

A woman with blonde hair, wearing a dark blue Dignity uniform and a purple lanyard, is holding a clipboard. The background is a blurred indoor setting. A large purple vertical bar is on the left side of the image.

Dignity

ANNUAL REPORT

2022

EDITION



EXECUTIVE SUMMARY

It has been another challenging year with impacts from the COVID pandemic felt far and wide. It is not surprising that demand for Dignity's services has significantly increased. We have been agile and have provided additional support to people at risk of and experiencing homelessness.

Through collaboration with other charities, services, government agencies and businesses, we've empowered people with Dignity to prevent, respond to and end their homelessness.

Dignity's Food Relief program expanded providing more meals in more locations including a food hamper delivery service; a new supported temporary accommodation guest house opened for men experiencing homelessness, and we launched our innovative longer-term 'Ready To Work Housing'.

Six months from conception to launch, Ready To Work Housing provides people experiencing homelessness with housing in one of the brand-new 22 units, an employment opportunity and wrap-around support. This program significantly increases a person's housing affordability to break the cycle of homelessness for good.

As the cost of living, interest rates and rental prices all continue to rise, finding a path out of homelessness will be more challenging than ever and sadly we anticipate that homelessness will increase.

Dignity's prevention and pathway programs provide hope and a way forward for many but there is much more work to be done to end homelessness in Australia.

A handwritten signature in black ink, appearing to read 'Suzanne Hopman'.

Suzanne Hopman
Chief Executive Officer

A handwritten signature in black ink, appearing to read 'Kieron Ritchard'.

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.

OUR MISSION

VISION

End homelessness in Australia.

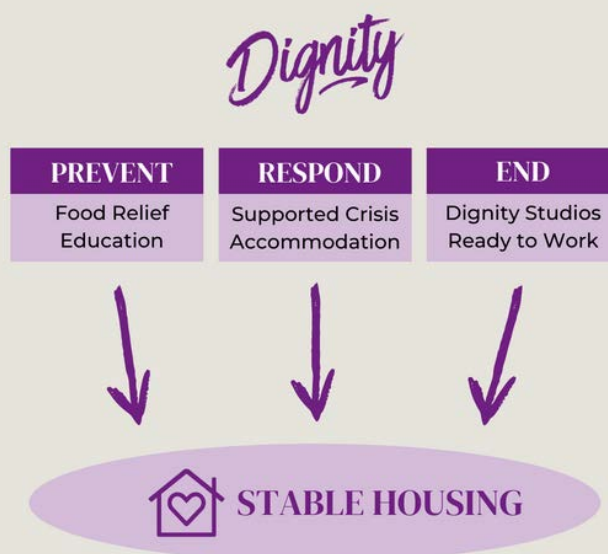
MISSION

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

More than 116,000 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 programs for hundreds of people every night of the year and operates multiple programs to prevent homelessness including food relief and education across Australia.



OUR MISSION

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 people to end their homelessness.

2020/22 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 2020/22 strategic plan outlined our objectives and success indicators across four main areas including:

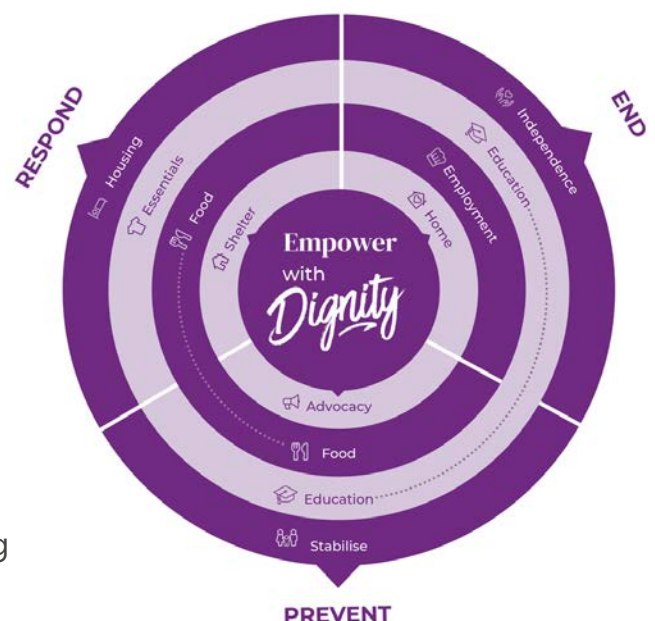
- Provide homes, provisions, advocacy & education
- Improve workplace wellbeing
- Govern and manage effectively
- Engage partners, volunteers and demonstrate sector leadership

FUTURE INTENTIONS AND PRIORITIES

Rising living costs and rental prices are presenting significant challenges to many and as a result, the demand for Dignity's services is at an all-time high.

To meet this demand, Dignity's National Development Plan and 2022/2024 Strategy priorities will include:

- Homelessness Prevention
Increase number of Food Relief partners nationally
- Homelessness Response
Increase supported temporary accommodation rooms by 60% for men, women and families
Establish ATSI supported temporary accommodation in collaboration with ATSI specialists
- Ending Homelessness
Commission Ready To Work Housing program evaluation with a view to scale in 2024



2021/2022 HIGHLIGHTS

HOMELESSNESS PREVENTION



"You have no idea what these meals have done for me this week. I do not feel like a failure. I have food in the house now for my children."

Food Relief Recipient.

HOMELESSNESS PREVENTION

The impact of the pandemic caused additional financial pressure for many with more people at risk of homelessness in the community as a result. Our prevention programs such as the Food Relief program eases the financial burden of putting food on the table.

FOOD RELIEF

43,000

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

12

National Food Relief partners.

Social Impact

QR code prompts and our social impact measurement software found Dignity's Food Relief program is a big relief to many. As a result:

100% of responders reported less financial stress

100% of responders felt more connected to community

100% of responders made aware of homelessness helpline in their state

Northern Sydney Food Hamper Delivery Service

With funding provided by Northern Sydney Local Health District's workplace giving program, Dignity launched a weekly hamper delivery service in Northern Sydney for people at risk of or experiencing homelessness and people isolating with COVID.

School Communities in Need

During lockdown, a need for food relief was identified in the Southwest Sydney suburbs of Liverpool, Miller and Sadlier.

Food hamper and meals were delivered to the local schools weekly and made available to local families in need.



HOMELESSNESS PREVENTION

COMMUNITY ENGAGEMENT

Neighbour Day

Dignity was named a Very Neighbourly Organisation and connected with members of the community with events held in celebration of the national 2022 Neighbour Day.

Staying connected has many positive benefits including addressing the issue of loneliness in the community; something felt by many at some stage in their lives.

Christmas with Dignity

Dignity's Christmas drive was the most successful to date with businesses and schools around Australia making donations of food items and gifts.

As a result, more than 500 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

Are Media 'Unhoused' Ally

Dignity joined Australian media company, Are Media, as a homelessness sector ally for their 'Unhoused' advocacy campaign that raised awareness of the desperate need for safe homes for women. The month-long campaign called on government to commit to building over 15,000 homes for women experiencing homelessness.

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 schools included Tara Anglican School For Girls, Barker College, Brigidine College St Ives, UTS and The Kings School.



RESPONDING TO HOMELESSNESS



"The world is a much better place with wonderful people as of you are, in it. I will forever cherish my time at Dignity and will remember it as a safe and happy haven during a crisis period in my life."

Dignity Past Guest

RESPONDING TO HOMELESSNESS

Homelessness can happen to anyone. When it does, Dignity's supported guest homes provide 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. In many instances, homelessness can be solved quickly if the right support is provided at the outset someone's homelessness.

SUPPORTED TEMPORARY ACCOMMODATION.



Dignity provided 23,000 nights of supported temporary accommodation for people experiencing homelessness

New Men's Home in Southwest Sydney

In July, Dignity opened a new guest home for men experiencing homelessness in Campbelltown. The new guest home features nine large semi self-contained guest rooms and a storage facility for Dignity's Southwest Sydney operations.

Providing For Basic Needs

Once the basic needs of food, clothing and shelter are met, people can begin to heal from the trauma of homelessness and find their path forward. Dignity's guest homes provide volunteer-made meals, toiletries and brand new clothing.



110,000 meals
provided to
guests in the last
12 months



\$344,000 of
brand-new clothing
provided in the last
12 months

RESPONDING TO HOMELESSNESS

Prison Release Program

Dignity recognises that a person leaving incarceration often needs additional support. In collaboration with DCJ and other agencies to achieve the best outcomes, Dignity supported 42 Prison Release Program participants in 2021/2022.

Increased Barriers to Ending Homelessness

Supported Temporary Accommodation guests faced additional barriers in ending their homelessness due to reduced support services as a result of the pandemic and limited opportunity to attend rental inspections during lockdown.

Dignity increased the level of support for our guests with many requiring above average length of stays.



Additional Supported Temporary Accommodation

Planning commenced for a new cluster of guest houses to provide temporary accommodation for men, women and families in Southwest Sydney. The additional homes will provide support for people experiencing homelessness from late 2022.

ENDING HOMELESSNESS



"I was living in my car. Dignity has helped get me off the streets and back into work and that means a lot. And I love my job! Each day I'm so excited about going to work."

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 May, 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 and increase housing security.

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

Addressing the barriers that many people experiencing homelessness face, Ready To Work provides everything needed for the 12-month housing placement and new job.



ENDING HOMELESSNESS

Ready To Work participants are provided a mobile phone with free data and calls and access to a new wardrobe of clothes, shoes and accessories thanks to our charity partner, Thread Together. The on-site 'Dressing Room' contains clothes suitable for all occasions including interview attire, work gear, and casual clothing.

The program is at capacity with 90% of residents having secured employment within three weeks of joining the program.

DIGNITY INTERGENERATIONAL STUDIOS

Outstanding Achievement Winner

Dignity was honoured for Outstanding Achievement in The Australian Charity Awards 2021 for the Dignity Intergenerational Studios model.

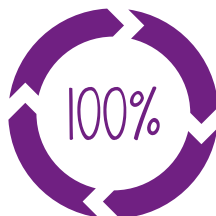
Social Impact Review

Dignity's longer-term housing program, Dignity Intergenerational Studios, is an innovative intergenerational model of housing where young people (aged 18-24) and older people (aged over 55) experiencing homelessness are housed together in a safe and supportive community and supported with life-skills to prepare for 'real world' tenancy.

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 had achieved:



Reduction in homelessness



Positive impact on lives including improvement in health and wellbeing



Increase in employment

ACKNOWLEDGEMENTS



"We're really excited to embark on a new year, to continue to support, help grow and expand with Dignity, and help more Australians in need."

Youfoodz

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 this year, the partnership expanded to include the Ready To Work Housing program and a dedicated space in their warehouse facility for our new distribution centre. The warehouse space enables us to store bulk donations as well as host corporate volunteer days to sort and pack food, clothing and toiletry packs for our guest homes.



Gold Sponsors

Youfoodz partnership has enabled Dignity to expand the Food Relief program nationally to support more people in need than ever before. 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 generous donation, which is keeping our team connected. In one month, Dignity's team make and receive over 4,000 calls and send more than 1,700 texts!



ACKNOWLEDGEMENTS

As an inaugural charity partner of the Raine & Horne Foundation, the Raine & Horne team have supported Dignity financially as well supporting people experiencing homelessness with the collection and donation of more than 1,500 pairs of Swanky Socks for our guests.

The logo for Raine & Horne, featuring the brand name in a bold, orange, sans-serif font with a registered trademark symbol.

A new partnership for 2021, Trademark Group of Companies has raised awareness of Dignity's work among their international network of leaders and industry professionals in construction and development to raise funds for people at risk of and experiencing homelessness.

The logo for Trademark Group of Companies, featuring the word 'trademark' in a bold, black, sans-serif font with a stylized '1' and 'mark' in red, and 'GROUP OF COMPANIES' in a smaller, black, sans-serif font below it.

GOVERNMENT PARTNERS

Dignity has worked in partnership with NSW Department of Communities & Justice for over five years to provide supported temporary accommodation as well as longer term housing programs including the innovative Intergenerational Studios model.

The logo for Communities & Justice, featuring the text 'Communities & Justice' in a blue, sans-serif font.

CHARITY PARTNERS

Dignity collaborates with many partner through the year including:

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

ACKNOWLEDGEMENTS

SUPPORTING BUSINESSES

- Bunnings
- Big W
- Winnings Appliances
- Bunzl
- Insane Technologies
- Mitronics
- Who Gives a Crap
- Swisstrade
- Koh
- Happy Hairbrush
- PRW Security Doors & Screens
- Ethical Farmers

FOUNDATIONS, GRANT FUNDERS & MAJOR DONORS

- Commbank Community Grant
- ClubGrants
- Northern Sydney Local Health District
- Greens Family Foundation
- Ross Knowles Foundation
- Awesome Foundation
- CFC Underwriting
- Vivienne Court Trading
- Camden Lakeside Ladies

VOLUNTEERS

Volunteers donated over 4,700 hours of time over the last 12 months supporting Dignity and people at risk of and experiencing homelessness.

Individual volunteers prepared homemade meals for Dignity's guests and people in the community; provided maintenance and handyperson services; made deliveries as part of our distribution team; and provided knowledge and direction as members of our board and advisory board.



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:

- Optus
- Amazon Web Services
- Salesforce
- Morgan McKinley
- SilverChef
- Cisco
- Sydney Trains
- NAB
- Alcon
- Endeavor Energy
- KPMG
- Atlassian



OUR TEAM



"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

Dignity's employs a team of 35 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.

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, with staff reporting a 4.7 out of 5 happiness rating.

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

BOARD

- 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

AMBASSADOR

- Professor Shirley Randell AO

FINANCIALS

FINANCIAL SUMMARY

Annual Financial Report year ending June 2021 has been independently audited and lodged with the Australian Charities and Not For Profit Commission.

2021/2022 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.