
LILLIAN'S 2013 - 2014

ANNUAL REPORT for the LILLIAN HOWELL PROJECT INC.

Lillian's acknowledges the prior ownership of this area by the Cadigal and Wangal people who were dispossessed by European invasion more than 200 years ago



We gratefully acknowledge funding from the NSW Department of Family and Community Services

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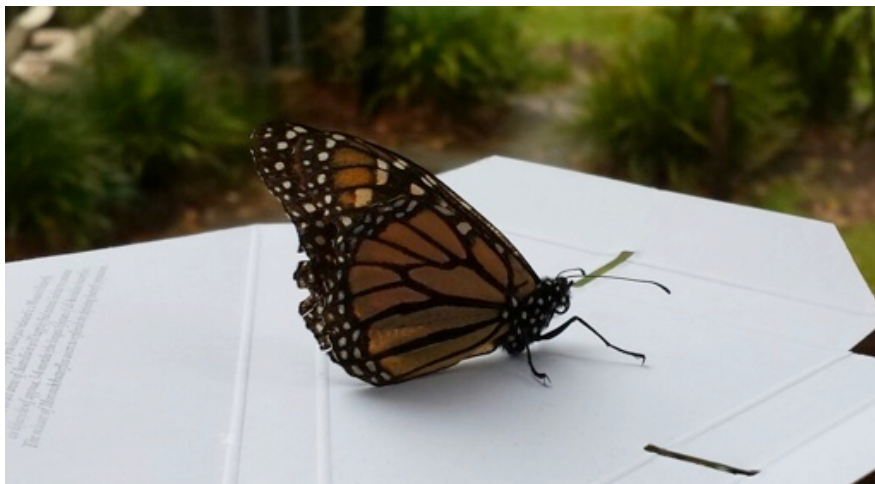
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Minutes of A.G.M. '12 - '13

Meeting held 15th December 2013

LILLIAN HOWELL PROJECT INC. Annual General Meeting '12-13'

Date: Tuesday, 10 December 2013

Time: 6 pm

Location: Erskineville

Present: Sally Fitzpatrick, Ann Watchirs, Lucy Watchirs Smith,
Helen Campbell, Naomi Crago, Lin Cooper

1. Acknowledgement of Country. Acknowledgement of the Elders, past and present, of the Land on which we meet.
2. Confirmation of the Minutes of the 2012 AGM.
Moved Naomi Crago, Seconded Lin Cooper, All carried.
3. Election of Office Bearers and Ordinary Members of The Board
Helen McCutcheon was appointed returning officer.
The number of nominations being equal to the number of vacancies the following were elected unopposed:

President: Sally Fitzpatrick

Vice President: Naomi Crago

Treasurer: Ann Watchirs

Secretary: Lucy Watchirs Smith

4. Adoption of the Financial Statement for 2013
Moved Helen Campbell, Seconded Naomi Crago, All carried
5. Appointment of the auditor
Move to appoint Cheryl G Hastie and Associates
Moved Lin Cooper, Seconded Naomi Crago
6. Collection of membership fees
The meeting moved to waive membership fees that may be due or owing.
Moved Helen Campbell, Seconded Naomi Crago, All Carried
7. Reports on activities of Lillian's during 2011-2012.
Accept President's & Coordinator's Reports
Moved Helen Campbell, Seconded Lin Cooper
8. General Business:
The meeting noted that Vivian Stavis will commence on 21 January 2014

Meeting closed at 7pm.

President's Report

Sally Fitzpatrick

2013-2014

On 13 June 2014, Lillian's was told it had been unsuccessful in winning ongoing funding to continue. Six months later I am so very proud to be submitting this report that says, we are continuing. However, I am jumping ahead.

Partnership has been a defining feature of our year, partnership in anticipation of profound change to the sector. With going to an extraordinary number of meetings a feature of our manager, Lin Cooper's work. Lillian's has been an integral player in the formation of the YouthSMART Alliance. The Alliance – which succeeded in winning both development funding and industry funding – was set up amongst services in across several LGAs from the city to the coast and involved services working together to enhance processes for triaging clients and refine pathways of care between participating organisations. The Alliance would become a valuable information sharing space and source of like-minded support through what would be a turbulent twelve months, especially as the Sydney region was threatened with a 10 per cent cut to funding.

As Vivian mentioned in her report, we also worked to build a partnership in the form of a consortium led by Launchpad to firstly prequalify and then tender for youth services in the Inner West, under the Going Home Staying Home reform that was first announced by Pru Goward in July 2012.

Our consortium comprising St Laurence House, Rosemount Good Shepherd, was successful in prequalifying although it should be noted that in October we wrestled with the decision whether to not prequalify as a single entity as well. As we look back on this decision and all that has transpired since, it is perhaps worth noting our reasons for not prequalifying on our own included the small likelihood we would succeed, given the desire for governments to have less contracts; that we had a strength in numbers (as a consortium); that going on our own may create a perceived or actual undermining of the rationale for our consortium. This rationale was also shared by our consortium partners. On the other hand we did worry that the consortium

process was too rushed and that as a unique service with a recognized track record we ought to continue to be funded.

Through the consortium process Lillian's certainly learnt a lot about the importance of shared values and being true to one's own. I want to thank Lin, in particular Lin. Firstly for staying sane over the many months of uncertainty leading up to the tendering process and then for spending spring and summer in a meeting, writing, editing, costing frenzy. We should acknowledge her leadership role in being effectively the elder amongst the consortium team. It also gave us pause to appreciate all the hard work that we had put into developing our 2011-2014 strategic plan in previous years. It really served us well in the tendering process and we will need to set aside some quality time to renew it in the year to come.

Picking up on change; change has also been a remarkable feature of the year. We spent the first half of the year involved in a rigorous recruitment process to find our next manager. We signed up Vivian Stavis in November 2013 and we were thrilled to find she leapt into the fray with a much valued fresh energy and commitment to Lillian's survival.

Thank you especially to Lin for your amazing years of dedicated service and for your heart and resilience no matter what. I want to especially acknowledge Lin for delaying her retirement whilst we continued to bed in our new case management processes and sought the right woman to take the helm and to also see us through the final stages of our room upgrade.

We now have single bedrooms for 8 girls, whilst we have retained the small office and flat downstairs for staff. It was a big decision to subdivide the top floor rooms, however, it was a condition of our agreement with FACS. We are now adjusting to a slightly more hectic Lillian's with a very full table at dinner-time. Thankfully, there were no other significant changes to our 2013-2014 service specification and we continued to deliver what we are best at: medium to long term supported accommodation for girls and young women.

Another change that really must be noted is that we transitioned to electronic banking. The change from the time-honoured tradition of dropping in and signing Lillian's cheques has not been without a tinge of sadness. Not that I really had a chance to miss the place as there has been constant meetings and negotiations to sort through the tendering.

I want to acknowledge the great achievements of our girls. This has been most marked in the case of one of our clients who has been in surgery for a medical condition on several occasions now and has been wonderfully supported by our staff and her fellow residents.

Thank you to Athena, Naomi, Ann, Lucy and Helen for your amazing strength and calm under adversity and wisdom to know how to proceed. Lillian's has been fortunate to have such a stable and committed management committee through such a stressful period.

Thank you to our staff. Firstly, thanks for working within a climate of intense uncertainty and for achieving our budget target over this financial year. With so much change we always knew it was going to be tight.

To all of our staff, thank you: Danielle, Cindy, Carlene, Bonnie, Katherine, Sophie, Leah, Anya, Ann, Melissa and Virginia. Thank you to Helen McCutcheon for assisting us in our recruitment panel. Thanks also to Di Rochford from FACS and her colleagues for all efforts to work with us to be the best that we can be. Di will no longer be our CPO under the GHSH reform. And last but not least, a special thank you to Athena Mumbulla for the fifteen years plus of service she gave to Lillian's Management Committee. Athena made the very hard decision to retire this year and she will be missed, as will her beautiful daughter's Nyarn and Maawa.

Sally Fitzpatrick

Treasurer's Report

Ann Watchirs Smith

2013 - 2014

The audited financial statements covering the financial year 2013-14 for Lillian's are available here tonight.

Looking at them shows that, despite having a larger income than 2012-13, we experienced an operating deficit. This was attributable to a much larger wages bill, partly due to the pay increases achieved by the Equal Pay campaign run by the Australian Services Union - which will continue to happen every 6 months for a few more years.

But two main things led to this increased expense.

Firstly, it was once again a year of uncertainty due to Going Home Staying Home - with no service knowing whether it would survive the tender process. Because of this uncertainty we could not, in good conscience, offer permanent work contracts to new staff but had to employ them on a casual basis. Employing casually is expensive for a service, which operates 24/7 - unlike a fast food business; Lillian's can't send casuals home if it's a bit quiet. And Cindy was away for 6 months and Leah resigned, so casuals filled the gaps and we thank them wholeheartedly as we recognise how difficult it was for them.

Secondly, the permanent wages. At the end of January Vivian Stavis started work as the manager at Lillian's after staying on at her previous job with Stepping Out to help them with their preparations for the Going Home, Staying Home tender process. And Lin Cooper stayed on at Lillian's to see it through the whole consortium and tender process as it would have been extremely difficult for a new person to come in at that point. These two women then worked together to keep Lillian's operating in a stable and consistent way for the benefit of our young residents as Vivian learned the procedures and met with

the other members of our Alliance and consortium. This was again a time of uncertainty as we waited to hear whether we would be able to continue and if our building would be part of the deal. Lin reduced her hours but stayed on to provide a solid hand-over at a time of great change, and this was an extra expense. However we were conscious that it was sink or swim time and thought that we could use some of the money set aside for replacing the car at this time - because if we did not put everything we could into surviving we would have no service.

Also we found that our MYOB had not been calculating the leave provisions properly and had to correct that.

In 2012-13 we had to pay for SAL Consultants assistance in finalising our policies and procedures and for their help in negotiating with government - this set us up well for this financial year. And we did not have to pay any builders this year (last year we had to divide two of our bedrooms into four to accommodate a total of eight girls rather than six). So there were some savings.

And, despite having more mouths to feed, our food bill was down - thanks in part to OzHarvest, whose food deliveries are eagerly anticipated each week. Thank you also to Katrina Wynberger for bookkeeping this past year and Monika and Cheryl from CGH accountants for auditing our financial records.

In conclusion, we enter our next financial year with all accruals and provisions in the bank and nearly \$24,000 equity.

Ann Watchirs

Auditor's Report

Cheryl G Hastie

2013 - 2014

Lillian Howell Project Incorporated

ABN 22 465 606 851

Directors' Declaration

In the directors' opinion:

- a) the incorporated association is not a reporting entity because there are no users dependent on general purpose financial statements. Accordingly, as described in note 1 to the financial statements, the attached special purpose financial statements have been prepared for the purposes of complying with the New South Wales Associations Incorporation Act 2009 and associated regulations;
- b) the attached financial statements and notes thereto comply with the Accounting Standards as described in note 1 to the financial statements;
- c) the attached financial statements and notes thereto give a true and fair view of the incorporated association's financial position as at 30 June 2014 and of its performance for the financial year ended on that date; and
- d) there are reasonable grounds to believe that the incorporated association will be able to pay its debts as and when they become due and payable.

On behalf of the directors


Chairman

Date:
Sydney

Lillian Howell Project Incorporated

ABN 22 465 606 851

**Statement of Financial Performance
For the year ended 30 June 2014**

	2014	2013
	\$	\$
Income		
DOCs Grant	472,800	459,082
Dividends Received	89	54
Rental Income	18,430	13,460
Insurance Claim - Workers Compensation	0	7,616
Donations & Sponsorship	4,580	800
Total income	495,899	481,012
Expenses		
Staffing Expenses		
Wages-Permanent Staff	237,547	229,325
Wages-Casual Staff	92,098	79,111
Superannuation	33,931	29,731
Workers Compensation	13,424	17,484
Staff Development	0	1,424
Consortium (Launchpad)	1,892	0
Supervision	3,600	3,420
LSL & Maternity Leave Provn	9,080	2,566
Holiday & Sick Leave Provn	70,321	20,085
Staff Recruitment	102	447
Total Staffing Expenses	461,995	383,593
Property Costs		
Electricity	2,506	2,241
Repairs & maintenance	1,128	10,019
Household General Replacements	320	3,205
Provision- Cyclic Replacement	0	344
Insurance-Contents	5,589	4,306
Security	0	400
Edible Garden Project	46	326
Total Property Costs	9,589	20,841
Administration Expenses		
Accounting	1,174	1,395
Audit Fees	2,091	2,390
Administration Expenses	724	143
Bank Fees	167	169
Consultant's Fees	0	27,833
Office Supplies	1,303	1,126
Postage	105	109
Resources & Education	895	951
Telephone	3,539	3,781
Total Administration Expenses	9,998	37,898

These statements should be read in conjunction with the attached audit report.

Lillian Howell Project Incorporated
ABN 22 465 606 851

Statement of Financial Performance (cont)
For the year ended 30 June 2014

	2014	2013
	\$	\$
<hr/>		
Travel Expenses		
Travel	583	789
Motor Vehicle Costs	4,170	2,912
Total Travel Expenses	4,753	3,701
<hr/>		
Residents Expenses		
Education & Amenities	2,008	2,229
Tutoring		0
Activities & Entertainment	538	837
Residents Personal Living Expenses	796	1,301
Food & Housekeeping	17,838	19,247
Other Expenses (Xmas, Birthdays, etc.)	2,220	1,900
Total Residents Expenses	23,400	25,514
Total Expenses	509,735	471,546
<hr/>		
Net Profit (Loss)	(13,836)	9,466
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These statements should be read in conjunction with the attached audit report.

Lillian Howell Project Incorporated

ABN 22 465 606 851

Notes to the Financial Statements

For the year ended 30 June 2014

Note 1: Statement of Significant Accounting Policies

The principal accounting policies adopted in the preparation of the financial statements are set out below. These policies have been consistently applied to all the years presented, unless otherwise stated.

Basis of Preparation

In the directors' opinion, the incorporated association is not a reporting entity because there are no users dependent on general purpose financial statements.

These are special purpose financial statements that have been prepared for the purposes of complying with the New South Wales legislation the Associations Incorporation Act 2009, the Charitable Fundraising Act 1991 and associated regulations. The officers have determined that the accounting policies adopted are appropriate to meet the needs of the members of Launchpad Youth Community Incorporated.

These financial statements have been prepared in accordance with the recognition and measurement requirements specified by the Australian Accounting Standards and Interpretations issued by the Australian Accounting Standards Board (AASB) and the disclosure requirements of:

AASB 101: Presentation of Financial Statements
AASB 108: Accounting Policies, Changes in Accounting Estimates and Errors
AASB 1031: Materiality
AASB 1048: Interpretation and Application Standards

as appropriate for not-for-profit oriented entities. These financial statements do not conform with International Financial Reporting Standards as issued by the International Accounting Standards Board (IASB).

Reporting Basis and Conventions

The financial statements have been prepared on an accruals basis and is based on historic costs modified by the revaluation of selected non-current assets, and financial assets and financial liabilities for which the fair value basis of accounting has been applied.

The following is a summary of the material accounting policies adopted by the association in the presentation of the financial report. The accounting policies have been consistently applied, unless otherwise stated.

Revenue recognition

Grants are recognised at their fair value over the term of the grant.

Interest revenue is recognised as interest accrues using the effective interest method.

Donations and other revenue is recognised when it is received or when the right to receive payment is established.

Employee benefits

Liabilities for wages and salaries, including non-monetary benefits, and annual leave expected to be settled within 12 months of the reporting date are recognised in current liabilities in respect of employees' services up to the reporting date and are measured at the amounts expected to be paid when the liabilities are settled.

Lillian Howell Project Incorporated

ABN 22 465 606 851

**Statement of Financial Position
As At 30 June 2014**

	2014	2013
	\$	\$
Current Assets		
St. George Cheque Account	275,357	259,500
Petty Cash	800	800
Total Current Assets	276,157	260,300
Total Assets	276,157	260,300
Current Liabilities		
Sundry Creditors		
Union Fees Payable	(4)	82
Superannuation Payable	803	4,649
Employee Payroll Package	1,590	5,518
Total Sundry Creditors	2,389	10,249
Tax Office Creditors		
PAYG Withholding	5,772	9,464
GST	(798)	(743)
Total Tax Office Creditors	4,974	8,721
Provisions		
Annual Leave & Sick Leave	131,943	99,723
Long Service Leave	59,859	50,779
Replace Vehicle	37,500	37,500
Provision For Cyclic Replacement	15,684	15,684
Total Provisions	244,986	203,687
Total Current Liabilities	252,349	222,656
Total Liabilities	252,349	222,656
Net Assets	23,808	37,643
Equity		
Retained Earnings	37,643	28,178
Current Earnings	(13,836)	9,466
Total Equity	23,808	37,643

These statements should be read in conjunction with the attached audit report.



Suite 5, 82-86 Allison Cres
Mentai NSW 2234

PO Box 3028
Bangor NSW 2234

P 02 9543 5217
F 02 9543 6209
E info@cghca.com.au
www.cghca.com.au

INDEPENDENT AUDITOR'S REPORT

To the members of Lillian Howell Project Incorporated (ABN 22 465 606 851)

Report on the financial report

We have audited the accompanying financial report of Lillian Howell Project Incorporated, which comprises the Statement of Financial Position as at 30 June 2014, and the Statement of Financial Performance for the year then ended, a summary of significant accounting policies and other explanatory information and the directors' declaration.

The directors' responsibility for the financial report

The directors are responsible for the preparation of the financial report and have determined that the basis of preparation described in Note 1 to the financial report is appropriate to meet the financial reporting requirements of the constitution and is appropriate to meet the needs of the members. The directors' responsibility also includes such internal control as the directors determine is necessary to enable the preparation of a financial report that is free from material misstatement, whether due to fraud or error.

Auditor's responsibility

Our responsibility is to express an opinion on the financial report based on our audit. We have conducted our audit in accordance with Australian auditing standards. Those standards require that we comply with relevant ethical requirements relating to audit engagements and plan and perform the audit to obtain reasonable assurance whether the financial report is free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial report. The procedures selected depend on the auditor's judgement, including the assessment of the risks of material misstatement of the financial report, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation of the financial report that gives a fair presentation, in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by the directors as well as evaluating the overall presentation of the financial report.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

Independence

In conducting our audit, we have complied with the independence requirements of the Australian professional accounting bodies.

Opinion

In our opinion, the financial report presents fairly, in all material respects, the financial position of Lillian Howell Project Incorporated as of 30 June 2014, and of its financial performance for the year then ended on that date and complies with Australian accounting standards to the extent described in Note 1.

A handwritten signature in cursive script, reading "Cheryl Hastie".

Cheryl G Hastie
Chartered Accountant
CA 79748

Dated 16 October 2014

Manager's Report

Vivian Stavis

2013 - 2014

Survival, Survival Survival!!! This was said like a mantra in our heads this year! This year was the year of tendering, transition and reform and it was literally a very stressful all consuming process which created anxiety, angst and many sleepless nights for both Lin and I, and the Committee, I'm sure!

Lillian's successfully formed a consortium with other organisations, St Laurence House, Launchpad and Rosemount Good Shepherd, and prequalified to tender for ongoing funding under the Going Home Staying Home (GHSB) reform, whilst retaining Lillian's ethos. After a huge effort the consortium submitted a comprehensive tender for the Inner West Youth Homelessness Service package in February 2014, and then waited and waited and waited. After many deferrals through April and May, announcements of tender winners were finally made on the 13th June 2014. Sadly we were unsuccessful, which then led to the start of some serious campaigning!!!

We bombarded all our local MPs, the Minister herself, and local government that very afternoon with missives on what had just occurred through GHSB and the injustice of it all and what the loss of Lillian's actually meant to the young girls and women for whom we care and our community. We started an online petition through Change.org to "Save Lillian's", which also provided an avenue for our supporters to have their say; and we successfully developed a website to keep friends of Lillian's and the community informed of the progress of our campaign, again where supporters could make comments We joined the wider campaigning efforts by other women's coalitions and worked hard to gather signatures of support. Our girls were amazing at this time and appealed directly to the community through collecting signatures and social media. We also developed

partnerships with local and interstate organisations for support, fundraising and capacity building.

THE START OF OUR CAMPAIGN

Posts of support from local residents and partnership agencies from Change.org

Julie Moffat AUSTRALIA

Lillian's has been our neighbour and I believe it is in the best interests of the young women to have such a fantastic facility with unbelievable support staff.

Tabitha Noonan MARRICKVILLE, AUSTRALIA

I provided school-based learning support to one of the girls from Lillian's House as she finished her HSC. I know what a stable and well-structured home environment that they provided her. It would be a shame to lose this invaluable resource.

Kim Janssen CAMPBELLTOWN, AUSTRALIA

As a Manager of Launchpad I have worked very close with Lillian's for the last two years and I know that they are doing great work which is unique in this community and they always achieve amazing outcomes for young women. In the last year we had 2 young women moving into transitional program who are progressing really well in live and close to becoming strong independent adults. I hope government acknowledges the importance for a program like this and will keep providing funding and safe and secure accommodation.

Letter to MPs and Community

Dear Ministers, Councillors and Supporters,

Today our service which has been operating for 26 years has been unsuccessful in securing funding through the Going Home Staying Home reform process.

The Lillian Howell Project is a specialist homelessness service providing medium to long term 24 hour, on-site gender specific supported housing for up to 11 young women and girls from the age of 14 to 18 years. Lillian's has been operating in Sydney's Inner West since 1988. Lillian's aim is to provide these young women, who are survivors of child sexual abuse, neglect or family violence, with a stable and non-judgemental environment. For over 26 years, we have provided this service in a building built specifically for this purpose.

Lillian's offers a trauma informed care approach that is reparative and empowering and in fact has been a pioneer in this area. Our approach is one that as well as providing a safe and secure setting, builds the capacity of the young women through modeling reliable and consistent behaviours. Over an extended period of time the competency and confidence of each young woman builds, and their capacity to make autonomous and independent decisions about their own future grows. Lillian's environment allows the young women's trust and assuredness to develop so that they are able to achieve their goals of completing their education, gaining employment and progressing to independent living.

Lillian's has long been regarded as providing a benchmark in high quality, relational based care, providing a much needed, gender-specific, medium term to long term supported housing option for young women within the specialist homelessness sector. Over this time, we have supported many young women escaping family and domestic violence, who have experienced trauma, abuse and neglect, to heal, flourish and break the cycle of homelessness.

The loss of such a service in the Sydney area will have a devastating effect, particularly on the girls currently housed in our program, as they could potentially be placed at risk if their holistic support network of housing, case management and counselling is taken away. It is imperative that our service remains open in the long term as our service is the only one of its kind in the region.

Your support in our campaign to be housed and funded to continue Lillian's service would be greatly appreciated.

We will keep you informed of our campaign's progress.

Kind regards

*Vivian Stavits
Manager
Lillian Howell Project
lillians@ihug.com.au*

*Sally Fitzpatrick
President
Lillian Howell Project Inc.
0415 069 878
s.fitzpatrick@unsw.edu.au*

Over this financial year, we also farewelled the dynamic, marvellous, beautiful Lin Cooper, who retired in February after 26 years of leading and whose expertise was exemplary during the tendering process. I was successfully inducted as new Manager to lead Lillian's under Lin's guidance in January 2014 and it's been an amazing experience to date.



As FACS prepared to hand our building over to the tender winners, Lillian's beloved property underwent major renovations, starting with a new kitchen in the main part of the house as well as the flat, new carpet in the office, new cabinets in the bathrooms, updates of all fire alarms, and a fresh coat of paint to the majority of the common areas inside and the whole of the outside. And yes, after years and years and years of unsuccessful requests, the Department repaired

the guttering and downpipes...



For the first six months we operated with full capacity of 8 girls and from January we operated with 6 girls, as we awaited the outcome of the tender. In all, we supported 11 girls in the house over this financial year. We also kept supporting our 3 girls living in our transitional properties, A*****, K***** and M*****, through our Metro Housing partnership. Through this time, our girls have continued to achieve amazing things.

We attended many musical soirees and graduations, did lots of hair and makeup for formals and went formal dress shopping far too many times to count!!!

V***** was at Lillian's for the thirteen months (February 2013 – January 2014). She moved into a transitional property through the Burdekin Association and is living independently, completing her HSC and still stays in contact with us.

L***** was at Lillian's from (May 2012 – August 2013) and is now living independently with her boyfriend. She sees us often as we still support her and she is still good friends with a current resident of Lillian's.

S***** was at Lillian's from August 2012 – October 2013, during her time here she completed her HSC and is now studying aged care and working in an aged care facility full time.

S***** was at Lillian's from February 2013 – December 2013, she completed her HSC and graduated high school and is now studying at university. She is also part of the SRC and is enjoying university life immensely.

P***** moved into Lillian's January 2014 – June 2014; she is completing her Diploma of game design at a private college.

L***** was at Lillian's from December 2012 – July 2014, she moved into one of our Metro Housing transitional properties, living independently and doing well. She graduated from high school with her HSC and was accepted into the Conservatorium of Music where she is completing a bachelors degree.

N***** moved into Lillian's in July 2012 – July 2014, she moved into one of our Metro Housing transitional properties, living independently and doing well. During her time here she graduated from High School with her HSC and she is now enrolled at university completing a degree. She received her Citizenship in November 2013.

S***** moved into Lillian's in March 2013 and is presently still living here, she completed year 10 with her ROSA and is currently completing a Diploma in

Makeup Artistry and Beauty at a private college. She was also involved in the 'Worlds Greatest Shave', shaved her hair, raised \$2000 and looked fabulous! We were so proud!

A***** moved to Lillian's in April and she is still here. She completed year 10 with her ROSA and is still in year 11 this year and is in negotiations for an apprenticeship in Horticulture and is currently employed casually by a local garden centre who may offer her the apprenticeship.

B***** moved in in February 2014 and is currently still here. She graduated from high school this year and is currently seeking employment with plans to study beauty next year. She is part of the Big Sister program and loves it!

L***** was with Lillian's from December 2013 – July 2014, and then was moved to Caretakers due to extenuating circumstances. Whilst she was here we managed to engage her successfully with a new high school.

Our staff team had training in many areas of work including Trauma Informed Care; Case Management Foundations, Building Caseworker Resilience, Mediation, Working with young people and Crisis Strategies, Results Based Accountability, Survival Skills for Youth Workers and Mental Health First Aid. We sadly farewelled Anya, Leah, Ann and Melissa and we felt the loss of Lin when she retired in February. Meanwhile thanks go to our full time staff Cindy, Dan and Carlene and also our fabulous relief workers – Katherine, Bonnie and Sophie for their sustained efforts to provide our residents with the best possible care and support. Great work, Team!



SAL Consulting continued to provide an excellent job with professional supervision to all staff and consolidating and assisting us with tender applications. They are all brilliant and I want to thank Lisa Gardiner and Emma Rudman for their support.

The Management Committee have been fantastic in their dedication to the struggle for the survival of Lillian's. Without their determination and willingness to give more than is asked, Lillian's would probably have collapsed. I know I certainly would've walked away! So a huge Thank you to Sally, Ann, Naomi, Helen and Lucy and all of their families who have also made sacrifices (special mention here to Jessie and Ivy).

Vivian Stavis

Staff Report

Cindy Ryan

2013 - 2014

The most enormous and important change that happened at Lillian's this year was the retirement from her full time position of co-ordination by Lin Cooper. Lin has worked as the co-ordinator here for last 26 years and I can't begin to say enough about the level of dedication, competency, compassion and wisdom she brought to Lillian's. Her personal ideals and ethics have shaped and defined a service that operates from a feminist/anti-oppression perspective with a level of professionalism and kindness I have never experienced in any working environment.

Lin we all wish you such happiness and rest in your retirement. You deserve a medal for your time here with us and we thank you from the bottom of our hearts for the leadership, mentoring and the genuine compassion and strength you showed during your time at Lillian's.

Of course the other major change that happened was that Vivian Stavits took over from Lin as manager. She had huge shoes to step into and was initiated into the service in a 'trial by fire' way as she was forced to take over the tendering process and as such fight for the survival of Lillian's. Viv, you've done really really well! It hasn't been an easy start but we all appreciate how you haven't taken this process in your stride and still managed to laugh and keep the rest of us laughing. We welcome you on your own terms and appreciate the unique qualities and skills you bring to Lillian's.

Cindy took long-service leave and some time without pay off between Jan and June this year and as such Dan, Carlene, Bonnie and Katherine (our relief staff) shared the extra shifts among them.

Dan and Carlene – you are amazing workers who have done an incredible job covering shifts and working so many extra hours. Your insight and case-management skills are witnessed on a daily basis by the connection you have with clients and the extremely positive ways in which the young women in your care are choosing to live their lives. Katherine and Bonnie – you have stepped up to the plate and done a fantastic job and we are very grateful to have both of your unique strengths as part of the Lillian's' team. Katherine your deep thinking and proactive initiatives are a revelation and Bonnie I will never be able to say enough that you are the best minute taker we have EVER had at Lillian's. Thank you all for the unique strengths you all bring to the team. I feel very blessed to work with women who are so team oriented, dedicated, professional and willing to do what ever it takes.

In terms of management I can't quite believe the level of 'voluntary' dedication you women make to this service. It feels to me like you all have a part time jobs here and handle things with such passion and grace that I am quite in awe. Sally, Naomi, Helen, Ann, and Lucy – we all thank you from the bottom of our hearts. You truly are amazing!

As for the girls who have lived at Lillian's and/or have been supported by our service over the year. You are always inspirational – and I thank each and everyone one of you for reminding me that each of us has a story and the ways in way in which we can take our life experiences and share that with others. As luck would have it each time I meet with you I am learning and growing. Thank you all so much for this.

I wont go into the details of what has happened in your lives as Viv has done this in her report – but I do want to acknowledge that Lillian's is all about you and you have made us all so proud with your capacity to face the hard things and your ability to achieve so much in face of such adversity is always inspiring.

This report would not be complete if I did not acknowledge the long and complicated tendering process that has been involved in the Going Home Staying Home reform process. Lillian's was invited to submit for funding under the reforms and were ultimately unsuccessful.

Everyone went into 'fight' mode and the management and staff worked night and day to help Lillian's stay alive. We were also supported strongly by the 'No Shelter Collective' and 'SOS'.

I went through our own records over the last two years and I was able to find and establish the following statistics ~

17 young women have completed their schooling. 12 of these young women completed their HSC and 5 of these young women completed schooling to a point where they're gained entry into post school studies.

Of these 17 young women 15 are (or have finished) attending or have attended further education.

Lillian's supported 11 young women in semi-independent housing in a case-management capacity.

For all of these young women we secured brokerage and donations so that they were able furnish their flats and ultimately set themselves up well for independence.

6 young women have now transitioned into the private rental market and one young woman has secured a long-term DOH flat.

5 young women now have qualifications are engaged in full time employment in their

chosen field.

There are countless number of young women who still contact Lillian's due to the consistency of staff who have lived here over the years. Recently two ex residents from 17 and 19 years ago made contact with the staff and came to visit bringing their children with them.

We have an open door policy so we also get calls and visits for assistance from ex-residents, friends of theirs, and people who know of us through the community. We are always willing to provide help to these women for as long as is need.

When I see the way these young women heal, grow and move into a life that is stable, filled with dreams and hopes and a sense of themselves as powerful and worthy I am both inspired and proud. If we don't keep fighting for justice for those who suffer abuse and oppression we WILL lose and services will continue to close, be consumed by corporate welfare agencies, or be required to operate with new mandates and agendas that have little relevance to their current model. Our services make a genuine difference, they too are powerful, worthy and effective and need to be recognized and funded as such.

I am incredibly proud of Lillian's and the work that we have done and will continue to do. I thank everyone who is involved in the process especially the young women who use our service as it is you who are the true heroes who face such obstacles and some home find away to succeed. I thank our dedicated team from management to people who choose donate Christmas gifts and/ or money.

I genuinely feel blessed to be part of a team of women who have a feminist perspective at the heart of their practice and view change as not just a personal ideal but a profound a far reaching political movement. My greatest hope is that Lillian's can and will survive these changes and that many more young women will benefit from the great services that we offer and offer my greatest thanks to everyone who had been a part of this ongoing fight.

With Love and peace.

Cindy

Resident Comments

Posts placed on Change.org

2013 – 2014

Nerissa Churchman AUSTRALIA

I live at Lillian's and would like to continue to have a roof over my head and somewhere to sleep where I feel safe

Liz C SYDNEY, AUSTRALIA

Lillian's is the only medium-term to long-term service for homeless young women in Sydney, and loss of funding will mean all the residents, currently studying and working to the best of our abilities for our situations and circumstances, will face huge changes to what we've known to be a stable, safe, and warm environment. As a unique refuge, changing the management means changing the circumstances and regulations drastically. For young women recovering from familial trauma, abuse, amongst many other issues, it is essential that Lillian's continues as the specialist female resident-only support system it has been for around twenty-five years. Losing the funds, changing management, or even the entire service being closed down, will mean that those in need are provided with a home and a secure place to continue on with life. Lillian's has been not only a refuge, but a home and a family to me for almost two years. Even if I spent the rest of my life trying to return the abundance of care and life lessons and love that this refuge has given to me and hundreds of other girls, I would still not be able to give back enough. Lillian's has taught me independence, trust, resilience, and countless other life skills. Please take a moment to visit the petition and sign to make a difference. The smallest action taken can change so much for the better.

Vanessa Cheng AUSTRALIA

I've been housed with Lillian's for a year, and have continued to receive support from Lillian's up to now. I have formed close relationships with both the social workers and the residents at Lillian's- they have been like family to me and have helped me survive through a very hard time. Lillian's has helped me develop independent living skills and has given me an incredible amount of moral support over the last 1 and a half years. Without that support, I wouldn't be capable of living independently now and I would not be continuing with my education. I strongly believe that the funding for Lillian's should be reinstated because it would be in the best interests of the young women who

access this service.

Angeline Jenner AUSTRALIA

This place is my home. They ladies here took me in and helped me when I had no help, in a new state, new school and no connections, only two family members, that were the source of my problems and depression. I and slowing recovering and building up my confidence to be a independent young woman and support myself.

Lacy London AUSTRALIA

Lillian's took me in although I was not a resident I was just a homeless kid trying to escape family violence and I stumbled upon this place after couch surfing, sleeping in parks, going through crisis refuges. Lillian's took me in although I had nothing to give back..

It was the only place that didn't turn their back on me. They took care of me. Fed me. Let me use the shower. Took me to the doctor when I was sick.

I was 15 the government turned their back on me. Lillian's didn't. It was a home which I never had.

Angie Dong SYDNEY, AUSTRALIA

Lillian's gave me the first safe, stable home I had since I was 8. The staff there have subsequently gone out of their way to get me out of a dangerous situation, and to liaise with another service to provide disability-related support. The warmth and happiness I had at Lillian's is what every young abuse survivor deserves.

Suzzane Nassif AUSTRALIA

I have been supported by this organisation and they should be supported

Amy Knight AUSTRALIA

Lillian's has supported me for almost 4 years and has given me safe haven between the chaos of my life. They have me a room when I had no where else to turn and somewhere along the way became my best friends and family.

The reinstatement of funding to this unique and understated service is crucial to future young woman suffering from a range of issues. I've been in many refuges & Lillian's is by far the most influential in my life, and as well in many others that I know.

By reinstating funding, you will be reinstating a chance for young woman who feel like the end is near, you will be supporting a community of woman who fight strongly and proudly to be the best they can be and to make a positive impact on society, you will be supporting humans who deserve the basic right to a safe, understanding environment and a roof over their heads.

I will be deeply saddened if the place that changes so many woman's life's has to be no more. I know that Lillian Howells young woman's refuge does more good than harm to this society, so why shut it down?