



CONNECTIONS NEWSLETTER

Supporting women experiencing homelessness

WINTER 2025



CATHERINE HOUSE

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**Catherine House
acknowledges the Australian
Aboriginal and Torres Strait
Islander peoples of this nation.**

Catherine House is located on Kurna Land and we acknowledge the Kurna people as the Traditional Custodians of the lands on which we work. We pay our respects to ancestors and Elders, past and present. Catherine House is committed to honouring Australian Aboriginal and Torres Strait Islander people's unique cultural and spiritual relationships to the land, waters and seas and their rich contribution to society.



CATHERINE HOUSE UPDATE

It's been an incredibly challenging season for women experiencing homelessness across South Australia. At Catherine House, we've witnessed a dramatic increase in demand, and our mission to end women's homelessness has never felt more urgent.

Sadly, domestic and family violence remains the leading cause of homelessness for women across Australia. More than half of the women who need our support come as a direct result of family and domestic violence, and **over 90% of women** we support have a background of violence and trauma. This is why our holistic model of support, as well as our trauma-informed practice, plays such an important part in each woman's recovery.

As you may be aware, in 2024, the South Australian Government approved a Royal Commission into Domestic, Family and Sexual Violence, led by Natasha Stott Despoja AO. Earlier this year, Catherine House staff and clients participated in community and sector consultations. Our staff highlighted system barriers, structures and processes that keep women entrenched in a cycle of violence, poverty, homelessness, and poor health, with extraordinarily limited availability of recovery and healing services for them and their children.

Current and former clients shared their experiences of how the mostly inadequate service responses had impacted their lives and the wellbeing of their children. Despite how emotionally grueling it was, women were able to articulate the mistreatment, indifference and neglect they had experienced while trying to leave violence. While some reflected on positive interactions with professionals and services, these were the exceptions, not the norm.

Many of the clients are mothers whose children have lived experience of violence too. They were insistent that change was needed to help them and their children, to mitigate the potential for lifelong trauma due to domestic, family and sexual violence.

We look forward to working with the government and wider sector to reduce the number of women and children experiencing violence in their lives.

In recent months, we have no doubt all been feeling the depths of winter, with very cold and wet days.

It is through these times, even more so, that it is important to remember that not everyone has a warm and safe home to return to each night.

Throughout the winter months, the urgency of addressing women's homelessness across South Australia continues to intensify. **At Catherine House, we've felt this increased pressure firsthand, with a 60% increase in women seeking support compared to the same time last year.**

Despite the ever-growing demands, we remain dedicated to providing crisis accommodation and comprehensive trauma-informed care to support women to regain stability, confidence, and independence.

Throughout this newsletter, you will read many of the wonderful stories of the women we support, and their achievements, along with service updates and spotlights on the incredible support you, our Catherine House community, provide. I encourage you to particularly read our New Generation Catherine House update on page 10, which will give you an insight into the project along with some of our latest renders. This purpose-designed facility will increase our capacity and deliver state-of-the-art, trauma-informed accommodation and support services.

I am also delighted to report our new Waitlist Support Service has just completed a very successful 12-month pilot year, with some wonderful outcomes for the women on our waitlist. The Waitlist Support Service was made possible through the philanthropic support of the Lang Family Foundation, who are long-time supporters of our work, and we truly can't thank them enough for their ongoing support. The service evaluation, featured on page 17, shows the tangible difference it has made for women on our waitlist.

On behalf of Catherine House, please accept my sincere thanks for standing with us and for your unwavering commitment to ending women's homelessness in our community.



Julie Duncan
Director
Catherine House

OUR IMPACT

JAN-JUN 2025

This year, Catherine House has seen a continued **increase in demand for our services**, with more women seeking support as a result of the ongoing housing and cost of living crisis.

449

Women were supported across all our programs and services.

31% increase on this time last year

475

Enquiries were managed by our Intake Service.

60% increase on this time last year

288

Intake/Waitlist clients were provided with a service.

39% increase on last year



19,975

Case sessions were conducted with our clients, so far this year.

9.75% increase on this time last year



258 Product Orders delivered

17 Moving on Packs delivered

Over the past six months, **44 women have exited Catherine House into stable housing.**

Meals and Snacks

Over **27,000 meals and snacks** were served to the women we support 24/7 across our programs and services.



The minute I walked upstairs and was shown my room, it was like a breath of fresh air. I thought, “Oh my God, I’m safe. This is my space.”

– Bree-anna, Catherine House client

COMMUNITY AMBASSADORS



We're proud to have 38 Community Ambassadors representing Catherine House in 2025.

Our Community Ambassadors not only support us in raising vital funds, but help us to raise awareness for our service and how homelessness affects our community. A heartfelt thanks to all of our ambassadors for their hard work and dedication so far and a big thanks to the wider community who continue to support these wonderful events and have valuable conversations.



Dangerously Modern Exhibition Angela Maglieri

Thank you Angela for holding an exclusive fundraising tour of the Dangerously Modern exhibition at the Art Gallery of South Australia. The exhibition showcased works of 50 incredible Australian female artists who were trailblazers of their time.



Parklife at Norwood Live Daniel Amey

A huge thank you to Parklife for setting an incredible standard as male role models in our community! They didn't just meet their \$10,000 fundraising goal – they raised an incredible \$21,263!



400km in 20 days Argyro Vourdoumpa

This year, Argyro set an ambitious challenge: to cycle, walk, and run 400km in 20 days to raise funds for Catherine House. Powered by early mornings, aching legs, and the unwavering support of her community, she crossed the finish line a day early and surpassed her \$6,000 fundraising goal. Thank you, Argyro!



Purple with a Purpose Penny London

Thank you to Penny for hosting Purple with a Purpose. The team broke a sweat for a cause with fitness expert Beau Williamson and a powerhouse crew of South Aussie trainers, with over \$2,000 raised!



Interested in being a Catherine House Ambassador in 2026?

Support women experiencing homelessness and raise vital funds and awareness for Catherine House.

Applications will open November 2025. Contact our Fundraising Team for more information:

fundraising@catherinehouse.org.au

WALKING BESIDE MOTHERS

Catherine House is committed to walking alongside women in all stages and forms of motherhood. We begin with the woman—her survival, her healing, her future.

Over the last week, I have been involved in out-of-hours support with three clients who are all mothers. As I write this, it's hours after checking in on a client who needed support in the early hours of the morning. She said two things to me that speak to the heart of what we do: "I have my babies" and "I think I am just feeling overwhelmed, I'm not used to having so many people care for me." She had been compassionately supported by two SA Ambulance Officers, other clients in the house, the worker on duty, and later, by other staff checking in on her to ensure she was okay.

Another client voiced that she was reminding herself of her teenage daughter and how important it was for her to repair from their estrangement. She hoped this would help her in moments when her choices moved her further away from reunification. Later, I was listening deeply to how important it was for another client, a grandmother, to be able to visit her family for a milestone event, and be well enough to support her adult son, who was struggling in life and needed her.

Each of these stories are representative of our work with women and the indirect impacts on their children. Their parenting role is the heart of their motivation to move forward. They each face complex barriers that existed long before they came to our service. At times, the intense need to bury the pain and grief, which offers momentary respite, results in a relapse in their goals, and continues a cycle of feeling ashamed and unworthy, then rebuilding again.

Mothers we work with may have experienced family and domestic violence as children and in adult life. Many had partners who undermined their parenting role, alienating them from their children. Escaping the violence resulted in financial vulnerability, with insecure or no housing. Many report being coerced to act in ways that resulted in contact with the justice system, with some experiencing incarceration. Over time, poverty, or a decline in their physical and mental health, weakens their capacity to fight for themselves, their children and what they need. Feeling abandoned or uncared for, with no safe support networks, periods of hopelessness can pervade.

We use the time that women are in our service in a very intentional way to support her role as a mother, in whatever form that may be. Our work with children begins with the mother. Our first priority is her safety, rest and recovery, while attending to urgent health and income needs. Restoration of dignity and self-worth is part of every interaction.

We apply Social Role Valorisation theory to affirm the value of women who have been marginalised. Homelessness, domestic and family violence, and incarceration often strip women of valued social roles. Through active validation and valuing, we celebrate women's inherent worth, promoting their contributions as mothers, carers, educators, leaders, and family and community members.

We support women's parenting role in whatever form that takes, as led by her. Children can stay in our single living accommodation for a night, weekend or other visiting periods. We assist with parenting skills, safe boundaries, and reconnection with children. Additional support is provided for pregnant women, including housing, baby essentials, and advocacy. We prioritise safety in all child-related interactions, building awareness of safety planning around women's interactions with partners and other people involved in the child's life.

We support women to be future-focused, even when it seems impossible, by affirming their strength and confidence, encouraging knowledge development and critical thinking skills, supporting their engagement in learning, and providing pathways to education and employment. Always aiming for long-term success and stability.

We actively reduce barriers, building partnerships to support women with rent, living costs, household goods, and access to pro bono medical, dental, optical, and legal services. We provide practical and financial assistance for family-related needs, walking alongside women through complex systems, mediation, and legal appointments, liaising and advocating alongside them.

Every woman's experience of motherhood is unique. Our case work includes individually tailored goal setting around parenting, referrals to programs and courses, support with routines and appointments, mental health support to enable stability and readiness for child contact, trauma counselling for grief and separation from children, and connection with essential services while with us and when they move into their new housing or community.

Supporting women as they reclaim their identity as mothers is woven into our daily practice—quiet, powerful work that honours their strength and story. Shining a light on the children who reside in the hearts of the women we support is an important reminder of the impact of our work with families who are hurting or trying to heal. Homelessness makes it so much harder.

The diversity of motherhood



Mothers of adult children living independently



Mothers whose adult children provide key caring services to them



Mothers in a grandparenting role



Mothers with kinship caring roles



Mothers who faced maternal alienation due to legal systems and family & DV



Mothers that don't have independent care of their children, but work cooperatively with the primary carer



Mothers whose children have restraining orders on them



Mothers who have restraining orders on their children



Pregnant women preparing for birth and parenting



Mothers working to reunify with children in DCP care



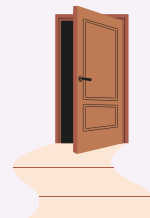
Mothers whose children are in long-term DCP care



Mothers who have experienced the loss of a child



Clients in a carer role for siblings, estranged from their mother



Mothers trying to reunite with children after incarceration



Clients that have complex relationships with their own mothers



Find out more about our services and holistic approach to supporting women

Visit our website:
catherinehouse.org.au



Deirdre Flynn
Manager of Client Services
Catherine House

BREE-ANNA'S STORY

My childhood began quite differently than most. When I was eight months old, I was diagnosed with leukaemia. Growing up, the hospital was my home. My dad and I lived in Ronald McDonald House, while my mum looked after my siblings.

After many years of treatment and undergoing chemotherapy, I had beaten cancer.

A little later in life, things in my life took another dip. My friendship circles evolved, and I found myself surrounded by people with addiction – then I began using drugs myself. By the time I was in my early twenties, I was in active addiction, living with my boyfriend. Over time, the relationship became controlling and violent. Without me even realising, he closed off my relationships with the outside world. I barely saw my family or friends for a year. I became very isolated.

“

After a period of couch surfing, whilst still living with my addiction, I rang Catherine House again and they said, “We have a room for you – it’ll be available on Monday”. From that day, everything changed.

One day, the police arrived at our property, and he managed to convince them that I was the aggressor. I was arrested and taken to jail. In court, I stood up and told my story – and the charges against me were dismissed. Despite this, my housing tenancy ended. I was removed with no exit plan, feeling let down by the entire system. I was homeless.

My lawyer called local services, trying to find help, which is when I learned about Catherine House. I joined the waitlist straight away. After a period of time couch surfing, whilst still living with my addiction, the Intake Worker called to tell me, “We have a room for you.” From that day, everything changed. For the first time in a long time, everything aligned for me, and I thought, “I’m going to be able to get sober”.

My first day at Catherine House was a little daunting. From my time growing up in the hospital, to overcrowded and dangerous living situations later in life, I felt like I never truly had a moment to myself. The minute I walked upstairs and was shown my room, things changed for me. It was like a breath of fresh air. I thought, “Oh my God, I’m safe. This is my space”.

I slept a lot the first few days. I needed to recover; I was so exhausted. It wasn’t long until I started developing connections, attending courses and making the most of my time in the house. I completed the Live Your Best Life & Plan for Your Future educational course at the Catherine House Women’s Centre and even came back as a guest speaker to help inspire other women.

After a few months at Catherine House, I had the opportunity to move into a share-house, but I didn’t think I was ready. I decided to ask for more help, which I’m proud of doing. I moved out of the Crisis Accommodation Service, into Catherine House’s longer-term Mental Health Recovery Program.

I knew I wanted to remain sober and continue working on my confidence in living independently. There have been times when it’s been difficult. Some days I felt like pulling my hair out, thinking “I can’t do this anymore, I can’t keep showing up, I just want to hide”. But I just kept showing up for myself every day, and that’s what mattered.



I work closely with my case worker, and I have started developing a lifestyle that's so different from my earlier years. I know that the staff at Catherine House genuinely care about me. That trust has made it easier to ask for support and be honest about where I'm at. Sometimes I think, "If I hadn't been loved back to life, I don't know how I would've gotten through it".

I had so much going on for me that I didn't know how to admit to someone that I felt broken, but I began to open up, and things became easier. Developing a routine helped me so much. I built daily habits that helped me feel stable and grounded. I still have acts that I do every day that love me back to life. I wouldn't say that I'm recovered, but I am recovering.

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**Sometimes I think,
“If I hadn't been loved back
to life, I don't know how I
would've gotten through it”.**

I'm so grateful to be surrounded by role models; it's changed how I see people, and how I communicate. I'm in an environment where I can flourish. It sort of feels like a domino effect on my life, improving in every aspect. At Catherine House, I know I always have someone in my corner, and I know I can ask for help when I need it. I have faith that if I fall down, I'm always going to get back up.

I'm 12 months sober now, and I recently started a new job. I'm supporting people on the NDIS who use a wheelchair, and I absolutely love it. I have opportunities, and I like being part of a team again. My work gives me purpose and a sense that I'm contributing. I'm slowly building up my hierarchy of needs. At the moment, I'm saving up enough money to go on a holiday to Queensland, to visit my dad.

I'd like to return to study in the future. Believe it or not, my goal is to go back to the hospital – this time as an enrolled nurse. I spent so much time there as a child, and I know what it's like to be on the other side of that experience. Being able to return in a new way, as someone who can support and care for others, would mean a lot to me.

RECOGNITION & AWARDS EVENT

On June 3 2025, we had the honour of attending Government House, alongside some of our supporters, for the Catherine House Recognition and Awards Ceremony.

The event was hosted by our patron, Her Excellency, The Honourable Frances Adamson, AC, Governor of South Australia, who recognised some of the incredible accomplishments achieved by our community. From strategic partnerships to outstanding fundraising efforts – this night was all about celebrating those who have gone above and beyond in their support of Catherine House.

Thank you to everyone who attended, and a heartfelt congratulations to our award winners.



Catherine House Highest Community Fundraising Event **Triple M - Hike for Hope**

Roo, Ditts and Loz championed the annual Triple M Hike for Hope by walking a grueling 30km to raise funds and awareness for Catherine House. A record-breaking \$144,093 was raised to support the work of Catherine House, making it not only the highest Community Fundraising event in 2024, but in the history of Catherine House.



Catherine McAuley Award **MumKIND**

The MumKIND Wellbeing and Education Fund has supported Catherine House clients for over five years to reach their wellbeing, education and employment goals. From first aid courses, to work boots, software for laptops, TAFE fees and more, their ongoing support has offered hundreds of women additional opportunities and pathways for their future.



The Impactful Partnership Award Lang Family Foundation – Waitlist Support Service Pilot Program

Long-term, valued supporters of Catherine House, the Lang Family Foundation collaborated to address the significant increase in demand for our services. Recognising the need for additional support for women on the waitlist, a 12-month pilot program was established and funded entirely through the Lang Family Foundation. This model has proven to be tremendously successful in its first year. Directly supporting 79 women and impacting the lives of many more who would otherwise not have been able to be supported. Catherine House is deeply thankful to Roger, Kirsty and the board for their ongoing support.



Catherine House Highest Community Fundraiser – Individual Asa Cowell – 50 in 50

In celebration of his 50th birthday, Asa completed the ultimate physical and emotional challenge by running 50 marathons in 50 days.

Deeply affected by a friend's experience of domestic and family violence, Asa was inspired to raise awareness and funds for Catherine House. He impressively ran 2,138km, raised over \$58,000 and as an individual raised the most funds for Catherine House in 2024.



Catherine House Community Awareness and Engagement Award Ida Tirimacco

Ida is in her sixth year as a Community Ambassador for Catherine House, raising in excess of \$30,000 over this time. Her passionate advocacy and support for Catherine House has included hairdressing services for clients at her hair salon, ORBE, donated haircare packs, sponsorship of the Crisis Accommodation Kitchen Program, and endless hours of volunteering at events within the community.



The Strategic Partnership Excellence Award REDARC Electronics

Anthony and Michelle Kittel, together with the team at REDARC Electronics, have demonstrated their sincere commitment to ending women's homelessness throughout their many years of support. REDARC has been a Major Event Partner at all Catherine House Gala Dinners since 2018. They have also sponsored our Kitchen Program, hosted workplace fundraisers and run in the City to Bay. REDARC's financial contributions and support have ensured the continued growth of Catherine House services.

New Generation Catherine House

New Generation Catherine House consists of 52 apartments in the Adelaide CBD to co-locate five specialist women's accommodation programs into a single integrated service site with a dedicated Women's Centre.

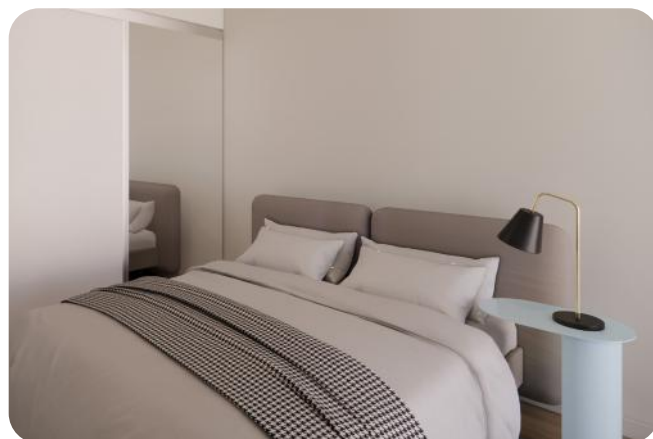
This building will transform the existing Catherine House from a congregate living model (36-beds) into 52 self-contained accessible apartments within a modern, safe and secure building.

Key facts

- Eight stories high
- Each residential floor includes consultation and community spaces in various configurations driven largely by the cohort populating that floor
- Secure on-site parking for drop-off and pick-up, along with lockable bicycle storage
- Secure private outdoor garden with amenities including seating, BBQ and a produce garden
- High level security
- Energy efficient – seven star rating
- Rooftop solar panels
- Materials with low embodied energy, low miles and low emissions, promoting wellness



Studio Apartment



New Generation Catherine House will provide accessible independent living apartments, including double beds, kitchen, living space, and a bathroom – in studio, one, and two-bedroom apartments.



Communal Kitchen and Dining Room



Yoga & Wellness Room

A *new home* for Catherine House,
means we can *build more South
Australian women* up.



Scan to
support

We're *building her up*, to tear
down the *barriers* women face to
having a safe place to call *home*.

If you're interested
in learning more,
please get in touch.



Jaylee Cooper
Manager of Philanthropy & Engagement
JayleeC@catherinehouse.org.au
0403 322 703

COMMUNITY FUNDRAISERS



Regent Homes Regular Donations

Catherine House was pleased to be a part of the opening for Regent Homes' new display homes in St Peters and Oakden as the official charity partner. The Sugars family are long time supporters of Catherine House and we particularly thank Aaron and Brad Sugars for their leadership in supporting women experiencing homelessness.



Langhorne Creek Wine Show

Catherine House was honoured to be the charity of choice at the Langhorne Creek Wine Region Show. Thanks to the generosity of our community, an incredible \$4,875 was raised. We are so proud to be part of this wonderful fundraising initiative!



Want to host a fundraiser for Catherine House?

Contact our team for more information:
fundraising@catherinehouse.org.au



Ivoryrose Physiotherapy Better Together T-Shirts

Created by women, for women, in support of women. Ivoryrose Physiotherapy's beautiful tees were a true testament to the collective strength of women who stand together. In collaboration with local Adelaide artist, Alex Bellas, they proudly supported Catherine House with 100% of profits from each sale donated. We are so grateful for their support.



move. mind. matcha.

Earlier this year, Alica Osborn from Little Vin joined our fundraising and has become an incredible advocate and supporter of Catherine House.

Starting with five friends and a shared mission, they hosted three events focused on movement, mindfulness, and meaning, all in support of preventing domestic and family violence and homelessness. We can't wait for the next one!



The Strathmore Hotel Women in Wine Lunch

We were honoured to be part of this inspiring event, which helped raise funds for Catherine House. Trailblazing winemakers Corrina Wright (Oliver's Taranga Vineyards), Kerri Thompson (Skillogalee), and Steph Dutton (Penfolds) shared their powerful journeys and insights on driving inclusivity and change in the wine industry. Hosted at The Strathmore Hotel, the event was made possible thanks to our incredible Community Ambassador, Meg.



East End Cellars Soup Kitchen

The winter Soup Kitchen was a success with an incredible line-up! Thank you so much to the chefs for donating their time, our ambassadors for volunteering on the day, and East End Cellars for making this all possible. All profits were donated to Catherine House and Hutt St Centre.



Amy with Sharon and David from **Fino Vino**, long-time supporters of Catherine House.



FiveAA Undie Drive

David and Will's Undie Drive was back for 2025 and was the biggest and best yet! The generosity of South Australians was truly heartwarming, with listeners calling in to make their donations throughout the week.

The business community were again incredibly generous with major support from campaign sponsor, Magain Real Estate, as well as major donations from the Australian Hotels Association, Foodland, RAA, Inspire Care SA, The Highway, The Adelaide Footy League, Fasina, Maras Group, The Adelaide Crows Foundation, The Parade Norwood Veterinary Clinic, Rundle Blinds and Louvre House.



The highlight of the week was without a doubt the "FiveAA Undie Drive Band", featuring the SA Police Band, together with Premier Peter Malinauskas, Police Commissioner Grant Stevens, Saxophonist Matt Summit and the FIVEAA team, David Penberthy, Tom Rehn, Graham Cornes and Angie McBride.

Not only did the Undie Drive raise an astonishing \$101,087, but the South Australian Government doubled their donations, resulting in a total of \$202,174 donated to Catherine House and Hutt St Centre! Funds raised will ensure that every woman arriving at Catherine House will receive new underwear, sleepwear and importantly, a safe place of accommodation.

Thank you to all who supported this event, and a big thank you to producers Jonno Edwards and Patrick Goldsmith for their tireless efforts in organising this hugely successful campaign.

SCHOOL FUNDRAISERS



Walford Anglican School for Girls Lent Campaign

Student leadership at Walford focuses on helping students understand what matters to them and their community. They are encouraged to seize opportunities, collaborate and commit to causes greater than themselves. During Term 1, Walford's Student Council dedicated their Lent Campaign to raising funds and awareness for Catherine House.

With passion, creativity, and the support of the Walford community, they raised an outstanding \$9,300. We extend our heartfelt thanks to the Student Council for their compassion and leadership. Your efforts truly make a difference.

Xavier College In-Kind Donations

For several years, Year 12 students from Xavier College have been learning about the important work of Catherine House and the support we provide to women experiencing homelessness.

As part of their Stage 2 Integrated Learning program, this year's students demonstrated incredible compassion and initiative, collecting and filling over 30 laundry baskets with brand-new essential items from our high-needs wishlist. Each item was thoughtfully chosen with care and dignity in mind. We are truly inspired by the generosity and commitment of these young people. Thank you to the students and staff at Xavier College.



Golden Grove High School Bake Sale

Summer and Evie, two students from Golden Grove High School, baked up a storm to support women experiencing homelessness.

With boxes full of cupcakes, brownies, bliss balls, and cookies, they set up a delicious fundraiser at recess, selling their homemade treats to fellow students and teachers. Their efforts raised over \$550 for Catherine House – a wonderful example of how small acts of kindness can create meaningful change. Thank you Summer and Evie for your generosity, creativity, and commitment. A+ from us!

Seymour and Prince Alfred College Heysen 160km

Seymour College and Prince Alfred College are joining forces this September to support women experiencing homelessness. 14 Year 11 students from both schools will take on an incredible challenge, collectively running 160km through the Adelaide Hills to raise awareness and funds for Catherine House.

Running in groups, each student is expected to cover between 20–30km. We are so excited to cheer them on as they cross the finish line!



Want to get your school involved? Sign up for a School Fundraiser!

WAITLIST SUPPORT SERVICE

April 2024–April 2025

79 Women received support from the Waitlist Support Service

46 External agencies supported our clients

Overview

The flow-on effects of the housing crisis has led to significantly increased demands for Catherine House services, with more women contacting us for support. As a result of this increased demand, we piloted a new service in 2024 with a dedicated Waitlist Support Worker to better assist women on our waitlist.

Our Waitlist Support Worker provides outreach support and referrals to relevant services to women on our waitlist, including brokerage funding. This aims to minimise personal hardship from their current experience of homelessness and, where able, divert or shorten periods of homelessness.



Who were the clients?

Clients across all ages were supported, from 18-65 years of age. The highest percentage of clients were aged 25-34. Women were from 12 different regions of South Australia.

What was their situation when they contacted us?

The women this program supported were either at risk, living in a boarding house, couch surfing, in a motel, or without any form of shelter when they reached out to us.

Goals

Clients had choice and freedom regarding identifying their goals. There were 17 categories of goals recorded. The top three goals identified by clients were housing, dental care, and support with substance use.

Brokerage support

Brokerage was used across five categories:

- Bills
- Bond
- Food, health, safety, and medical needs
- Storage
- Vehicle costs

A total of 81 grants were provided.

Outcomes achieved

- 13 clients were supported either into housing or with goods for their new housing.
- 3 clients attended detox and rehabilitation, with another attending for part of the designated time.

This illustrates a significant commitment from clients towards their wellbeing and the trust built with the Waitlist Support Worker.



Hayley* Case Study

Background:

Client: Hayley was heavily pregnant and living in an unsafe tenancy.

Concerns: Department of Child Protection (DCP) involved due to safety concerns.

Health and other agency support in place.

Support provided:

- Personal items, personal safety alarm, and metro card.
- Advocacy to the SA Housing Trust for expedited Category 1 triage with DCP support.
- Advocacy for long-term housing allocation.
- Advocacy for next vacancy in Catherine House Crisis Accommodation.

Outcome:

- Hayley temporarily stayed at Catherine House.
- Secured long-term housing near appropriate community supports.
- Continued outreach follow-up support from Catherine House to help settle in.



The Catherine House Waitlist Support Service would not be possible without the support of the Lang Family Foundation.

Roger Lang, Kirsty Roderick and the Foundation Board are long-term and valued supporters of Catherine House. The Lang Family Foundation collaborated with Catherine House to address the significant increase in demand for our services.

Recognising the need for additional support for women on the Catherine House waitlist, a 12-month pilot program was established and funded entirely through the Lang Family Foundation. We thank them for their ongoing support of women experiencing homelessness across South Australia.



For the future

In February 2025, Catherine House advocated for the continuation and expansion of the project for a further year, and funding was secured from the inaugural philanthropic foundation to support this.



**Read the full
Waitlist Support
Service Report here**

Louise*

Catherine House Client

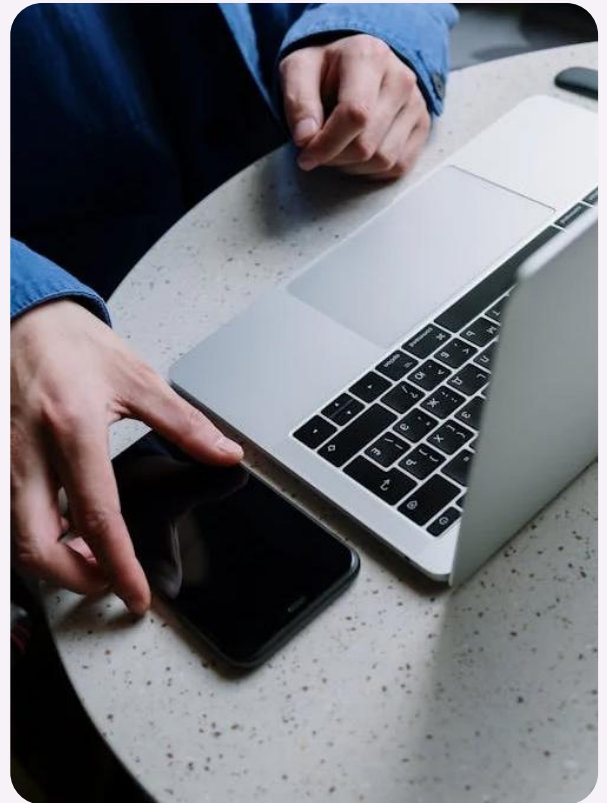
When I first connected with the Waitlist Support Worker, I was living in my car. My children were staying with family because I couldn't provide a safe place for them, and that broke my heart. I was working, but even with a job, I was barely getting by. My health was suffering, and everything just felt too hard.

But from that first meeting, the Support Worker really listened. Things started happening quickly. She helped sort out my car registration and got me access to a phone and a personal alarm. She gave me donated food and personal items — not just for me but for my kids too. For the first time in a long while, I felt seen.

She organised referrals for an eye check, mental health support, and financial counselling. She even helped me understand how to improve my rental applications. We worked together to build a Tenancy Resume, and it helped me feel more confident applying for places.

Thanks to her support and my persistence, I finally secured a rental property close to work. It felt like a huge turning point. With encouragement, I went back to my GP, started medication again, and for the first time in ages, I started feeling well — not just physically, but emotionally too.

Now, I've got a home. My children are with me again. We're safe. We're together. And we're no longer experiencing homelessness. We've finally found stability.



Waitlist Support Worker at Catherine House

Louise's story is one I see far too often. Many of the women who come to Catherine House have lived in their cars for months, separated from their children, and carrying the weight of overwhelming stress. By the time they reach us, many have spent months navigating a complex and under-resourced system, often without finding the support they so desperately need.

The reality is harsh: with social and community housing waitlists stretching years, private rental is often the only option. But the sooner a woman like Louise secures safe, stable housing, the lower the risk she might lose her employment, and the sooner she can begin to recover from the physical and mental toll of living in survival mode.

Loss of employment for Louise would have further entrenched disadvantage for her and her children. But with the right support, and her own persistence and strength, she was able to maintain her job, regain her health, and build a more stable future for her family.

For so many of the women I support, the circumstances are similar — complex, urgent, and barrier-filled. But with connection and timely intervention, women can rebuild, not just survive, but truly move forward.

*Names have been altered to protect anonymity.
Our client and staff stories are shared with permission.

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Supporting women
experiencing homelessness

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