, unless otherwise stated.

1 Basis of preparation

In the opinion of the Committee of Management, the association is not a reporting entity since there are unlikely to exist users of the financial statements who are not able to command the preparation of reports tailored so as to satisfy specifically all of their information needs. These special purpose financial statements have been prepared to meet the reporting requirements of the Act.

The financial statements have been prepared in accordance with the recognition and measurement requirements of the Australian Accounting Standards and Accounting Interpretations and the disclosure requirements of AASB 0 Presentation of Financial Statements, AASB 07 Statement of Cash Flows, AASB 08 Accounting Policies, Changes in Accounting Estimates and Errors and AASB 054 Australian Additional Disclosures.

Significant accounting policies adopted in the preparation of these financial statements are presented below and are consistent with prior reporting periods unless otherwise stated.

The financial statements have been prepared on an accruals basis and are based on historical costs modified where applicable by the measurement at fair value of selected non-current assets, financial assets and financial liabilities.

The following significant accounting policies which are consistent with the previous period unless stated otherwise have been adopted in the preparation of this financial report.

2 Summary of significant accounting policies

Income tax

The association is exempt from income tax under Division 50 of the Income Tax Assessment Act 1997.

Revenue and other income

Revenue is recognised when the amount of the revenue can be measured reliably. It is probable that economic benefits associated with the transaction will flow to the Association and specific criteria relating to the type of revenue as noted below has been satisfied.

Revenue is measured at the fair value of the consideration received or receivable and is presented net of returns, discounts and rebates.

Interest revenue

Interest is recognised using the effective interest method.

Goods and services tax (GST)

Revenues, expenses and assets are recognised net of the amount of GST, except where the amount of GST incurred is not recoverable from the Australian Taxation Office (ATO).

Receivables and payables are stated inclusive of GST.

Cash and cash equivalents

Cash and cash equivalents comprises cash on hand, demand deposits and short-term investments which are readily convertible to known amounts of cash and which are subject to an insignificant risk of change in value.

Employee benefits

Provision is made for the association's liability for employee benefits arising from services rendered by employees to the end of the reporting period. Employee benefits that are expected to be wholly settled within one year have been measured at the amounts expected to be paid when the liability is settled.

Employee benefits expected to be settled more than one year after the end of the reporting period have been measured at the present value of the estimated future cash outflows to be made for those benefits. In determining the liability, consideration is given to employee wage increases and the probability that the employee may satisfy vesting requirements. Cash flows are discounted using market yields on high quality corporate bond rates incorporating bonds rated AAA or AA by credit agencies with terms to maturity that match the expected timing of cash flows. Changes in the measurement of the liability are recognised in profit or loss.

Impairment of non financial assets

At the end of each reporting period, the association determines whether there is an evidence of an impairment indicator for non-financial assets.

Where this indicator exists and regardless for goodwill, indefinite life intangible assets and intangible assets not yet available for use, the recoverable amount of the assets is estimated.

Where assets do not operate independently of other assets, the recoverable amount of the relevant cash-generating unit (CGU) is estimated.

The recoverable amount of an asset or CGU is the higher of the fair value less costs of disposal and the value in use. Value in use is the present value of the future cash flows expected to be derived from an asset or cash-generating unit.

Where the recoverable amount is less than the carrying amount, an impairment loss is recognised in profit or loss.

Reversal indicators are considered in subsequent periods for all assets which have suffered an impairment loss, except for goodwill.

Provisions

Provisions are recognised when the association has a legal or constructive obligation as a result of past events for which it is probable that an outflow of economic benefits will result and that outflow can be reliably measured.

Notes to the Financial Statements (cont'd)

For the year ended 30 June 2020

	Note	2020 \$	2019 \$
3 Cash and cash equivalents			
Rental Bond		11,491	11,491
Term Deposit		423,464	400,000
Petty Cash CWH		700	500
B Miles Foundation Cheque Account		19,210	8,891
B Miles Foundation On Line Saver Account		359,120	136,225
B Miles Foundation Debit card		3,279	2,157
B Miles Foundation NLS Account		8,735	8,735
B Miles Debit card Sarah		2,662	1,869
B Miles Credit card - Leanne		2,903	2,817
B Miles Credit card - Michelle		1,955	2,387
		833,518	575,072
4 Other assets			
Current			
Accrued income		50,000	2,910
Prepayments		600	5,428
		50,600	8,338
5 Trade and other payables			
Current			
Trade Creditors		4,720	10,131
GST Paid		34,953	21,491
PAYG Tax		8,784	14,654
		48,456	46,276
6 Provisions			
Current			
Provision for Holiday pay		68,290	44,354
Provision for Long Service Leave		146,512	129,695
Superannuation payable		34	7,322
		214,836	181,371

Notes to the Financial Statements (cont'd)

For the year ended 30 June 2020

	Note	2020 \$	2019 \$
7 Other liabilities			
(The Foundation received a one off grant from Department of Communities and Justice on 30th June 2020 of \$150,000, to assist the organisation to respond to women who have experienced family and domestic violence)			
Current			
Accrued Charges		7616	8,600
Grants in Advance		241,535	92,930
Accrued Maternity Wage		21,000	20,976
		270,151	122,506
8 Retained earnings			
Retained earnings at the beginning of the financial year		233,256	223,586
Net profit		117,418	9,670
		350,675	233,256

9 Events occurring after the reporting date

The COVID-19 pandemic and government controls are having an effect on the operations. The financial effect is unknown. No major circumstances have arisen since the end of the financial year which significantly affect or may significantly affect the operations of the association, the results of those operations or the state of affairs of the association in future financial years.

10 Statutory information

The registered office and principal place of business of the association is:
B Miles Womens Foundation Incorporated
O Box 729
Edgecliff 2027

Statement by Members of Committee

For the year ended 30 June 2020

the committee has determined that the association is not a reporting entity and that the special purpose financial report should be prepared in accordance with the accounting policies outlined in Note 2 of the financial statements.

In the opinion of the committee, the financial report:

1. presents fairly the financial position of **B Miles Womens Foundation Incorporated** as at 30 June 2020 and its performance for the year ended on that date.

2. As the date of this statement, there are reasonable grounds to believe that **B Miles Womens Foundation Incorporated** will be able to pay its debts as and when they fall due.

this statement is made in accordance with a resolution of the committee and is signed for and on behalf of the committee by:

Robyn Fortescue
President

Brendan Dunne
Treasurer

3 October 2020

Independent Audit Report to the Members of Association, B Miles Womens Foundation Incorporated

Report on the audit of the financial report

Opinion

I have audited the accompanying financial report, being a special purpose financial report, of **B Miles Womens Foundation Incorporated** (the association), which comprises the balance sheet as at 30 June 2020, the income statement, and notes to the financial statements, including a summary of significant accounting policies and the statement by members of the committee.

In my opinion, the accompanying financial report of the association for the year ended 30 June 2020 is prepared, in all material respects, in accordance with the Association's incorporation Act 2009.

Basis of opinion

Going Concern

There is no indication that the Association's going concern status is in doubt. The Association's financial statements are prepared on a going concern basis. The Association's financial statements are prepared on a going concern basis. The Association's financial statements are prepared on a going concern basis.

I conducted my audit in accordance with Australian Auditing Standards. My responsibilities under those standards are further described in the auditor's responsibilities for the audit of the financial report section of my report. I am independent of the association in accordance with the audit or independence requirements of the ethical requirements of the Accounting Professional and Ethical Standards Board's A-ES110 Code of Ethics for Professional Accountants (the code). I am relevant to my audit of the financial report in Australia. I have also fulfilled my ethical responsibilities in accordance with the code.

I believe that the audit evidence obtained is sufficient and appropriate to provide a basis for my opinion.

Emphasis of matter – basis of accounting

I draw attention to Note 1 of the financial report, which describes the basis of accounting. The financial report is prepared on a basis of accounting that is not in accordance with the accounting standards of the Association's incorporation Act 2009. As a result, the financial report may not be suitable for another purpose. My report is intended solely for the association and should not be distributed or used by parties other than the association. My opinion is not modified in respect of this matter.

Responsibility of management and those charged with governance

Management is responsible for the preparation and fair presentation of the financial report in accordance with the Association's incorporation Act 2009, and for such internal control as management determines is necessary to enable the preparation of the financial report. It is free from material misstatement, whether due to fraud or error. In preparing the financial report, management is responsible for assessing the association's ability to continue as a going concern, disclosing, as applicable, management's related going concern and using the going concern basis of accounting unless management believes it is more appropriate to use the liquidation or other basis of accounting. Management is responsible for the association's financial reporting process.

Auditor's responsibilities for the audit of the financial report

My objectives are to obtain reasonable assurance about whether the financial report, as a whole, is free from material misstatement, whether due to fraud or error, and to issue an audit opinion. This includes my opinion. Reasonable assurance is a high level of assurance, but it is not a guarantee. An audit conducted in accordance with the Australian Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of the financial report.

As part of an audit in accordance with the Australian Auditing Standards, we exercise professional judgment and maintain a professional scepticism throughout the audit. We also:

identify and assess the risks of material misstatement of the financial report, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.

Our audit is conducted in accordance with the Australian Auditing Standards. Our audit procedures are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the association's internal control.

I evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the committee.

Conclusion on the appropriateness of the committee's use of the going concern basis of accounting and, based on the audit evidence obtained, whether the material uncertainty exists or conditions that may cast significant doubt on the association's ability to continue as a going concern. I conclude that there is a material uncertainty as to whether the association will be able to continue as a going concern. Our conclusions are based on the audit evidence obtained up to the date of our audit report. However, future events or conditions may cause the association to continue as a going concern.

I evaluate the overall presentation, structure and content of the financial report, including the disclosures, and whether the financial report represents the underlying transactions and events in a manner that achieves fair presentation.

We communicate with the committee regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

Rolf Garde
13 Wilip S., Springfield NSW 2250

17 November 2020

Certificate by members of committee

For the year ended 30 June 2020

Annual is a statement giving true and fair view of the financial position of incorporated association. We being the members of the Committee of the B Miles Womens Foundation Incorporated, certify that the statement achieved to his certificate give a true and fair view of the financial performance and position of B Miles Womens Foundation Incorporated during and at the end of the financial year of the association ending on 30 June 2020.



Robyn Fortescue
President



Brendan Dunne
Treasurer

Dated 3 October 2020



**B Miles
Women's
Foundation**

**B Miles Women's
Foundation**
O Box 729
Edgcliff
NSW 2027

**Outreach Team and
Transitional Housing**
02 8036 5559

**B Miles Supported
Accommodation**
02 9360 4881



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