



IMPACT REPORT

Supporting women
experiencing homelessness

20 24



CATHERINE
HOUSE

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.

Our 2024 RAP

Catherine House, together with Housing Choices Australia, is committed to an equitable and safe society for Aboriginal and Torres Strait Islander peoples. We believe this can only be achieved in a spirit of reconciliation between First Nations people and non-Indigenous Australians. We are genuinely committed to this cause and in 2024 launched our second Reconciliation Action Plan (RAP), which maps our path to support reconciliation through building relationships, respect, opportunities and governance.



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THANK YOU TO OUR SUPPORTERS

GOVERNMENT PARTNERS



Government
of South Australia
SA Health



Government
of South Australia
Department of Human Services



Government
of South Australia
Department of
State Development



Government
of South Australia
Department for
Correctional Services

MAJOR EDUCATION PARTNERS



University of
South Australia



CITY OF
ADELAIDE

MUM
KIND

LSEF
Lyn Sarah Education Fund

MAJOR PARTNERS



Lang Family
FOUNDATION



CMV GROUP
FOUNDATION

THE POWER OF
REDARC



THE WOOD
FOUNDATION

**JOHN
HOLLAND**



MOBILISE



SEELEY
INTERNATIONAL

Catapult
Foundation



CODAN



EMPLOYEE
FOUNDATION
SA Power Networks
Employee



Carthew
Foundation



Mortgage Choice
Charity Foundation



ElectraNet

CONNOLLY
WILSON
CONVEYANCING



WYATT

MAJOR IN-KIND PARTNERS

Health
Partners



Adelaide
Plastic
Surgery



JusticeNet^{SA}

FRESH
& CLEAN



Good360
BRINGING GOOD TOGETHER

Higgins
Better painting management

OUT
in the
Paddock

CATHERINE HOUSE



SCAN TO SUPPORT
CATHERINE HOUSE

Catherine House is South Australia's only homelessness and recovery service for women. Our aim at Catherine House is to end homelessness for every woman who walks through our doors – for good.

Catherine House offers person-centred support and trauma-informed care, focusing on clients' existing strengths and knowledge.

Catherine House deals with the immediate issues created by homelessness and assists women in planning a future that helps them sustain housing and financial security, and build purposeful lives.

In addition to our accommodation services, Catherine House offers a number of support services to ensure each woman has the opportunities she needs to recover from what has brought her into homelessness.

**CATHERINE HOUSE IS
SO MUCH MORE THAN
A SAFE BED AND A MEAL.**

OUR SUPPORT SERVICES



**Health
Services**



**Counselling
Services**



**Mental
Health
Support**



**Legal &
Financial
Advice**



**NDIS
Support**



**Wellbeing
& Personal
Development**

OUR PROGRAMS

Waitlist Support Service

Support provided to women on our waitlist to minimise or prevent homelessness.

Crisis Accommodation

A safe and secure place where women work together with their Case Worker to secure long-term housing.

Mental Health Programs

Supported accommodation for women experiencing homelessness with a diagnosed mental health condition.

Women's Centre

A wellbeing space designed for women to engage in various courses and activities.

Supported Bail Program

Partnership with the Department for Correctional Services to provide accommodation for women on bail.

Outreach Support

Additional support for women leaving Catherine House, supporting their transition to living independently.

Education & Employment Pathways

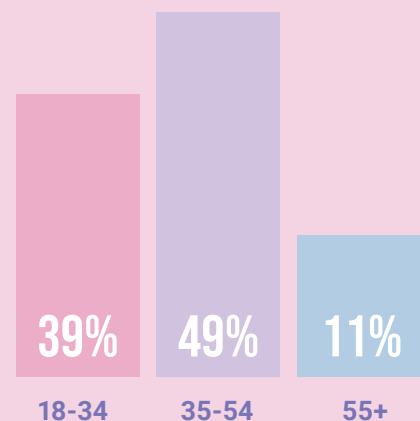
Skill building, resume and employment support, tutoring and access to TAFE, WEA and University.

WHO WE SUPPORTED

CLIENT NUMBERS

- 60** | Women were provided with safe and secure accommodation at any given time.
- 120** | Women per week received services through our Women's Centre, Intake Service, or Outreach Program.
- 514** | Women were provided a service by our staff throughout the year.
This is a 24% increase from the previous year, and a 41% increase since 2021.
- 56** | Women exited Catherine House into stable housing.
- 61** | Women within the Department for Correctional Services were provided a service by Catherine House, including providing accommodation to 18 women.

CLIENT DEMOGRAPHICS BY AGE



SUPPORT PROVIDED



WE PROVIDED 298,944 HOURS OF SUPPORT TO CLIENTS IN 2024.

Over **62,000** meals and snacks were served to the women we support, thanks to our partnerships with local businesses and our wider community.

We worked with **173** other agencies to ensure expert client support across all areas such as dental, legal, financial and allied health services.

Our Case Workers held **36,043** sessions with clients, including case management and intensive support. We worked with women from across all of South Australia, from regional and remote areas to metropolitan Adelaide.

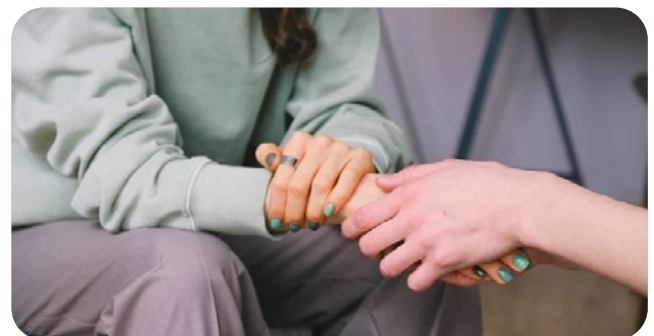
The majority of clients listed their country of birth as Australia (**89%**) however, we have clients stating their country of birth **from 31 other nations!**



33% of new clients identified as Aboriginal and/or Torres Strait Islander.

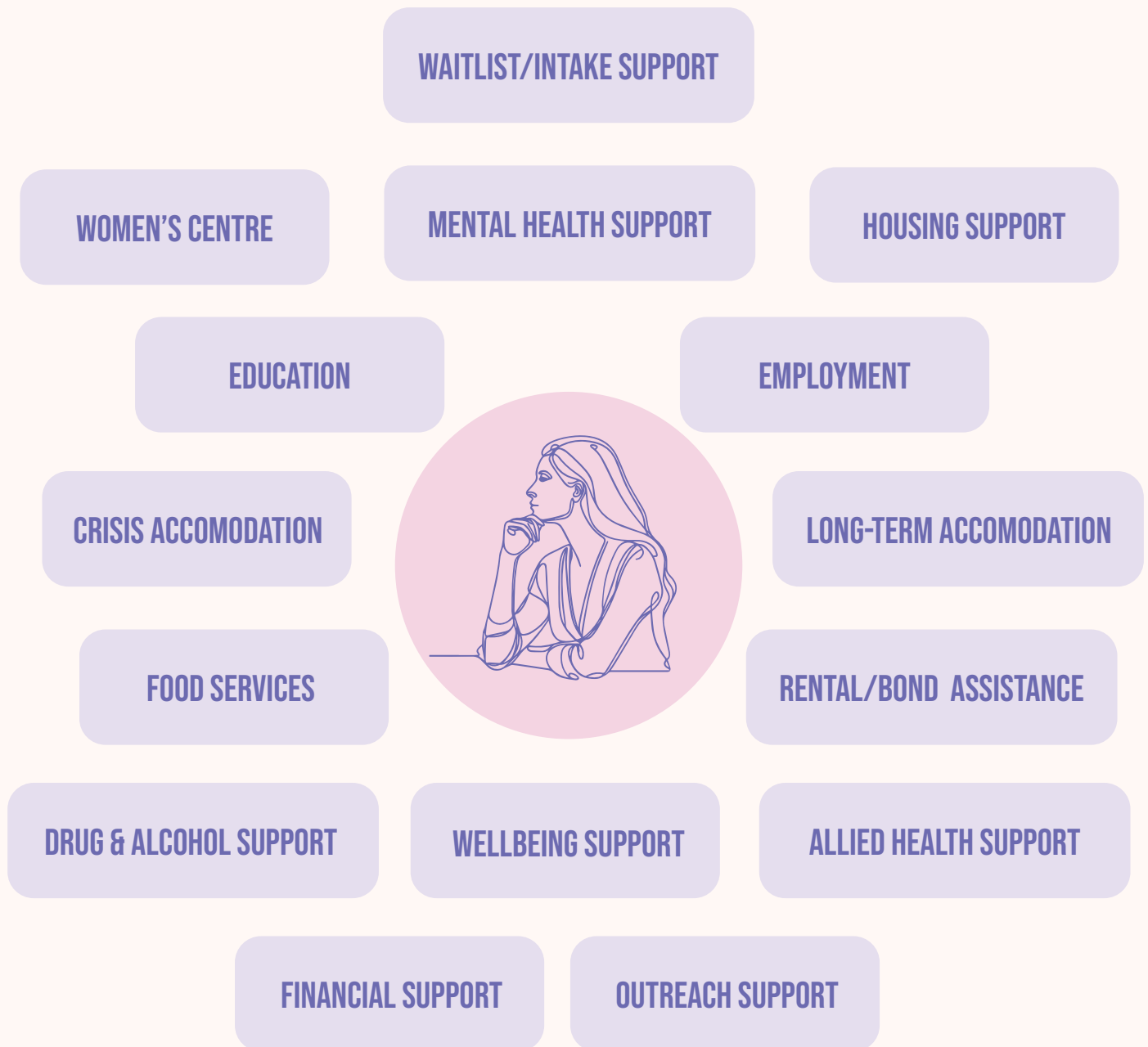


8 clients self-identified as LGBTQIA+



IN 2024, THE NUMBER OF WOMEN WE SUPPORTED INCREASED BY 24%.

HOLISTIC MODEL OF SUPPORT



CATHERINE HOUSE IS **SO MUCH MORE**
THAN A SAFE BED AND A MEAL.

WAITLIST SUPPORT SERVICE



In 2024, Catherine House saw a substantial increase in demand for our services, with more women seeking support as a result of the ongoing housing crisis.

In response to this growing need, we piloted a new service to better assist women on our waitlist. We were also pleased to welcome a new Case Worker to our Waitlist Support Service. Our new Case Worker provided outreach support, referrals to relevant services, and utilised brokerage funding to address specific needs, reducing hardship from homelessness and, where possible, preventing or shortening periods of housing instability.

IN 2024

Clients have expressed that they felt safe and that the Waitlist Support Worker was easy to talk to.

- | | | | |
|-----------|---|-----------|---|
| 52 | Women supported through our Waitlist Support Service. | 5 | Medium / long-term housing outcomes. |
| 16 | Clients referred to the SA Dental Homelessness and Oral Health Program. | 4 | Women moved into Catherine House. |
| 11 | Personal alarms provided. | 3 | Women supported to attend rehabilitation or detox programs. |
| 5 | Housing applications submitted. | 3 | Women were provided mobile phones. |
| 5 | Women recieved glasses through Health Partners. | 22 | Referrals were made to 41 referral partners. |

BROKERAGE

Brokerage support can be provided through:

- Food.
- Bond/Rent.
- Storage.
- Children's Needs.
- Bills.
- Vehicle Costs.

20 Women accessed brokerage in 2024.



Women are also supported through the provision of toiletries and personal care items.

This is particularly important for women who may be sleeping rough.



THIS INNOVATIVE SERVICE WAS MADE POSSIBLE BY THE GENEROUS SUPPORT OF THE LANG FAMILY FOUNDATION.

Their continued commitment to Catherine House has played a crucial role in ensuring women can be supported through what is often their greatest times of need.



INTAKE SERVICE

IN 2024

735

WOMEN REACHED OUT TO OUR
INTAKE SERVICE AT LEAST ONCE.

1K+

PEOPLE DOWNLOADED OUR
ONLINE REFERRAL FORM.

THIS IS A 36% INCREASE IN WOMEN
MAKING ENQUIRIES.

Showing higher demand for our service since 2024,
due to the rising cost of living and worsening housing crisis.



1 STAFF
MEMBER

OPERATES
THE CATHERINE
HOUSE INTAKE
SERVICE.

I thought going to
Catherine House was
the worst day of my life,
but it was actually the
best day of my life.

– CATHERINE HOUSE
CLIENT



2,728

PEOPLE VISITED THE “NEED HELP”
PAGE ON OUR WEBSITE.

8-12

WEEKS IS THE AVERAGE WAIT TIME
BEFORE A BEDROOM IS AVAILABLE.

60%+

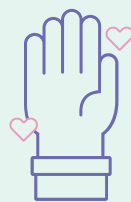
OF WOMEN COME TO US AS A RESULT
OF DOMESTIC AND FAMILY VIOLENCE.

We were unable to
meet the accomodation
needs of

82%

OF WOMEN
WHO CALLED US.

This was primarily due to
no vacancies, or not meeting
eligibility requirements.



AT ANY GIVEN TIME
THERE ARE APPROX
35-45 WOMEN
ON OUR WAITLIST.

WOMEN'S CENTRE



IN 2024

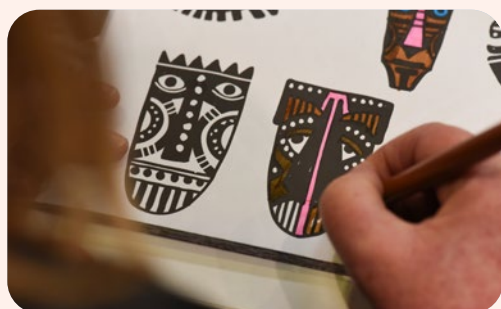
449	Activities were held.
2,721	Individual attendances.
93	Clients attended ACE Courses (Adult Community Education).

ACTIVITIES WE OFFER AT THE WOMEN'S CENTRE

- Meditation & mindfulness.
- Yoga & stretching.
- Art & music courses.
- ESL tutoring.
- Individual mentoring for public speaking.
- Financial Literacy workshops.
- Computer & IT skills.
- Physical fitness classes.
- 'Staying Safe' workshops.

ESTABLISHED IN 2006, THE CATHERINE HOUSE WOMEN'S CENTRE PROVIDES A SAFE SPACE WHERE WOMEN CAN LEARN, FIND FRIENDSHIPS AND ENGAGE IN ACTIVITIES THAT SUPPORT THEIR HEALTH, WELLBEING, CONFIDENCE AND OVERALL RECOVERY.

The Women's Centre features a kitchen, computer room, outdoor gardens and a large multi-purpose room. It creates a positive atmosphere that encourages women to take healthy 'risks', to try something new, extend their vision of what is possible for them, and build their confidence and self-belief.



I'm grateful for the safe and wonderful space at the Women's Centre. I can be myself, I can make friends, learn a new skill or improve other skills. The staff are extremely supportive, and have helped me through my tough days!

– **WOMEN'S CENTRE CLIENT**



I learned lots of new skills during the course. I also identified some skills I didn't know I had. The course punctuated my week with something of my own that I looked forward to doing and sharing with the group.

– **WOMEN'S CENTRE CLIENT**



EDUCATION & EMPLOYMENT

100%
OF OUR
PARTICIPANTS

IN THE LIVE YOUR BEST
LIFE & PLAN FOR YOUR
FUTURE COURSE SAID THEY
WERE “VERY SATISFIED”



OUR EDUCATION SERVICES DEVELOP SKILLS
SUCH AS LITERACY, NUMERACY, COMMUNICATION,
CRITICAL THINKING AND JOB SEEKING.

Our life-changing course, **Live Your Best Life & Plan for Your Future**, enables women who have experienced trauma to learn that their voice matters. They build confidence and personal power to make decisions that will assist them to plan for a more positive future.

CLIENT GOALS

- Complete University Foundation course.
- Obtain driver's licence.
- Perform volunteer work.
- Purchase a car.
- Find paid employment.
- Perform public speaking.
- Gain custody of children.

IN 2024

- 51** | Clients worked towards education, employment or volunteering opportunities.
- 10** | Clients received laptops for education or employment purposes.
- 34** | MumKIND Education grants.
- 35** | Lyn Sarah Education Fund grants.
- 15** | Employment and Education Partners.
- 1** | Kym Adey UniSA scholarship awarded.



Sharon, I cannot thank you enough, you are amazing, as are my class members. I've learned so much and feel incredibly blessed to have participated in the Live Your Best Life & Plan for Your Future course. The confidence, skills, empowerment, assertiveness and balanced self-determinism I have developed blows my mind, almost euphoric!

– **LIVE YOUR BEST LIFE, & PLAN
FOR YOUR FUTURE
PARTICIPANT**



KITCHEN PROGRAM

At Catherine House, it is a priority for us to provide our clients with fresh, nutritious food. Ensuring women have access to good quality food is so valuable for their mental and physical health as well as their overall wellbeing.

Your generous support of our Kitchen Program has helped us achieve the following outcomes:

IN 2024, WE PROVIDED

62,000	Meals & snacks.
5,538	Litres of milk.
1,320	Kilograms of meat.
678	Kilograms of fruit & vegetables.
435	Kilograms of yoghurt.
200	Frozen meals.

FOOD SUPPORT

60	Clients were able to collect fresh fruit and vegetables.
71	Clients recieved a dry food hamper.
120	Outreach clients received collections of food.



Our Crisis Accommodation cook Trinity, putting together a delicious meal.



Festive Season

Each year the Adelaide Central Market stall holders support the festive season through supplying an array of South Australian fresh food and produce. In 2024 more than 60 women experienced a very special traditional Christmas Day Lunch.



Community Garden

Women are invited to plant, tend, and pick fresh vegetables and herbs in the Catherine House Community Garden to incorporate into meals.

Women at Catherine House are provided with nutritious meals made with love and a menu that changes each day. All dietary requirements are catered to, with meals ranging across various cuisines and cultures.

New Client Kitchen Workshop

We are thrilled to announce a new program for clients coming very soon. Women who identify particular goals and interests in cooking will be offered the opportunity to develop these skills whilst at Catherine House.

Clients who wish to participate will be provided access to Food Safety courses and experience working alongside Trinity in the Crisis Accommodation Kitchen.

Thank you, Catherine House, for the opportunity to see first-hand the dedication and genuine passion your team provides on a daily basis. It was both humbling and inspiring. The world needs more Catherine Houses!

– CATHERINE HOUSE PARTNER



Adelaide Central Market

Each month the Adelaide Central Market supports our kitchens through the donation of fresh fruit and vegetables.



Our Food Partnerships



ADDITIONAL SUPPORT



I could not comprehend the level of support I received when moving out of Catherine House after securing a home of my own.

I was assisted with removalists, and Catherine House was incredibly generous with boxes, homewares, food hampers, sheets, towels and all those things that you need when you're setting up a home.

– CATHERINE HOUSE CLIENT



41 MOVING ON PACKS

provided to clients moving into their own accommodation, including toasters, kettles, cutlery, bedding and cleaning goods.

10 LAPTOPS

provided to clients, loaded with Microsoft software. Donated by SA Power Networks, Sarah Construction, and Electranet.

21 WYATT TRUST GRANTS

provided to clients exiting Catherine House, to provide them with white goods and furniture in their new homes.

35 MOBILE PHONES

provided to clients, purchased using client brokerage funds, and some donated by individuals and DV Safe Phones.

232 GIFT CARDS

provided to clients to assist with access to everyday items such as clothing and shoes.

75 FOOD SUPPORT VOUCHERS

provided to clients to ease the burden of rising household food costs.

500 MONTHLY PRODUCT ORDERS

provided to clients, containing necessities such as toiletries and personal care items.

251 CHRISTMAS SUPPORT ITEMS

including giftbags for women, their children and grandchildren, food hampers and gift vouchers.

MY FIRST NIGHT AT CATHERINE HOUSE WAS FILLED WITH **MANY EMOTIONS.**

I remember when I walked through those doors for the first time, such a weight was lifted off my shoulders. I felt safe for the first time in years.

There was no judgment from the staff and everyone was friendly. It was such a good feeling and all of my nerves about being there just disappeared on the spot.

I remember going back to my room that first night and I really liked that everyone had their own rooms and we could lock the door if we wanted to and we each had our own space. After being homeless for six months, this was a relief. I just knew that I was going to be okay.

– CATHERINE HOUSE CLIENT

CATHERINE HOUSE IS MY **SAFE PLACE.**

It is warm, friendly and a welcoming environment. I feel this every time I walk through the door. On days when I am feeling a bit down, lonely or isolated it is comforting to know that there is a safe and familiar place for me to go; even if it's just for a coffee and a chat.

– CATHERINE HOUSE CLIENT

IT'S HARD TO DESCRIBE WHAT A **SPECIAL AND UNIQUE PLACE CATHERINE HOUSE IS**, BUT YOU CAN FEEL IT THE MOMENT YOU WALK THROUGH THE DOOR.

There is a certain energy created by the thousands of women from all walks of life who have gone to Catherine House and rebuilt their lives. Women who have lost everything are given the time and space to build confidence, see their potential and look to the future.

– CATHERINE HOUSE CLIENT



ADVOCACY IMPACT



In 2024, Catherine House made a significant impact through lived experience advocacy.

**31 CLIENTS PARTICIPATED
IN 88 OPPORTUNITIES**

to share their stories and highlight the challenges faced by women experiencing homelessness.

These advocacy efforts allowed clients to speak about the issues surrounding homelessness while sharing the positive changes in their lives thanks to Catherine House's support. This work has been essential in raising awareness, informing policy discussions, and demonstrating the power of lived experience in shaping public perception and decision-making.

Catherine House staff, alongside clients, have also played a crucial role in educating stakeholders on the systemic issues of homelessness, including participating in forums like the Lord Mayor Round Table. This advocacy work is an integral part of our organisation, with Case Workers dedicating 60-70% of their time to advocacy efforts.



Using Our Voice to Educate and Make Change

In 2024, our team made significant strides in raising awareness for women experiencing homelessness through their speaking engagements.

Catherine House staff participated in over 120 public speaking engagements, their voices reaching diverse audiences, highlighting the challenges faced by vulnerable women.

These engagements have proven essential in fostering understanding, advocating for change, and empowering communities to take action toward providing support and resources for women in need.



**I WAS GIVEN THE EMPOWERING EXPERIENCE
OF SHARING MY PERSONAL STORY WITH
AN AUDIENCE OF LIKE-MINDED WOMEN**

**PASSIONATE ABOUT
OUR EQUALITY AND
EMPOWERMENT.**

– CATHERINE HOUSE CLIENT



MOBILISE PARTNERSHIP



In 2024, Catherine House and We Are Mobilise partnered together to give greater support to women in need. This partnership is the first of its kind in South Australia and provided support to 25 clients and their families.

Catherine House & We Are Mobilise Impact

Women who have left Catherine House have received financial assistance through the Kickstarter and Mobilise Pay programs. These programs have provided women with the opportunity to strengthen their financial independence as they continue their journey out of homelessness.

Working in partnership with We Are Mobilise allows the flexibility to access funding based on each woman's unique set of needs and circumstances and aligns with Catherine House's recovery-oriented focus. This tailored approach allows women to exercise choice and control, which is an important part of their recovery journey.

Financial pressures

Women experiencing homelessness are not simply without a home. Obstacles faced can include:

- Previous financial abuse.
- Gender pay gap.
- Less superannuation due to parental leave.
- Fewer working hours due to parental duties.

MOBILISE PAY WILL MEAN A BRIGHTER FUTURE FOR WOMEN AND THEIR CHILDREN.

Program	Referral Count	Total Spend
Kickstarter	22	\$50,834.70
Mobilise Pay	3	\$9,195.00
Total	25	\$60,029.70

25 WOMEN RECIEVED A TOTAL OF \$60,029.

3 CLIENTS WERE APPROVED MOBILISE PAY GRANTS TO THE VALUE OF \$10,000 EACH.



Build *Her* Up

Uniting to build the next
chapter of Catherine House



We are now looking
for individuals and
organisations to support
**the New Generation
Catherine House.**

For a confidential discussion or to chat
further about the project, please contact

Jaylee Cooper

Manager of Philanthropy & Engagement

Jayleec@catherinehouse.org.au

0403 322 703



**SCAN TO
SUPPORT**

Supporting women
experiencing homelessness



**CATHERINE
HOUSE**