



Dignity

ANNUAL REPORT

2023

EDITION

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ABOUT DIGNITY

VISION

Collaboratively end homelessness in Australia.

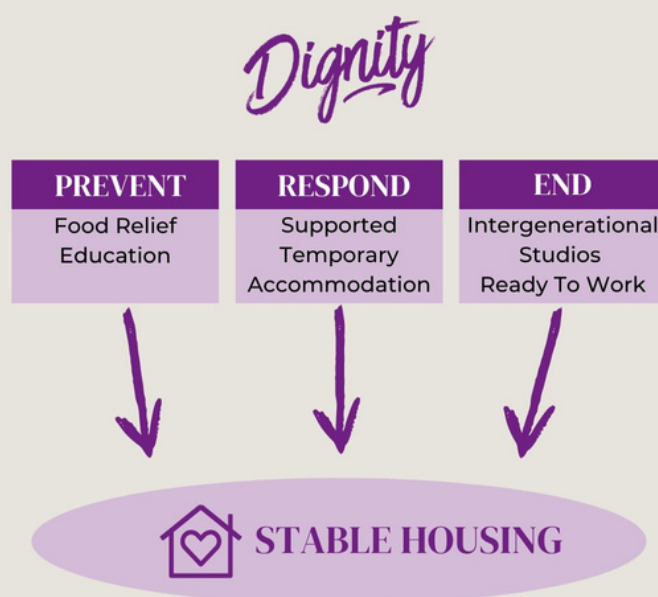
MISSION

Empowering people with Dignity to prevent, respond to and end homelessness in Australia.

More than 122,000 people experience homelessness in Australia on any given night.

At Dignity, we believe we can collaboratively end homelessness in Australia. To do this, we empower people who are at risk of or experiencing homelessness to prevent, respond to and end their homelessness.

Dignity currently provides supported temporary accommodation and longer-term stable housing and employment programs for hundreds of people every night of the year and operates multiple programs to prevent homelessness including food relief and education across Australia.



ABOUT DIGNITY

Dignity's innovative models underpinned by dignified care for people experiencing homelessness have been presented as an agenda item at the United Nations Conference in New York.

The organisation has won several prestigious awards including Telstra Business of the Year at the Telstra Business Awards in 2019 and recognised at the Social Impact Measurement Awards as social changemakers.



Homelessness can happen to anyone.



Welcoming guest homes



Person-centred support



Food relief eases financial stress of putting food on the table.



Walking alongside our guests to empower them to find their path forward and end their homelessness.

ABOUT DIGNITY

VALUES

Dignity is at the core of everything we do and is reflected in the way that we act and treat ourselves and others.

Core **DIGNITY**



By treating our guests and residents, our team and others with Dignity and respect, we take the lead, we see and stand up for the value of every person.

Show your **CARE**



Providing compassionate care to all, we care to be different and strive to make a difference in the lives of the people we support.

Act with **INTEGRITY**



Having strong moral principles is what we pride ourselves on and this drives our purposeful work.

Strive to **INNOVATE**



Being constantly curious means we actively look for better ways to do things; innovating, learning and improving every day.



EXECUTIVE SUMMARY

This past year we have seen the housing crisis take hold, with a shortage of affordable rental properties available and interest rates pushing up mortgage repayments and rents. This crisis has resulted in an increased risk of homelessness, as individuals and families struggle to meet these increases or secure alternative stable and affordable housing.

The rising cost of living in Australia has also played a part in the current financial burden on low-income individuals and families, exacerbating the risk of homelessness. It is not surprising that demand for Dignity's food relief program has been greater than ever and sadly, it is an early indication of the increases in homelessness to come. More than 54,500 meals have been provided to people in need in the last 12 months, a 27% increase in meals on the previous year.

With such limited affordable housing options available, it is exceedingly challenging for people experiencing homelessness and staying in our supported temporary accommodation to break down the many barriers they face and find a path forward. One such barrier is gaining and maintaining stable employment, which was the core basis for the introduction of our Ready To Work Housing program, in partnership with Fantastic Furniture.

Over the last 12 months, Dignity has provided 66 people experiencing homelessness who were ready and able to work with stable housing, an employment opportunity and wrap-around person-centred support.

In building an individual's capacity to secure and maintain long-term employment and housing tenancies, this holistic initiative provides an opportunity for residents to increase future affordability and foster financial security.

We know this challenging time will continue to be felt for some time to come, and that's why we have prepared a 3-year strategy and action plan during the year to ensure Dignity is ready and able to meet the ever-growing demand for our services, empowering people to prevent, respond to, and end their homelessness for good.

In collaboration with government and non-government agencies, corporate and charity partners, and our team of volunteers, we can make a difference in addressing the issues surrounding homelessness in Australia and improving the lives of those affected by it.



Suzanne Hopman
Chief Executive Officer



Kieron Ritchard
Chair

ACKNOWLEDGEMENT OF COUNTRY

In the spirit of reconciliation, Dignity acknowledges the Traditional Custodians of country throughout Australia and their connections to land, sea and community. We pay our respect to their Elders past and present and extend that respect to all Aboriginal and Torres Strait Islander peoples today.

2023-26 STRATEGY

Strategic planning is integral to our governance and performance. It also directs our growth and ensures we achieve the highest level of social impact.

The 2023-26 strategic plan outlines our approach, objectives and success indicators across four main areas including:

- **People:** Those we support who are at risk of or experiencing homelessness are our why and at our centre
- **Operational Excellence:** High quality standards, efficiency and effective governance and management
- **Growth:** Continue to sustainably expand our services to meet current and evolving needs.
- **Collaboration:** Working collaboratively with government and non-government agencies, corporate and charity partners and volunteers to maximise our impact.

FUTURE INTENTIONS

Rising living costs and rental prices are presenting significant challenges to many and as a result, demand for Dignity's services is at an all-time high. To meet this demand, the 2023-2026 priorities will include:

- **Homelessness Prevention**

Ensure Food Relief freezers are full in our homes and community centres

- **Homelessness Response**

Increase supported temporary accommodation by 60 beds for men, women and families

Establish ATSI supported temporary accommodation in collaboration with ATSI specialists

- **Ending Homelessness**

Complete Ready To Work Housing pilot evaluation

Increase longer term housing with 30 additional beds

2022/2023 HIGHLIGHTS

HOMELESSNESS PREVENTION



"These meals are like placing money in the bank for me. They are helping me and my family keep our home and keep going. And they taste Great!"

Food Relief Recipient.

HOMELESSNESS PREVENTION

With cost of living increasing and more people at risk of homelessness in the community as a result, demand for Dignity's food relief is greater than ever. It is estimated that between 4% and 13%* of the general population are faced with food insecurity and for minority groups such as the indigenous and refugee population the rate is much higher.

Our prevention programs such as the Food Relief program eases the financial burden of putting food on the table.

FOOD RELIEF

54,500

Food Relief meals provided free of charge to people in need.

12

National Food Relief partners.

Increase in Demand

In the last 12 months, our partnering Food Relief centres reported an increase in demand for food relief resulting in an increase in freezer replenishments. Dignity distributed 27% more meals than the previous year to our 12 food relief partners nationally.

Supporting Refugee Communities

In addition to the food relief freezer and breakfast club at Liverpool Public School, Dignity invited members of the school community including refugee families to join a monthly volunteer cooking group preparing culturally preferred meals using recovered food from our charity partners OzHarvest and SecondBite.

The program provides refugees in the Liverpool area with an opportunity to increase their social and support network while making a tangible contribution to the local school and refugee community.

* AIFS Sept 2020

HOMELESSNESS PREVENTION

COMMUNITY ENGAGEMENT

Warwick Farm Community Hub

In partnership with NSW Department of Communities and Justice, Dignity, along with other community services such as Mission Australia and Aboriginal Mens Group, launched a new community-focussed program in Warwick Farm.

This Community Hub, located in Social Housing plays an important role within Warwick Farm to support the different cultural groups residing in the area including Aboriginal and Torres Strait Islander peoples.

The hub features an all-new kitchen space where Dignity hosts a program for members of the community and corporate volunteers to come together to prepare home-made meals alongside local residents for Dignity's on-site Food Relief program and the wider community.



HOMELESSNESS PREVENTION

Christmas with Dignity

Doubling the number of Christmas food hampers and Santa sacks full of brand new toys, Dignity's Christmas drive was elevated to meet the increased need.

Businesses and schools around Australia donated food items and gifts and as a result, more than 1,000 food hampers and Santa sacks were packed and distributed to community centres and social service partners nationally, bringing Christmas joy to people in need.



HOMELESSNESS PREVENTION

ADVOCACY & EDUCATION

Schools Involvement Program

Education is key to raising awareness of homelessness and dispelling the myths and stigma surrounding it. Dignity's Schools Involvement program aims to provide this education while also offering ways for students to make a tangible impact.

Partnering with schools to deliver the service component of the Duke Of Edinburgh Award, students participate in volunteering onsite in our guest homes, in the warehouse and cooking in the community kitchen.

Partnering schools include Tara Anglican School For Girls, Barker College, Brigidine College St Ives, Mount St Benedict and The Kings School.



RESPONDING TO HOMELESSNESS



"I can not thank you enough. You made one of the scariest and darkest times in our life so much easier."

Dignity Past Guest

RESPONDING TO HOMELESSNESS

The ABS 2021 census statistics estimate more than 122,000 people are experiencing homelessness in Australia. Dignity's guest houses are a safe and comfortable place for guests during their time of crisis, with high-quality linen on the beds, homemade meals in the fridge and crucial support from our dedicated onsite team.

By firstly providing for people's basic needs of safety, shelter, food and clothing, and providing Dignified, person-centred support, we empower people to find a pathway forward out of homelessness.

SUPPORTED TEMPORARY ACCOMMODATION.



Dignity provided 27,800 nights of supported temporary accommodation for people experiencing homelessness

New Family Accommodation in Southwest Sydney

With more and more people struggling to make ends meet, the demand for our supported temporary accommodation is greater than ever especially for family accommodation. In October, we opened two new 4-bedroom guest homes in Southwest Sydney to support larger families experiencing homelessness.

New Female Accommodation in Southwest Sydney

A new property consisting of 12 self-contained units was opened in Southwest Sydney in September providing accommodation for up to 24 women and children each night.



106,000 meals
provided to
guests in the last
12 months



\$179,000 of
brand-new clothing
provided in the last
12 months

RESPONDING TO HOMELESSNESS

Prison Release Program

Recognising that a person leaving incarceration often needs additional support, Dignity's innovative Prison Release Program provides the safe and supported temporary accommodation needed for people experiencing homelessness when leaving prison. It is also designed to bring together DCJ and other agencies as well as specialised support services to achieve the best outcomes, fast.

Additional Supported Temporary Accommodation Plans

Planning commenced for a new cluster of guest houses to provide temporary accommodation for family and women in Southwest Sydney. The additional homes will provide support for people experiencing homelessness from late 2023.



ENDING HOMELESSNESS



"I had nowhere left to turn. I was sleeping in parks and I just needed a break. As soon as I moved in, I was working and everything started to change. I've even reconnected with my kids."

Ready To Work Resident

ENDING HOMELESSNESS

With a vision of scaling its impact in the homelessness sector, Dignity has developed two innovative programs to drive lasting reductions in the number of people experiencing homelessness.

READY TO WORK HOUSING

In 2020, Dignity launched Ready To Work Housing in partnership with Fantastic Furniture. This innovative and unique program provides 22 people who are experiencing homelessness with safe, stable housing for up to 12 months, an employment opportunity, and on-site support to ensure participants have the wrap-around support they need to progress through the program.

The 22 Ready To Work studio units are fully furnished and a common room and garden encourages a sense of community among residents with BBQ facilities, community food pantry and volunteer-made meals.

OUR APPROACH

The guiding principles and evidence-based approach of Dignity's Ready To Work Housing program includes:

Housing First – Once an individual's basic needs are met, including food and shelter, combined with appropriate support, only then can one begin to tackle greater underlying issues.

Person-centred, Trauma-Informed Support – Dignity's on-site support team are there at the end of each day to ask, 'how was today?', a small gesture that can make a big difference and key to uncovering and supporting challenges along the way.

Employment Assistance – residents are provided with resume assistance, interview opportunities with an Employment Partner or employer of the participant's choosing and appropriate training. Initially, residents work up to 20 hours per/week, increasing to 38 hours per/week after 3 months.

ENDING HOMELESSNESS

Food relief – research shows shelter without food security perpetuates and enables poor mental health and wellbeing. While residents are finding their path forward and settling into a work routine, food relief is a relief to many.

Education – financial literacy, tenancy management and life skills are fundamental to living independently and ultimately sustaining a tenancy and employment. A calendar of workshops is available for residents.

Sustaining Tenancy – simulating ‘real world’ tenancy, residents sign an occupancy agreement and have regular inspections to prepare residents for their transition to private rental.

12 MONTHS ON

The program has been at capacity throughout the first 12 months with a total of 66 people having commenced their Ready To Work Housing journey to date. 86% of residents secured employment within 6 weeks.

Many residents have now successfully transitioned to full time work and moved on into their own private rentals, which is no easy task in the current market.



ENDING HOMELESSNESS

JAMIE'S READY TO WORK HOUSING JOURNEY

For some, a spiral into homelessness can start with just one or two unexpected life events. When 28-year-old Jamie was struck by a car in 2020, he was told he may never walk again. It had a devastating impact on his mental health. He remembers being worried about not being able to work or put a roof over his head. After a relationship breakdown with his family, Jamie had to leave his family home and with nowhere else to go and no one to turn to, he started sleeping in his car.

When Jamie arrived at Dignity, he remembers thinking that it was an opportunity for a second chance. Jamie sums up the opportunity to be a participant and resident of Ready To Work Housing as “amazing”.

***“I was living in my car, I had nowhere to go. Dignity not only helped get me out of my car and off the streets, they’ve helped me get back into work and that means a lot.*”**

The support that they’ve given me, and this program is amazing. And I love my job! Each day I’m so excited about going to work.”



ENDING HOMELESSNESS

DIGNITY INTERGENERATIONAL STUDIOS

In partnership with the NSW Department of Communities and Justice and other services, Dignity Intergenerational Studios facilitates an intergenerational model of housing where young people (aged 18-24) and older people (aged over 55) who are experiencing homelessness, are housed together in a safe and supportive community for up to 12 months and supported with life-skills to prepare for 'real world' tenancy.

Social Impact Review

A 2021 independent review of the program's social impact, with a focus on the outcomes that resulted for young people in the program, found the program resulted in 100% reduction in homelessness, a positive impact on the lives of young people including improvement in health and wellbeing and a 75% increase in employment.



ACKNOWLEDGEMENTS



As part of our mission to create the best experiences in the world, we are very excited to continue our support of Dignity to prevent, respond to and end homelessness in Australia."

Winning Group

ACKNOWLEDGEMENTS

Thank you to the many businesses, charities, foundations, philanthropists and individual donors who have supported Dignity and people at risk of or experiencing homelessness. Without your support, we simply couldn't support the number of people that we do.

SPONSORSHIPS

Platinum Sponsors

Fantastic Furniture is a longstanding partner of Dignity and the Ready To Work Housing program. The partnership includes the provision of a dedicated warehouse space for our storage and distribution needs.



Gold Sponsors

Youfoodz partnership enables Dignity to support more people at risk of homelessness around Australia. Youfoodz meals supplement our volunteer-made meals in times of greater need with 1,500 meals donated monthly.



Telstra awarded Dignity 'Australian Business of the Year Award' in 2019 - a true highlight and milestone for Dignity. Since then, as part of Telstra's award alumni, we continue to be supported in many ways including a donation, which keeps our team connected.



Winning Group are an integral partner providing new freezers for our food relief program, household appliances for Dignity's supported temporary guest homes and longer-term housing.



ACKNOWLEDGEMENTS

As an inaugural charity partner of the Raine & Horne Foundation, the Raine & Horne team support Dignity financially and a house has been named in gratitude. Raine & Horne Foundation House supports men and women experiencing homelessness in Southwest Sydney.

Raine&Horne®

GOVERNMENT PARTNERS

Dignity works in partnership with NSW Department of Communities and Justice to provide supported temporary accommodation as well as longer-term housing programs including the innovative Intergenerational Studios model.



**Communities
& Justice**

SUPPORTING BUSINESSES

Including:

- Bunnings
- Big W
- Bunzl
- Insane Technologies
- Happy Hairbrush
- Mitronics
- Who Gives a Crap
- Swisstrade
- Koh
- Ethical Farmers
- Fast Times
- Herd MSL
- James Norton Design
- Geoff Howden Photography
- Endeavour Energy

CHARITY PARTNERS

Dignity collaborates with many charity partner through the year including:

- Thread Together
- OzHarvest
- SecondBite
- Good360
- Escabags
- Rapid Relief Team
- Share The Dignity
- Sewing For Charity Australia
- Re-Love
- Books In Homes
- Diva Charity

ACKNOWLEDGEMENTS

FOUNDATIONS, GRANT FUNDERS & MAJOR DONORS

- Commbank Community Grant
- ClubGrants
- Northern Sydney Local Health District
- Greens Family Foundation
- Ethinvest Foundation
- ARC Foundation
- CFC Underwriting
- Vivienne Court Trading
- Camden Lakeside Ladies
- Mittagong Garden Club
- Russell Mills Foundation

VOLUNTEERS

Our team of volunteers donated over 7,300 hours of their time over the last 12 months supporting Dignity and people at risk of and experiencing homelessness.

Each month our Dignity Dishes home cooks, corporate and student volunteers donate their time, preparing more than 7,000 meals for people at risk of or experiencing homelessness.

Throughout the year, volunteers are also responsible for collection drives, collecting and packing guest packs for individuals and families staying in our homes.



ACKNOWLEDGEMENTS

Corporate volunteer teams assisted with the pack up and set up of guest homes, sorted donations and packed guest welcome packs in our warehouse and supported Dignity's operations with specific skill-based activities.

Thank you to:

- Cisco
- Endeavour Energy
- PWC
- Haleon
- Smith & Nephew
- Hilti
- KPMG
- Dovetail
- CPB Contractors
- Amazon Web Services
- Optus
- Macquarie Foundation
- NSW Health
- HDIT
- Herd MSL
- RGA Insurance
- NBN Australia
- PEN Underwriting
- Deloitte
- Telstra
- NAB
- The ARC Agency
- Power & Energy
- Atlassian
- Kinkera & Etika
- Alcon
- HSBC



OUR TEAM & CULTURE



"At Dignity, you know you are making a real difference in people's lives. it is humbling, heart-breaking and rewarding, all at the same time!"

Dignity Team Member

OUR TEAM & CULTURE

Dignity employs a team of 39 employees that encompasses support, administration and finance staff. Our shared belief is that homelessness can be solved by empowering our guests with Dignity and this is at the heart of everything we do.

AMBASSADOR

- Professor Shirley Randell AO

BOARD

Sharing a vision to end homelessness in Australia, one person at a time, Dignity's Board brings together passionate people with professional experience spanning social services, corporate, education and human resources sectors.

- Kieron Ritchard – Non-Executive Director & Chairperson
- Nicole May – Non-Executive Director
- Suzanne Hopman – Managing Director & CEO
- Christina King – Non-Executive Director

Advisory Board

- Ben Ford – Business Development

WELLBEING AT WORK

The health, safety and wellbeing Dignity's team is crucial, and the introduction of a new Happiness Metre has provided great insight into the current and ongoing health and wellbeing of our team. The optional and anonymous happiness scale is completed at the end of each shift.

TEAM DEVELOPMENT

All team members have completed DV Aware or Alert training, are trauma-informed and a calendar of ongoing training provides opportunities for team development throughout the year.

OUR TEAM & CULTURE

RECONCILIATION PLAN

Dignity has commenced the drafting of a Reflect Reconciliation Action Plan (RAP). The Reflect RAP will clearly set out the steps our organisation should take to prepare for reconciliation initiatives in the future. The next 12 months will involve a dedicated team working together scoping and developing relationships with Aboriginal and Torres Strait Islander stakeholders, articulating our vision for reconciliation.



FINANCIALS

FINANCIAL SUMMARY

Annual Financial Report year ending June 2022 has been independently audited and lodged with the Australian Charities and Not For Profit Commission.

2022/2023 Financial year Profit and Loss Statement has been finalised and is awaiting audit and reporting to the Australian Charities and Not for Profit Commission.



SUSTAINABILITY



"Addressing the global challenges we face, including poverty, inequality, climate change, environmental degradation, peace and justice."

UN Sustainability Goals

SUSTAINABILITY

UN SUSTAINABLE DEVELOPMENT GOALS

The Sustainable Development Goals are the blueprint to achieve a better and more sustainable future for all. The 17 global goals address the global challenges we face, including poverty, inequality, climate change, environmental degradation, peace and justice.

Our mission of empowering people with Dignity to prevent, respond to and end their homelessness addresses inequality, poverty, health and wellbeing as well as providing work opportunities.



RETURN & EARN

Dignity's partnership with MyTOMRA Return & Earn encourages the community to recycle containers to support people experiencing homelessness. 100% of funds raised from the containers recycled provides care packs for men, women and children experiencing homelessness.