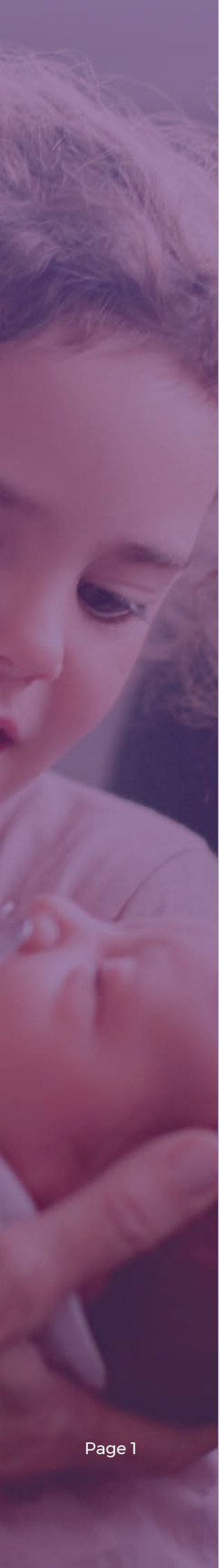




ANNUAL REPORT

2021
EDITION



OUR MISSION

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

EXECUTIVE SUMMARY

The past year has been challenging for so many within the community and few people in Australia have escaped COVID-19 impacting their lives in some way. People already at risk of homelessness were pushed closer to the edge and those who experienced homelessness faced additional barriers.

With appropriate strategies in place to keep our staff and guests safe, we were able to continue our face-to-face support within our guest homes, including periods of lockdown, supporting and empowering people to end their homelessness.

For Dignity, it was a year of sharpening our focus and direction and as a result, our mission statement was refreshed.

There were many highlights to the year including the receipt of our Community Housing Provider accreditation, the implementation of a tiered corporate partnership program and planning our new Ready to Work program that will provide employment, education, a great place to live with support required for a fresh start and brighter future

Thank you to our government, sector-wide, charity and corporate partners, donors and volunteers who have supported Dignity over the past year - it is humbling to be part of a solution to end the cycle of Homelessness.

A handwritten signature in black ink, appearing to read 'Suzanne Hopman', followed by a period.

Suzanne Hopman, Chief Executive Officer

A handwritten signature in black ink, appearing to read 'Kieron Ritchard', followed by a large, stylized flourish.

Kieron Ritchard, Chairperson

STRATEGIC PLANNING

Strategic planning is integral to our corporate governance and performance. It also directs our growth and the impact we achieve.

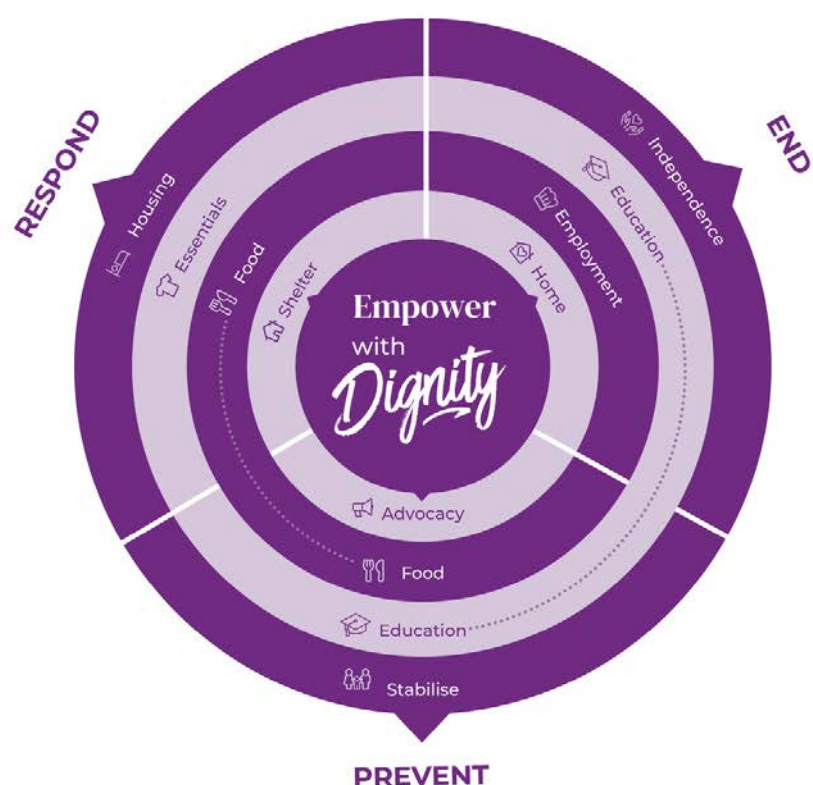
The 2020/22 strategic plan outlined our objectives and success indicators which enabled our board, team and all stakeholders to join our clear direction over the 12 month period.

Dignity's Strategic Plan for 2020/22 included goals in four main areas:

- Providing homes, provisions, advocacy & education
- Improving workplace wellbeing
- Governing and managing effectively
- Engaging of partners, volunteer and demonstrate sector leadership

All targets have been achieved which has enabled Dignity to explore further expansion.

We have been able to clearly define our mission and develop our strategy in the following way.



PREVENTing HOMELESSNESS

DIGNITY FOOD RELIEF

Dignity's Food Relief Program was created to assist people in need and to ease financial burden. Prepared by a team of Dignity Dishes volunteers, corporate partners and school initiatives the program diverts fresh produce, supplied by OzHarvest and Second Bite, destined for landfill to the dining tables of people who need it most.

Dignity provides a range of innovative services that empower people at risk of homelessness. The Food Relief program is a good example of this and partnerships have been forged with community-based organisations such as PCYC and SWMACC to ensure easy access to meals for vulnerable members of the community already being supported at the centres.





Dignity's team of volunteers lovingly prepare home-cooked meals every month for people at risk of homelessness. It also provides access to past guests who are struggling to maintain their tenancies.

Dignity has expanded its Food Relief program to include nine locations across NSW with homemade, frozen ready meals available to those within the community facing financial hardship.

In 2021 Community Food relief programs operated in 9 locations and a national Food Relief strategy was developed to expand food relief to all states of Australia.

"Nothing beats a warm home-cooked meal prepared with love by volunteers for people who need it the most right now." SWMACC Coordinator

ADVOCACY & EDUCATION

Every opportunity to raise awareness of the issue of homelessness in Australia is harnessed to dispel the myths and stigma surrounding homelessness and educate people on how we can work together to find solutions to end homelessness.

We have expanded both the Corporate Volunteer program and Schools Involvement Program and continued to engage partner organisations and community groups.

Multiple speaking engagements and partnerships have supported this engagement.

COMMUNITY EVENTS

COOK4DIGNITY

Over four days in April, volunteers were invited to give their time to join a large scale cook up to learn more about the issue of homelessness while preparing delicious home-cooked meals for people at risk of or experiencing homelessness. A total of 672 meals were made and distributed to those who needed them most in the community as part of the Dignity Food Relief program.

Warwick Farm Community Day

Dignity met Warwick Farm community members at the 'meet your neighbour' BBQ organised by NSW Department of Community & Justice. Joining other social services partners in the area, the community were provided information on what services are available and Dignity provided food hampers to anyone in need. This has led to an ongoing program of support.

"I haven't had a home cooked meal like my Mama used to make me in a long time, thank you guys."





SPEAKER ENGAGEMENTS

In 2020/21 speaker engagements for CEO Suzanne Hopman were a focus to demonstrate sector leadership and increasing Dignity's profile.

Speaker Engagements included:

- National Housing Forum: Facilitated the 'How to develop successful cross-sector partnerships to deliver housing success' workshop.
- National Homelessness Forum: Key speaker at the conference and discussed the importance of preventing the escalation of the early stages of homelessness to chronicity.
- OPAN Panel: Included as a panel expert on a live webinar 'Navigating Aged Care Services with Older People at Risk of Homelessness'.
- REINSW Wires: Charity partner speaker at the Real Estate Institute's Women in Real Estate conference shining a light on the issues of homelessness in Australia.
- Fantastic Furniture Conference: Charity partner speaker at annual conference to raise awareness of the issues of homelessness in Australia and show appreciation for their ongoing support.
- National Bureau of Meteorology: Wellbeing engagement

SCHOOLS INVOLVEMENT PROGRAM

Dignity's School Involvement Program was created to provide students (and teachers) with greater awareness of the issue of homelessness and dispel the myths and stigmas that surround people experiencing homelessness, while making a tangible contribution.

The program involves interactive school presentations, fundraising and collections as well as volunteering opportunities.

These include packing essential amenity packs, on-site working bees and preparing homecooked meals for Dignity's Food Relief program.

This year, Sydney Church of England Grammar School and TARA participated in the program along with Brigidine St Ives and The Kings School with many students completing their Duke of Edinburgh responsibilities with Dignity.

CORPORATE VOLUNTEERING

With the uncertainty that the ongoing health pandemic brings, Dignity expanded its corporate volunteering program to include remote volunteering opportunities with a number of corporate partners choosing this option.

A total of 22 businesses chose to volunteer with Dignity in 2020/2021 including:

- Discovery Channel
- Pen Underwriting
- First Class Valet
- Morgan Mckinley
- Deloitte
- NAB
- PWC
- Service NSW
- Cisco
- Air Liquide Healthcare
- Bendigo Bank
- Optus



RESPONDing TO HOMELESSNESS

SHELTER

Dignity offers supported temporary accommodation across South Western, Northern Sydney and Illawarra Shoalhaven Districts. Houses accommodating up to 250 people nightly supported all client groups.

Properties are leased from philanthropists, developers and real estate agents and strong relationships are held with all key stakeholders.

Temporary Accommodation - Southwest Sydney

Operating 10 supported temporary accommodation properties in the Southwest Sydney Dignity accommodates up to 80 men, women and children each night.

Plans to upgrade our men's accommodation were put in place and a new guest home for men will open in Campbelltown in July 2021. The property will offer 9 large semi self-contained guest rooms and will also offer additional storage for Dignity's Southwest Sydney operations.



Temporary Accommodation Wollongong

In Wollongong, Dignity operates supported temporary accommodation in 2 locations accommodating up to 28 men, women and children every night.

In May, Bunnings Wollongong donated their time and resources to freshen up our family unit housing both inside and out including a garden overhaul. New mulch was laid, a herb garden planted and the kids play area improved. The welcoming space is now a relaxing haven for our guests.

Temporary Accommodation Northern Sydney

Over a four year period Dignity has been able to support, empower and provide crisis response to people experiencing homelessness at our Asquith properties. These properties formed part of a development site and we have been fortunate to have had use of them for longer than initially anticipated however, in May 2021, the decision was made to move on from these properties as development timelines were realised.





FOOD

All meals (breakfast, lunch, dinner and snacks) are provided to guests in all our properties and to past guests and others in the community at risk of homelessness as part of our prevention strategy.

Guests of Dignity's guest houses can find home-cooked meals ready to heat and eat and this creature comfort is thanks to the team of Dignity Dishes, corporate volunteers and school students who generously donate their time each week.

On average Dignity received 1,532kgs of food weekly, predominately from Oz Harvest and Second Bite food recovery charities.

Dignity provided a total of 119,199 meals for the year.

CLOTHING

Dignity enjoyed a continued partnership with Thread Together and Good360, organisations that sources new and excess clothing from fashion retailers to redistribute to those in need.

In total Dignity distributed new clothing to our guests to the estimated value of \$36,500.

PRISON RELEASE PROGRAM

In partnership with NSW Department of Communities and Justice – South Western Sydney District, Dignity provides additional support and better outcomes for people leaving incarceration facing homelessness and the community.

Under the PRP in the last 12 months, 55 guests were provided up to 60 days accommodation, including all meals, tailored support, access to a computer and internet, toiletries, appropriate clothing, and a mobile phone with free credit if required.

PETS PROGRAM

In 2017, RSPCA NSW in partnership with Dignity developed a pilot program called SAFE FAMILIES to support an increased number of women's shelters to accommodate victims of domestic and family violence together with their pets.

The SAFE FAMILIES program removes a barrier faced by victims with pets accessing safe accommodation and improves the capacity of the domestic and family violence system to respond to the needs of victims with pets.

In the past 12 months Dignity has welcomed a total of 21 pets.



ENdIng HOMELESSNESS

CAMPBELLTOWN STUDIOS

Into its third year of operation, Dignity Studios - an intergenerational model of housing in partnership with Department of Communities and Justice South West Sydney Region - supports young people (aged 18-24) and older people (aged over 55) experiencing homelessness housed together in a safe and supportive community.

During this time, Dignity Studios has led to measurable positive impacts for our residents. Of the 32 residents that have moved on from Studios, many arriving with complex high needs, 84% have attained stable housing with 68.75% securing longer term private rental.

In June 2020, residents were asked to participate in a survey to help evaluate the effectiveness of the program. The overall response from our residents has been a resoundingly positive one in most areas of services provided in terms of relationship, communications, and delivery of the service.



Results of surveys show that after 3 and 6 months of staying at Dignity Studios, guests have reported feeling happier, healthier, less lonely and more confident living independently. Guests also reported feeling connected to the community at Dignity Studios and the wider community.

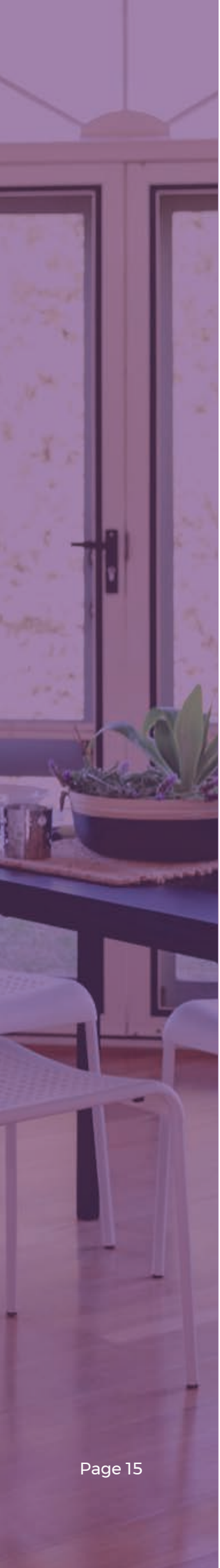
To further measure the impact we are having on our guests' personal wellbeing, we have implemented the use of the Personal Wellbeing Index (PWI), a measuring tool that is designed to measure subjective wellbeing and centres around the answers (on a scale of 1 to 10) to 7 key questions. This enhanced measurement tool will play an integral part in measuring and reporting Dignity's social impact with results expected by mid-2022.

READY TO WORK - PILOT PROGRAM

People can find themselves homeless for many reasons and we know homelessness increases barriers to securing and maintaining employment. With a vision of scaling our impact to greater heights and to address this issue,

Dignity has completed the Theory of Change and Program plan for an innovative 'Ready to Work' housing program that will support people experiencing homelessness to overcome many of the barriers they face.

Set to commence in late 2021, each participant will be provided a guaranteed employment opportunity, education, a great place to live and the support required for a fresh start and brighter future.



DIGNITY'S TEAM

Dignity employs a team of 28 staff that encompasses support, administration and finance staff.

This year, in addition to individual learning, Dignity's training and development program consisted of a full day whole team training day conducted virtually which included Trauma Informed Care training. The team were also provided with St John First Aid training.

All employees have completed Domestic Violence Alert Training through Lifeline.

VOLUNTEERS

Our team of volunteers generously donated over 10,000 hours over the last 12 months nationally lending a hand behind the scenes in the kitchen, preparing homemade meals for Dignity's guests; in Dignity's laundry; on the road with our distribution team and on our Board and advisory board.

The Dignity Dishes volunteer program remains a crucial part of Dignity's offering with meals distributed to guest homes and to the wider community through the food relief program partners. In addition, volunteers serviced individual properties as laundry attendants and completing handyman tasks.

TOTAL: 10,213 Volunteer Hours

PARTNERSHIPS

In 2021, Dignity formalised and introduced a tiered annual sponsorship program targeted at corporate partners. Annual partnership tiers include Platinum, Gold, Silver and Bronze; each with activity that can be tailored to suit individual businesses.

As a result, Dignity secured major partnerships with Raine & Horne, Fantastic Furniture and Telstra. A strategic partnership with All Purpose Transport in Queensland has also been secured to support us with all our distribution and logistics needs in Queensland.

Dignity was honoured to be named Community Partner for 2021 by the The Real Estate Institute of NSW (REINSW). The REINSW will contribute a portion of funds raised at events throughout the year to assist Dignity to empower people to prevent, respond and end homelessness.

MAJOR PARTNERS



Communities
& Justice

Raine&Horne®



Telstra



Fantastic
Furniture

AWARDS & ACKNOWLEDGEMENTS

Dignity's CEO Suzanne Hopman was named as a NSW nominee for the 2021 Australian of the Year Awards Local Hero acknowledging a significant contribution at local community level.

PARLIAMENTARY RECOGNITION

In May, Member for Sydney Alex Greenwich toured Dignity's guest houses to discuss the importance of supported temporary accommodation for people experiencing homelessness.

As a result of this visit, Dignity was the subject of a Community Recognition Statement in NSW Parliament acknowledging the important role that Dignity's personalised wrap-around service plays in our community.



GRANTS & FUNDRAISING

UPS FOUNDATION

Dignity was the recipient of a UPS Foundation International Local Grant, which enabled us to add a 3-tonne refrigerated truck to our distribution fleet. As the number of Dignity homes grew and the need for food relief within the community increased, bolstering our fleet of distribution vehicles (sitting at just one small van) was crucial.

The truck delivers food and house supplies across multiple locations, collect and deliver generous donations and of course, deliver much needed food relief to partner organisations in greater Sydney and regional NSW.

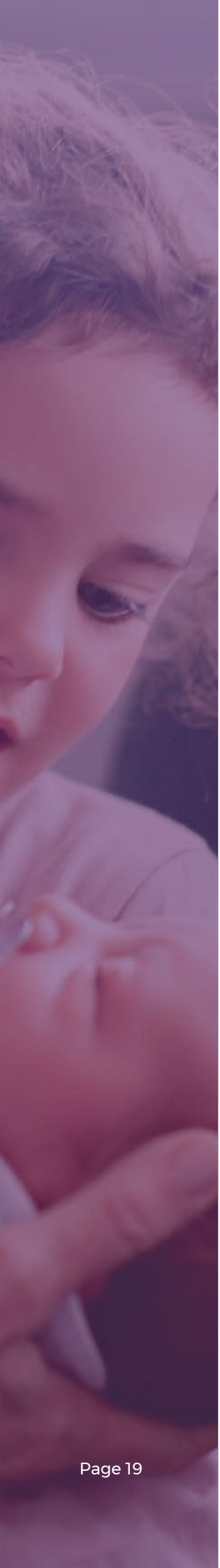
THE ROSS KNOWLES FOUNDATION

For another, The Ross Knowles Foundation generously granted funding for “Grace House” as part of Dignity’s sponsor a house program and also enabled an employee assistance program.

COCA-COLA AUSTRALIA FOUNDATION

In July 2020, the Coca-Cola Australia Foundation (CCAF) selected Dignity as one of its Employee Connected Grant Partners, contributing funds for additional support for youth experiencing homelessness.

With youth aged 12-18 years accounting for 10% of people experiencing homelessness, the CCAF Employee Grant directly benefited this group with those families staying in Dignity’s supported temporary accommodation provided with specific support based on their individual needs.



This support included access to technology through the provision of devices, assistance with school supplies and educational needs and transportation assistance for families when required.

THE GREEN FAMILY FOUNDATION

In 2021, The Green Family Foundation joined as a supporting partner sponsoring a house (The Green Family Foundation House) and sponsoring a Food Relief program in Western Australia.

CCI SMALL GRANT

Thanks to CCI Small Grants, Dignity was able to launch the COOK4DIGNITY volunteer program, which saw volunteers prepare home-cooked meals for people at risk of or experiencing homelessness.

FUNDRAISING

We are truly grateful to receive funding and donations from multiple sources including NSW Government, charities, social enterprises, corporations, philanthropists, foundations and many individuals. We simply could not have achieved our goals without this combination of donor support.

In 2021, Dignity secured a partnership with MyTOMRA Return & Earn encouraging the community to recycling containers to support people experiencing homelessness. 100% of funds raised from the containers recycled will provide care packs for men, women and children experiencing homelessness.

BOARD & ADVISORY BOARD

BOARD OF DIRECTORS

- Kieron Ritchard – Non-Executive Director & Chairperson
- Nicole May – Non-Executive Director
- Suzanne Hopman – Managing Director & CEO
- Julie-Anne Morgan – Non-Executive Director

ADVISORY BOARD

- Ben Ford – Business Development
- Tara Laybutt – Compliance, Audit and Risk
- Jane Quinn – Strategy, Networking and Fundraising
- Deanna Shim – Chief Financial Officer

AMBASSADOR

- Professor Shirley Randell AO

ORGANISATIONAL CHART

