



**CATHERINE
HOUSE**

—
Supporting women
experiencing homelessness



Our Impact

2023

TABLE OF CONTENTS

OVERVIEW	3
WHO WE SUPPORTED	4
CLIENT OUTCOMES & GOALS	5
WOMEN'S CENTRE	6
EDUCATION & EMPLOYMENT	7
ADDITIONAL SUPPORT PROVIDED	8
COMMUNITY IMPACT	9
INTAKE SERVICE	10
HOW YOU CAN HELP	11

At Catherine House, we are deeply committed to reconciliation. We acknowledge that Catherine House is located on traditional land for Kaurna people, and we respect their spiritual relationships with their country.

We pay our respect to their Elders past, present and emerging. We recognise their continued connection to the land and waters of this beautiful place, and acknowledge that they never ceded sovereignty.

OVERVIEW

CATHERINE HOUSE

Catherine House is South Australia's only homelessness and recovery service for women. Our aim at Catherine House is to end homelessness for every woman who walks through our doors – for good.

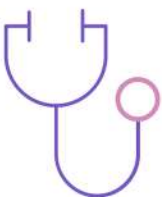
CATHERINE HOUSE OFFERS PERSON-CENTRED SUPPORT AND TRAUMA-INFORMED CARE, FOCUSING ON CLIENTS' EXISTING STRENGTHS AND KNOWLEDGE.

Catherine House deals with the immediate issues created by homelessness and assists women in planning a future that helps them sustain housing and financial security and build purposeful lives.

In addition to our accommodation services, Catherine House offers a number of support services to ensure each woman has the opportunities she needs to recover from what has brought her into homelessness.

CATHERINE HOUSE IS SO MUCH MORE THAN A SAFE BED AND A MEAL.

OUR SUPPORT SERVICES INCLUDE:



HEALTH SERVICES



COUNSELLING SERVICES



MENTAL HEALTH & NDIS SUPPORT



FINANCIAL & LEGAL ADVICE



PERSONAL DEVELOPMENT



EDUCATION & EMPLOYMENT

HOMELESSNESS

According to the most recent census, conducted in 2021...



122,487 Australians were recorded as experiencing homelessness in the 2021 census.

81.7% of the national increase in homelessness was attributed to women newly experiencing homelessness.



7,428 South Australians were experiencing homelessness.

47% of South Australians who were experiencing homelessness are women.



120 Adelaideans sleep rough in the CBD each night.

THE HOUSING CRISIS HAS WORSENERD SINCE 2021, WITH SOARING INTEREST RATES, RENTS, AND EXTREMELY LOW PROPERTY VACANCY RATES.

IT IS CERTAIN THAT IF THE CENSUS WERE CONDUCTED TODAY, THE NUMBERS OF PEOPLE EXPERIENCING HOMELESSNESS WOULD BE SIGNIFICANTLY HIGHER.

WHO WE SUPPORTED

CLIENT NUMBERS



54 women were provided with safe and secure accommodation at any given time.

Each week, over **120** women accessed our Intake Service, Women's Centre or received outreach support.

Our staff provided a service to **414** women throughout the year.

54 women exited Catherine House into stable housing.

We provided services to **58** women within the Department for Correctional Services, including providing accommodation to 18 women.

SUPPORT PROVIDED

We provided **316,656** hours of support to clients throughout 2023.

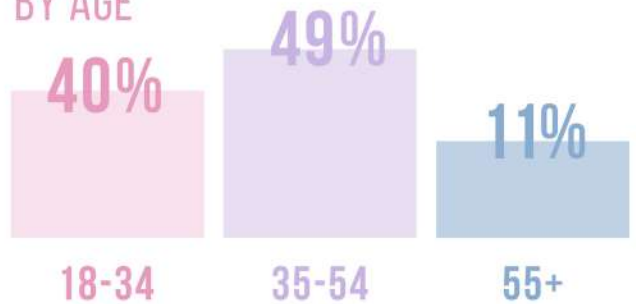
Over **65,000** meals and snacks were served to the women we support, thanks to our partnerships with local businesses and our wider community.

We worked with **78** other agencies to ensure expert client support across all areas such as dental, legal and medical services.

Our case workers held **37,626** sessions with clients, including case management and intensive support.

CLIENT DEMOGRAPHICS

BY AGE



31% of new clients identified as Aboriginal and/or Torres Strait Islander.

WE WORKED WITH WOMEN FROM ACROSS ALL OF SOUTH AUSTRALIA, FROM REGIONAL AND REMOTE AREAS TO METROPOLITAN ADELAIDE.

The majority of clients listed their country of birth as Australia (87%) however, we have clients stating their country of birth

FROM 33 OTHER NATIONS!



6 clients self-identified as LGBTQIA+

On **65** occasions, clients utilised their lived experience to contribute to our extensive community education engagement and advocacy work. Women shared their stories in person as well as through multi-media platforms and publications.

CLIENT OUTCOMES & GOALS

Client outcome data is measured by Exit Assessments when women leave Catherine House.

 **86%**

reported an improved sense of ability to achieve.

 **84%**

of clients reported improved interpersonal skills and connections.

 **86%**

of clients reported achieving an improvement in their living skills.

 **80%**

reported successfully navigating their financial obligations by engaging in Catherine House's services.

 **77%**

reported improved community participation and engagement goals.

 **86%**

reported improved management of physical health.

 **79%**

reported improved management of mental health.

 **77%**

exited to stable housing, compared to 94% in 2021, due to a critical lack of social and affordable housing.

GOAL ACHIEVEMENTS



EXAMPLES OF CLIENT GOALS INCLUDE:

- Complete University Foundation course
- Obtain driver's licence
- Quit smoking
- Perform volunteer work
- Purchase a car
- Find paid employment
- Increase physical fitness
- Perform public speaking
- Access dental services
- Gain custody of children

96% of 2023 client goals were either achieved or are in progress!

THE WOMEN'S CENTRE



TAM COSTELLO

Catherine House
Women's Centre Coordinator

ACTIVITIES AT THE WOMEN'S CENTRE INCLUDE:

- Meditation and mindfulness
- Yoga and stretching
- Art and music courses
- ESL tutoring
- Public speaking workshops
- Computer and IT skills
- Physical fitness classes
- 'Staying Safe' workshops



Yoga Class



Soap Making



Art Class



Computer Room

Established in 2006, the **Catherine House Women's Centre** provides a safe space where women can learn, find friendships and engage in activities that support their health, wellbeing, confidence and overall recovery.

The Women's Centre features a kitchen, computer room, outdoor gardens and a large multi-purpose room. It creates a positive atmosphere that encourages women to take healthy 'risks' to try something new, extend their vision of what is possible for them, and build their confidence and self-belief.

IN 2023...

446 activities were held in the Women's Centre.

2,548 individual attendances were recorded.



Chef Mandy Hall, delivering a Cooking Class

“The Women's Centre is my safe place. It's a warm, friendly and welcoming environment. I feel this every time I walk through the door.

On days when I am feeling a bit down, lonely or isolated it is comforting to know there is a safe and familiar place for me to go; even if it's just for a coffee and a chat. **”**

- Women's Centre client.

EDUCATION & EMPLOYMENT

Our **education services** develop skills such as literacy, numeracy, communication, critical thinking and job seeking.

Our life-changing course, *Live Your Best Life & Plan for Your Future (LYBL & PFYF)*, enables women who have experienced trauma to learn that their voice matters.

They build confidence and personal power to make decisions that will assist them to plan for a more positive future.

IN 2023...

56 clients worked towards education, employment or volunteering opportunities.

21 clients received laptops for education or employment purposes.

30 MumKIND Education grants, and **54** Lyn Sarah Education Fund grants were distributed to clients, providing access to training courses and materials.

An incredible **100%** of LYBL & PFYF participants reported that they were "very satisfied" with the course!



SHARON STEWART

Catherine House
Education and Employment Officer



Sharon and participants from LYBL & PFYF.

“ My personal development skills have improved and continue to improve each year, thanks to the work I have done with Sharon. ”
- Personal Safety Workshop participant.

“ I received a laptop to help me continue with my studies. I thought it would be an older, second-hand laptop, but I was given a brand new device.

Having a laptop has allowed me to progress with my studies - only last week I received my C4 Youth Work Certificate. Later in the year I will be starting my Diploma of Community Services (Case Management).

*My goal is to help young people and those experiencing homelessness and be able to **make a difference in their lives.** ”*

- Catherine House client



ADDITIONAL SUPPORT PROVIDED

41 

Moving On Packs provided to clients when moving into their own accommodation, including items like toasters, kettles, cutlery, bedding and cleaning goods.

29 

Wyatt Trust grants were distributed to clients exiting Catherine House, to provide them with white goods and furniture in their new homes.

231 

Gift cards distributed to clients to assist with access to everyday items such as clothing and shoes.

442 


Monthly client product orders were distributed, containing necessities such as toiletries and personal care items.




Joy, one of our dedicated, long-term Catherine House volunteers, packing monthly product orders for clients.



A kindly donated Moving On Pack - full of household items for a woman to take with her to her new home.

 I wanted to share what it was like to receive a \$100 Coles voucher, when moving from Catherine House to my own home. Being in such a vulnerable position and having so many things to do, a big task was restarting a food supply. Pantry, freezer, fresh fruit and vegetables. It was a very overwhelming experience.

SEEING THE VOUCHER AMONGST OTHER GENEROUSLY DONATED KITCHEN NEEDS WAS SUCH A WEIGHT LIFTED FOR ME. I WAS BEYOND GRATEFUL, AND IT ALLOWED ME TO BUDGET MY FUNDS JUST THAT EXTRA BIT MORE AND GAVE ME A SENSE OF SUPPORT. 

- Catherine House client

COMMUNITY IMPACT



SCHOOLS FUNDRAISING & EDUCATION PROGRAM

We visited **36** schools to deliver presentations on our work, increasing community awareness.

31 schools elected to hold a fundraiser to support Catherine House.

We spoke to over **3,800** South Australian students and teachers throughout the year to raise awareness of Catherine House and homelessness.



COMMUNITY FUNDRAISING

86 individuals and organisations held community fundraisers to support the work of Catherine House.

Community fundraiser donations increased by **68%** since the previous year.



COMMUNITY AMBASSADOR PROGRAM

In 2023, we had a total of **64** Community Ambassadors, which comprised of **56** individuals, **3** groups, and **5** families.

Our Ambassadors completed **35** sessions of volunteer work.

The group held **46** individual fundraising events, including quiz nights, workplace donation drives, cocktail parties and yoga classes!



IN-KIND DONATIONS

We are incredibly grateful to have received over **220** in-kind donations throughout the year.

In-kind donations were provided by **113** individuals and **108** organisations.

INTAKE SERVICE

542 women reached out to our Intake Service at least once.

819 people downloaded our online referral form.

THIS IS A 30% INCREASE IN WOMEN MAKING ENQUIRIES, SHOWING HIGHER DEMAND FOR OUR SERVICE SINCE 2021, DUE TO THE RISING COST OF LIVING AND WORSENING HOUSING CRISIS.

2,783 people visited the "**Need Help**" page on our website.

1 staff member operates the Catherine House Intake Service.

*There are roughly 45 to 65 women on our waitlist at any given time. **The average wait time before a bedroom becomes available is 8 to 12 weeks.***

"I was very stressed and had no idea what to expect. The intake worker was very friendly and made me feel understood. She was essential to making me feel welcome."

"I was extremely scared. I knew I needed help."

"I knew I wouldn't need to worry about my safety once I arrived."

"The intake worker was very encouraging and supportive, she checked in with me regularly and made me feel welcome."

"I was relieved when I arrived. I felt safe."

HOW YOU CAN HELP

WE RELY ON THE GENEROSITY OF THE SOUTH AUSTRALIAN COMMUNITY TO CONTINUE SUPPORTING WOMEN EXPERIENCING HOMELESSNESS.



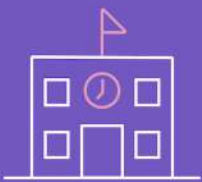
RAISE FUNDS & AWARENESS

Hold your own fundraising event or activity on behalf of Catherine House - we can support you with promotional materials, fundraising tips, and provide a keynote speaker for your event (availability depending).



MAKE A LASTING DIFFERENCE

Join our regular giving program, Heart of Gold, nominate Catherine House for your workplace or payroll giving, or consider creating a lasting legacy by leaving a gift in your will.



SCHOOL / WORKPLACE INVOLVEMENT

Support us by hosting a casual day or morning tea! You could theme your fundraising event around Homelessness Week (August), or St Catherine's Day (25 November). Click [here](#) to learn more.



MAKE A DONATION

Catherine House relies on the support of the community to ensure we can keep our doors open 24/7. Donations are tax deductible and can be made by visiting our [website](#).



VOLUNTEER

Keep an eye out on our [website](#) and social media for volunteering opportunities - you could help out at our fundraising events, source donations for auction items, or assist with administrative tasks.



ATTEND AN EVENT

Attending our annual Gala Dinner or other fundraising events that support Catherine House is a great way to show your support. Visit our [website](#) to find out more about upcoming events.

THANK YOU TO OUR SUPPORTERS

GOVERNMENT PARTNERS



Supported by
**Government of
South Australia**

*We proudly partner with SA Health, Department of Human Services,
Department for Correctional Services and Department for Education.*

MAJOR EDUCATION PARTNERS



MAJOR PARTNERS



MAJOR IN-KIND PARTNERS

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