



CATHERINE  
HOUSE

Supporting  
women  
experiencing  
homelessness

2024-25  
**ANNUAL  
REPORT**



# SUPPORTING WOMEN EXPERIENCING HOMELESSNESS

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

Catherine House is located on Kaurna Land and we acknowledge the Kaurna 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.



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# OUR HISTORY

**Catherine House was founded in 1988 by the Sisters of Mercy to address an unmet need for women experiencing homelessness in South Australia.**

Originally supported by the South Australian Housing Trust and the City of Adelaide, Catherine House opened with just 12 rooms.

At Catherine House, we honour our long-standing connection to the Mercy tradition, inspired by the life and legacy of Catherine McAuley, the founder of the Sisters of Mercy. Named in her honour, our organisation carries forward her vision of compassion, dignity, and justice for women experiencing homelessness.

Catherine McAuley's unwavering commitment to addressing the needs of the vulnerable continues to guide our mission today. Her belief in practical mercy – offering shelter, education, and support – remains at the heart of everything we do.

We are proud to uphold this legacy, working alongside our community to create pathways toward hope, healing and a positive future for women who access our service in crisis.

**Mercy International Centre**  
*Dublin, Ireland*



# OUR PATRON

**Her Excellency, the Honourable Frances Adamson AC, Governor of South Australia, serves as the patron of Catherine House.**

As our Patron, the Governor actively champions the work of Catherine House, lending her influence to raise awareness and celebrate the efforts of those working to end women's homelessness.

Her Excellency has hosted events such as the Catherine House Recognition and Awards Ceremony, at Government House, acknowledging outstanding contributions from community members and partners.

The Governor actively promotes the importance of collaboration and advocacy in addressing homelessness and empowering women to rebuild their lives with dignity and hope.



**Her Excellency,**  
the Honourable Frances Adamson AC,  
Governor of South Australia

# ABOUT 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.**

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 homelessness.

## Our Support Services



Health Services



Counselling Services



Mental Health Support



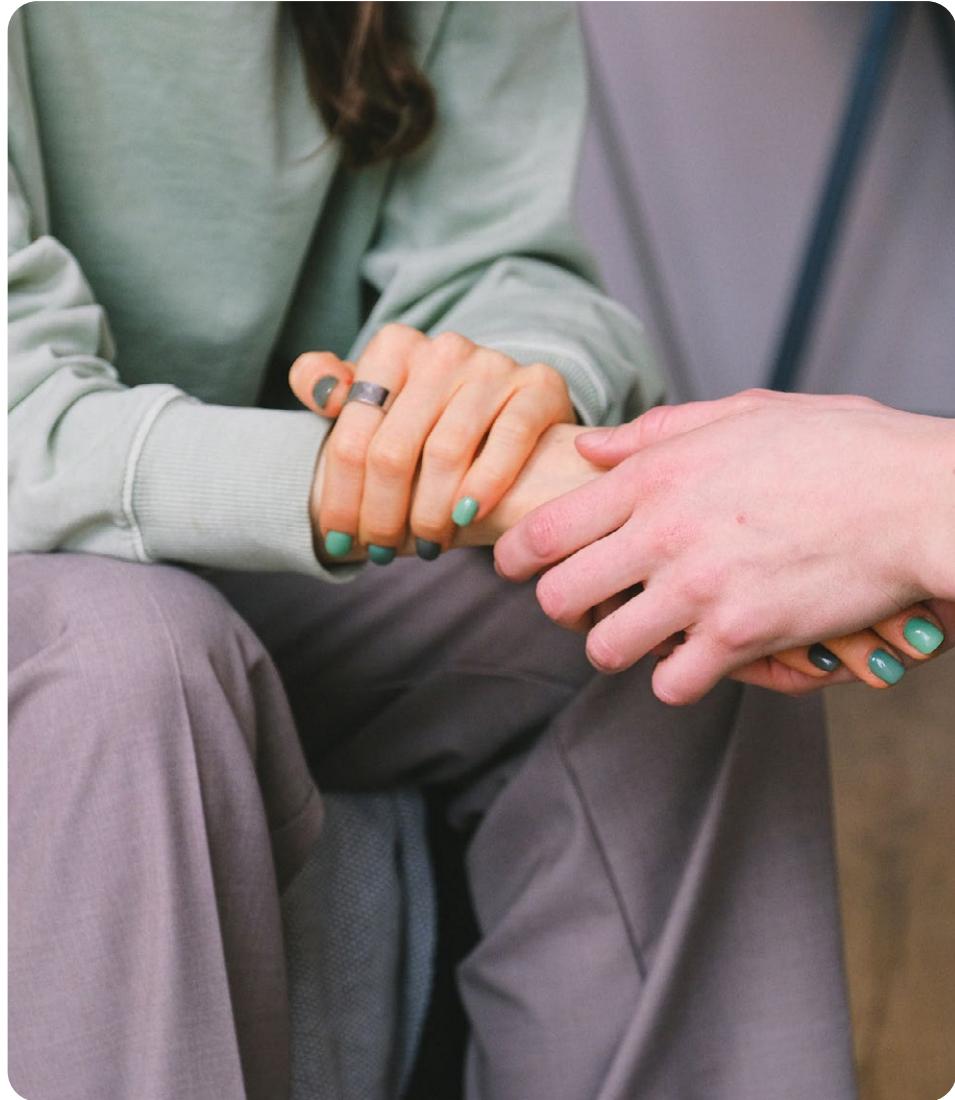
Legal & Financial Advice



NDIS Support



Wellbeing & Personal Development





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



### Waitlist Support Service

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



### Crisis Accommodation Service

A safe and secure place where women work together with their case worker to secure housing.



### Supported Bail Program

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



### 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.



### Education and Employment

Skill development, resume support, tutoring, opportunities to access TAFE, WEA and university.



### Outreach Support

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



# COMING TOGETHER TO DO MORE FOR WOMEN

## CATHERINE HOUSE & HOUSING CHOICES

Catherine House became part of the Housing Choices Australia Group following a merger in 2021, reflecting a shared commitment to doing more together for women experiencing homelessness.

As a subsidiary company, Catherine House aligns to Housing Choices Australia's governance framework that ensures strong oversight, transparency and compliance across the group. Housing Choices supports the continued growth and impact of Catherine House through organisational capability and strong internal governance delivered through Housing Choices' National Supportive Services Directorate.

Being part of the Housing Choices Australia Group means:

- **Stronger housing pathways**

access to a broader range of long-term social and affordable housing.

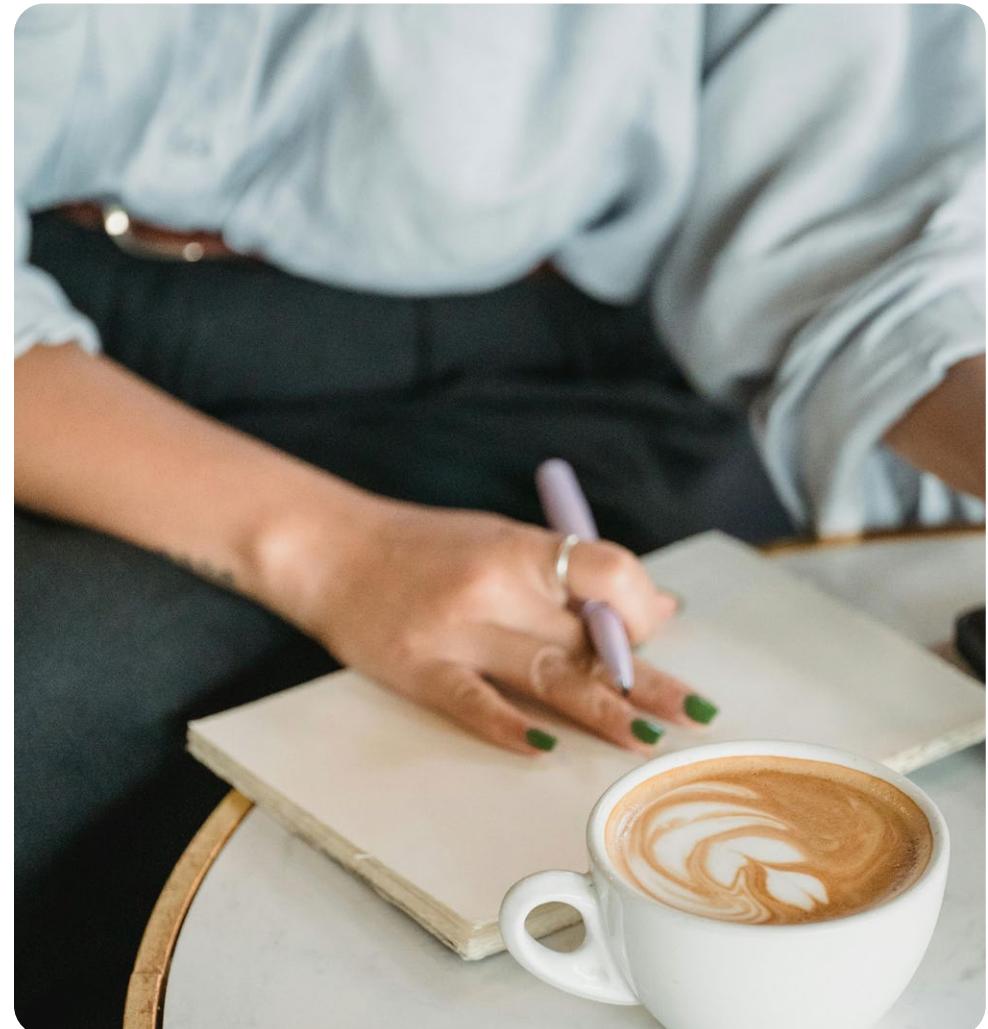
- **Greater stability and sustainability**

shared governance, financial strength, systems and risk management that support service delivery.

- **Maintained specialisation**

Catherine House retains its strong brand, identity, values and specialist focus on supporting women.

For more about the Housing Choices Group, a link to the Group Annual Report is [here](#).



# GOVERNANCE & LEADERSHIP

## From the Chair **Simeon Goldenberg**

Housing Choices Australia (Housing Choices) has been shaped by a purpose-driven history - one defined by collaboration, innovation, and a belief that a home is the foundation for building a life. This year reaffirmed the importance of that legacy.

With Australia experiencing an unprecedented housing and cost-of-living crisis, expanding the supply of affordable housing is vital to support communities and provide stability for those most in need. Housing Choices is stepping up to play its role in responding to the crisis, investing significantly in the organisation through reorganising service delivery, and introducing new systems and capabilities to ensure we are ready to respond at pace and scale.

Our focus has remained firmly on delivering high-quality housing and services that support people, strengthen communities, and contribute to a fairer and more inclusive Australia. As you read this report, you will see that Catherine House, our specialised accommodation and support

service for women experiencing homelessness, continues to go from strength to strength, supported by our dedicated on-the-ground teams within Housing Choices' National Supportive Services Directorate, which delivers specialist housing programs across the country.

This year, Housing Choices placed a strong strategic focus on Catherine House, translating our 2021 merger objective of doing more together for women into meaningful action. Working with government, community, industry and philanthropic partners, we secured significant grant funding for the New Generation Catherine House project and launched the Build Her Up fundraising campaign to support the building project.

Due for completion in early 2027, the \$36 million development will deliver 52 fully self-contained apartments and a dedicated Women's Centre to support women experiencing homelessness, family violence, and trauma.

Designed to strengthen our accommodation offering and

broaden the range of services, the project reflects Housing Choices' commitment to investing in specialist housing solutions and delivering impact at scale. It demonstrates the value of strong partnerships and a shared determination to address women's homelessness in South Australia. This is a once-in-a-generation transformation and a new model that, over time, can be replicated in other parts of Australia.

The past year has also been the most successful fundraising year in Catherine House's history, with the South Australian community strongly embracing the vision for a New Generation Catherine House while continuing to provide significant support for day-to-day operations.

The Board and Executive team of Housing Choices are grateful for the trust placed in us by Catherine House donors, supporters and project partners, and we look forward to continuing our work together in the year ahead.

## HCA Board Members

Board Chair  
**Simeone Goldenberg**

Non-Executive Director  
**Kathryn Brown**

Non-Executive Director  
**Drew Beswick**

Non-Executive Director  
**Chris Leishman**

Non-Executive Director  
**Rebecca Strom**

Non-Executive Director  
**David Lantzke**

Non-Executive Director  
**Matt Raison**

Non-Executive Director  
**Katrina Smithson**

# LEADERSHIP TEAM

## Julie Duncan

A passionate advocate for finding people homes and supporting people to keep a home and build a future, Julie has led Catherine House for the past 5 years. With a focus on securing long-term operational sustainability and a deep commitment to delivering more for women, Julie is currently overseeing the transformation to New Generation Catherine House – a flagship project re-imagining the delivery of accommodation and support for women experiencing homelessness in South Australia.

As the National Director of Supportive Services in the Housing Choices Group, Julie leads the supportive housing responses for the Group, including Common Ground Adelaide, supportive housing programs in Western Australia, and a National Tenancy Support Service. Prior to this, for nearly a decade, Julie was the General Manager of Housing Choices South Australia, overseeing two mergers, a social housing stock management transfer, and portfolio expansion from 192 properties to over 1,100 properties. Connecting homelessness responses to housing solutions is a driving passion.

Julie holds a Bachelor of Arts, a Graduate Certificate in Housing

Management and Policy, a Graduate Diploma in Urban and Regional Planning, and a Graduate Certificate in Business Management.

## Deirdre Flynn

Deirdre's personal values of social justice, integrity, and authenticity, along with her compassionate, reflective mindset, continue to provide the impetus to create change and opportunity for women not adequately supported and protected by society.

In her current role as Manager of Client Services at Catherine House, Deirdre has been able to influence the standards and ethos of all client services, creating a culture where clients are able to understand their past in ways that reveal their strengths, skills, and purpose for their future, enabling new meaning to be made of and in their lives.

Over a 20-year career, Deirdre has held key leadership roles in organisational oversight, service design, strategic and operational work, WHS, quality, risk management, and recruitment.

Deirdre holds a Bachelor of Arts, a Bachelor of Social Work, and an Advanced Diploma of Community Sector Management.



L-R: Jaylee Cooper, Julie Duncan, Deirdre Flynn

## Jaylee Cooper

Jaylee has worked in the not-for-profit sector for more than 20 years and has a deep passion to make a difference in the community.

Working across both small and large not-for-profits in South Australia, she has a deep understanding of the ongoing challenges charities face, particularly in the areas of day-to-day operations, finance, risk management, funding, and brand management.

She believes in the importance of having a strategic approach that aims to include positive government and supporter relationships, staff and volunteer satisfaction, financial and risk management, best practice fundraising, sustainability, and, importantly, growth.

Jaylee is a fellow of the Governor's Leadership Foundation.



# ACCREDITATION & QUALITY

## Quality Accreditation

### Australian Service Excellence Standards (ASES) assessment

In June 2025, Catherine House successfully completed our triennial quality re-accreditation process with ASES, at Certificate level.

Quality accreditation processes provide a framework to assist an organisation to develop and maintain best practice systems. Through this, we reviewed and updated our processes, procedures and policies, engaging with staff across the organisation. We submitted an evidence workbook and participated in four days of interviews across all levels of the organisation including Board, staff, stakeholders, clients and volunteers.

The assessment process is an opportunity to showcase the work undertaken by our service delivery teams. While ASES is fundamentally a service delivery accreditation, the assessment considers the organisation from top to bottom, internal and external perspectives on our organisation, and the voices of our residents and clients. It was a team effort to complete the quality re-accreditation process.

We received valuable feedback on the organisation, including opportunities

for improvement, as we continue to strengthen our quality and continuous improvement approach. The ASES report highlighted the following strengths:

#### Management

- Vision, values, and purpose clear and aligned to practice, and consistent across all levels
- A Board that is committed and proactive, ensuring good governance systems are in place and addressing and managing in a challenging and dynamic environment
- Strong Executive and Senior Management, with clear roles, remaining committed and positive as the company learns, grows and transforms
- A new Clinical Governance framework was implemented across Supportive Services
- Use of internal business partners to enhance relationships and effectiveness across organisation
- Strengthening Risk Management
- Learning and sharing good practice across entities

#### People, Partnership & Communication

- Values driven, compassionate staff who go above and beyond

- Skilled and experienced in their field
- Committed to residents/clients having a voice/choice

- Valued partnerships and strong relationships with partners
- Teamwork across and within Catherine House
- Collaboration across teams and with community partners
- Respected and valued partner with others in health, housing and other community services

#### Service & Consumer Outcomes

- Respectful, compassionate relationships with clients / residents
- Values underpin client and resident led partnership
- Innovation, listening and evaluation, leading to positive outcomes
- Responsive, flexible and agile to meet holistic client and resident needs
- Support, referrals and collaboration to enable clients/residents to be better able to achieve their goals
- Stories of success well documented and used for recognition and reporting of outcomes
- Recording and sharing of service and program impacts and outcomes well embedded

#### Stakeholder and client feedback on service delivery

- Respected and valued partners
- Clients are treated with dignity and respect
- Staff think outside the box
- Workers are very responsive, open to feedback, and transparent
- Staff operate from a trauma informed and client centred base
- CH clients tell potential clients "CH can be trusted, no judgement and respectful"
- The staff are skilled, compassionate and very patient, adjusting decisions based on clients' needs
- Go above and beyond, proactive in addressing issues, not a crisis response
- Communication is excellent with partners and funders
- Are clear about what they can and can't provide
- Deliver great outcomes, just need greater capacity to be able to do more



## Registrations, Licences and Memberships

Catherine House Inc

**ABN:** 32 944 754 177

Regulated as a charity under the Australian Charities and Not-for-profits Commission (ACNC)

Consumer and Business Affairs – Registered Rooming House Proprietor – RHP 340037

Catherine House holds a specific licence that authorises us to conduct fundraising activities in South Australia.

License "Section 6 and Section 7 Licence" granted under the Collection for Charitable Purposes Act 1939 (SA). This licence allows Catherine House to legally receive donations of money and goods, or to charge admission for charitable entertainment.

Catherine House is an organisation member of the Fundraising Institute of Australia and is bound by the FIA Code of Conduct.

## Memberships

- South Australian Network of Drug and Alcohol Services
- Embolden
- Community Centres SA
- Shelter SA
- Fundraising Institute Australia
- Homelessness SA



**Anne Nixon**  
Manager  
Organisational Services

## Clinical Governance Overview

### New Committee established to oversee Clinical Governance

While clinical governance historically referred to a structured approach for maintaining and improving the quality of patient care within health systems, the term is now also used in human services beyond the health sector – with the same core goals:

- Ensure high-quality care:**  
Deliver services that meet established standards and are effective in meeting client needs.
- Promote safety:**  
Protect clients from harm and minimise risks associated with service delivery.
- Enhance accountability:**  
Ensure that services are delivered transparently and responsibly.

Following a national restructure of Housing Choices operations, Catherine House is now situated within the Supportive Services Directorate of Housing Choices. The Directorate brings together a national suite of programs with responsibility for the delivery of services that support people to secure a home, sustain their housing, and build a life.

This year saw the launch of our new Clinical Governance Committee for Supportive Services.



Staff in the directorate are now guided by a single co-ordinated clinical governance system that manages service risks, identifies continuous improvement opportunities, and promotes contemporary and best practice approaches in service delivery.

Meeting quarterly, the committee oversees the delivery of safe, effective, person-centred and connected services. They analyse and assess program data, and consider opportunities to build on staff training, leadership skills, organisational systems, processes and culture to achieve the best outcomes within the Supportive Services Directorate programs.

The new clinical governance approach establishes a basis where quality systems components are connected to ensure a co-ordinated approach to accountable, person-centred, evidence-informed, culturally responsive services.

## The pillars that guide the Supportive Services clinical governance system

### Resident Experience

- There is a commitment to the best experience possible for every client or resident receiving Supportive Services (a person-centred, safe, effective and connected experience).

### Partnership with Clients

- Organisational culture that values participation and voice of clients, residents and carers in decision making.
- Client, resident and carer engagement are actively sought and supported to inform service provision, design and governance.
- Strengthening the engagement and participation of Aboriginal and Torres Strait Islander clients, residents, carers, communities and ACCOs to achieve positive change and improved outcomes.

### Staff

- Staff are supported with access to training and support that ensures a skilled and competent workforce.
- Staff are encouraged by leaders to raise concerns about practice and approaches to service delivery, and the support experiences of clients, residents and carers.

### Accountability

- Roles, responsibilities and expectations for quality and safety are known and understood by the workforce, management and executive.
- Policy and practice support accountable service delivery.
- Risk is identified by all staff and acted upon.
- An integrated incident management system supports a culture of effective response, learning and improvement.
- Accurate reporting and review underpin a culture of transparent decision making.

### Continuous Improvement

- Quality performance measures are collected, shared and used to inform decision-making and improvement in experience and service outcomes for clients, residents and carers.
- Staff are supported to apply best practice in a culture of continuous learning and reflective practice through a clearly articulated professional supervision framework.





# OUR IMPACT

**60**

**Women**

provided with safe and secure accommodation at any given time.



**932**

**Women**

contacted our Intake Service. **An 81% increase from the 514 enquiries received in the 23/24 FY.**



**106**

**Women**

supported through our Waitlist Support Service.



**587**

**Women**

provided with a service by our staff throughout the year.



**18**

**Women**

exiting prison were provided accommodation through our Department of Corrections Bail Program.

**11,745**  
**37,814**

**Hours**

of case work.

**Case sessions**

with clients.

**2,120**

**Attendances**

to our Women's Centre.

# FROM OUR DIRECTOR

## JULIE DUNCAN

**It is my great pleasure to welcome you to the Catherine House Annual Report for 2024–2025.**

Since 1988, Catherine House has remained steadfast in its purpose: ending homelessness for every woman who walks through our doors. In the midst of what is increasingly shaping up to be a national women's housing crisis, compounded by an unwavering growth in gendered violence, our work has never been more in demand, or essential.

The past year has been filled with challenges, opportunity and achievements, and we trust our Annual Report reflects all of this and more.

The demand for our services continues to rise, reflecting the national decline in housing affordability and growing income inequality impacting disproportionately on women. Over the year we have witnessed a dramatic increase in demand for support from women in crisis, women who cannot find or afford housing, and women who have lost their housing fleeing from domestic, family, or sexual violence.

We have seen a 81% increase in demand this year, and despite the ever-growing unmet need, we have stayed focused, adapting where we can, while continuing to deliver quality accommodation and support for every woman in our service.

Throughout our Annual Report you will read about the many triumphs and powerful examples of how we support women at Catherine House. Preparing the Annual Report has been a truly collaborative effort, with contributions from across the team, highlighting work over the past year.

Every statistic shared across these pages represents a woman's journey – one marked by courage, recovery, and transformation.

As the only dedicated women's homelessness and recovery service in South Australia, our work is transformative, and we trust that this Annual Report demonstrates this impact, along with our deep commitment to providing care that is person-centred and trauma-informed.

Catherine House services go beyond providing shelter; we offer education and employment pathways, health and

“

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wellbeing programs, and opportunities for community connection. Recovery needs much more than a meal and a bed for the night.

In the face of growing demand for our services, the dedication of donors has not only ensured we can continue to provide our services but broaden them to further support more women and strengthen our impact. There has been no greater example of this than our newly created Waitlist Support Service.

The additional waitlist support work we have delivered this past year, entirely as a result of philanthropic

support from the Lang Family Foundation, provided us with the incredible opportunity to do more for women in South Australia. The service has shone a light on the unmet needs of women on our waitlist and allowed us to deliver targeted and purposeful assistance to women navigating life without a safe place to live. The program has been very well received by women in need of assistance, and the impact is well documented through our 12 month summary report.

Reflecting on what we have learned, the value of the interventions will be central to our service planning for next year and beyond.

The biggest achievement in my year was announcing that we are building New Generation Catherine House. Since joining Housing Choices in 2021, securing the future sustainability of Catherine House has been central to our strategic planning, and New Generation Catherine House is the central pillar in that long-term sustainability strategy.





“

**The biggest achievement in my year was announcing that we are building New Generation Catherine House.**

At long last, Catherine House will soon have a permanent, fully owned, and purpose-built home. Growing our capacity and moving away from the traditional shelter bed model of delivery, New Generation Catherine House will also offer fully self-contained accommodation for women during their stay with us. The project truly represents a once-in-a-generation transformation.

Due to be delivered in 2027, the coming year will see us develop a new service delivery model to reflect the coming together of our 24/7 sites into a single operation.

The Build Her Up campaign will continue to run throughout the next year, with a particular focus on securing philanthropic support for the furnishings and equipment, ensuring the accommodation is fully equipped

and that our Women's Centre is a warm and welcoming community hub.

New Generation Catherine House is our first capital project delivering more housing places for women in need of our support. The only way out of this national women's housing crisis is more safe, secure, and affordable housing for women, and we want to play our part in that.

As I reflect on the past year, it is truly a great privilege to be able to serve as a custodian of this wonderful organisation, and to contribute to shaping one chapter in the history of Catherine House.

I look to the year ahead with great enthusiasm, and know that with our dedicated staff, and the support of our incredible community of donors, volunteers, funders and supporters, that Catherine House will continue to be a vibrant, welcoming place that cares for, advocates for, and empowers women.



**Julie Duncan**  
Director  
Supportive Services

# THE WOMEN WE SUPPORT

## DEIRDRE FLYNN

### Centring the Women We Support

Women who seek out and use our services are at the heart of all we do.

They are in our planning, our strategy, our motivation, our advocacy, and our inspiration. Every decision we make, every partnership we form, and every service we deliver is shaped by their courage, needs, and lived experiences.

At Catherine House, we are privileged to walk alongside women navigating some of life's most complex and confronting challenges – homelessness, trauma, domestic, family and sexual violence, poverty, and mental health distress. We do not define women by their circumstances. They are defined by their strength, resilience, and determination to reclaim their lives.

### Our Holistic Response to Emerging Needs

We are a service that listens and responds to the changing needs of women in our community. Needs shaped by the escalating housing crisis, the rising cost of living, and the increasing demand for mental health support.

We respond with care that is intentional, holistic, and aspirational. We don't just provide a warm bed and nutritious food – we offer a pathway. A way forward. A place to begin again.

We believe every woman is worthy, just as she is, and that she holds immense potential. Our role is to create an environment that nurtures her potential, where she feels safe to rebuild, reconnect, and re-imagine her future. Our practice wisdom is steeped in history, shaped by 37 years of walking with women as they move from surviving to thriving. We work at their pace, honouring their experiences, and supporting them to reconnect with education, employment, family, and most importantly, themselves.

We make contagious the power of possibility. Our support is not transactional, it is transformational. We help women change their relationship with themselves, restoring dignity and rebuilding identity. Our care is healing, with boundaries. Our exchanges are honest, validating, and hopeful. We lead with compassion and fairness, always holding front of mind the privilege and responsibility we carry in this work.

“

We believe every woman is worthy, just as she is, and that she holds immense potential.

### The Impact of the Housing Crisis

Among the most pressing challenges is the housing crisis. This year, the urgency of our mission deepened. The housing crisis in South Australia continues to escalate, disproportionately affecting women and children. The wait for safe, permanent housing is long and uncertain. And while we wait – for homes to be built, for systems to respond, for policies to shift – the cost is borne by those with the least to give.

Society expects women to survive impossible situations. To heal from violence without the stability of a home. To remain employed and to meet education commitments without a home. To stay well, physically and mentally, and to remain connected to family and friends – without a home. With all my knowledge of the housing system, I wonder if I could navigate it, if I were in need.



### A Personal Reflection on Homelessness

This question became personal when I considered participating in a homelessness awareness challenge for a partner organisation, sleeping in my car for ten days.

I imagined the logistics: where to park, how to stay safe, how to maintain dignity, where to keep my clothes, how to turn up to work as normal, so that nobody was aware I was living out of my car. The thought of it was overwhelming. Living it would be a hundred times worse.

That reflection still stays with me. Because the truth is, you cannot exist without a home. Without it, shame and fear take root. And yet, this is the reality for so many women we support. I am still left with a mix of feelings – mostly that I had not been prepared to do this, and what did that mean.



## Addressing the Rise in Mental Health Needs

As we respond to crisis, we also recognise the growing complexity of women's needs.

We are seeing a significant increase in the number of women seeking support for mental health challenges. The trauma of homelessness, compounded by violence and poverty, often leaves women feeling isolated, anxious, and overwhelmed. Our response has been to expand partnerships and service offerings, provide women with more opportunities to be linked with the support they need, and the brokerage to remove financial barriers to achieving key goals to keep them moving forward. Our focus is to ensure that every woman who walks through our doors is met with understanding, patience, and professional support.

## Advocacy and Systemic Change

Beyond direct support, we advocate for systemic change. Our advocacy work is central to our mission.

This year, the 'What Women Hold' exhibition was held — a powerful collaboration with the Art Bus and over 20 women supported by Catherine House. Through painting, textiles, and installation, women shared stories of trauma, resilience, and recovery. The exhibition was not just a showcase; it was a call to action. It invited the public to see the real faces and voices behind homelessness and challenged the community to understand its causes and consequences.

We also convened listening sessions as part of the South Australian Royal Commission into Domestic, Family

**You cannot exist without a home. Without it, shame and fear take root. And yet, this is the reality for so many women we support.**

But we cannot do this alone, and this year again we were buoyed by the collective action of our community of stakeholders who, with compassion, support our work, share our message, and stand with women.

## Our Commitment Moving Forward

Looking forward, our purpose remains clear. The women we support are the reason we exist. Their strength, resilience and courage inspires us daily.

We will continue to respond, evolve, and advocate for all women to have a safe place to call home, and the opportunity to live a life of dignity, connection, hope and courage.



**Deirdre Flynn**  
Manager  
Client Services

and Sexual Violence. These sessions were raw, honest, and necessary. They reminded us that meaningful reform begins with listening, and women must be central to the solutions we create.

Through these platforms and our ongoing public education about women's experiences of homelessness, we continue to challenge the misconception that homelessness stems from personal failure. We educate the community that it is the result of intersecting systemic issues — violence, poverty, mental health, and critically, the failure of housing policy over decades. It is vital that the women we support understand this truth: you are not homeless because you failed.

## Creating Change

Catherine House is more than a service — it is a movement toward justice, dignity, and equity for women.

# SUPPORTED ACCOMMODATION SERVICES

## Intake Service

The Intake Service at Catherine House is a vital first point of contact for women in crisis. It goes beyond answering calls — it involves compassionate listening, validation, and providing practical strategies and referrals to support women's immediate needs. Staff respond with patience and empathy, fostering safety and trust through trauma-informed, person-centred care.

Despite our commitment, rising demand has strained our capacity. In the last financial year, we were only able to answer 50% of calls to the intake line. This highlights both the growing need in the community and the emotional toll on staff who strive to offer meaningful support.

When women reach us, their relief is palpable. We respond with understanding and without judgment, even when we cannot immediately offer accommodation. With only limited rooms available, intake workers often guide callers to alternative services and assist with referrals.

## Waitlist Support Service

In response to overwhelming demand and limited physical capacity, Catherine House, with financial funding from the Lang Family Foundation, launched the Waitlist Support Service — an extension of our support services.

This initiative brings support directly to women who are experiencing homelessness, at risk, or unsafe in their current housing.

Women who have completed intake, or are referred by other organisations, are assigned a case worker. Together, they explore needs, goals, and pathways to secure or maintain housing. The service also offers practical assistance, financial support, and brokerage for rent or mortgage relief to prevent homelessness.



**With thanks to the Lang Family Foundation for supporting our Waitlist Support Service.**

## Crisis Accommodation

Our Crisis Accommodation Service offers 24/7 support to 20 women in a communal residential setting. It is a place of safety, rest, and renewal. Staff provide holistic, trauma-informed care, helping women rebuild hope and envision a future beyond crisis.

Each resident is assigned a case worker who supports them in achieving personal goals, including securing long-term housing. In addition to accommodation, women access a range of in-reach services such as:

- Centrelink liaison (fortnightly).
- Drug and Alcohol Support Service (DASSA) clinician (twice weekly).
- JusticeNet legal support (weekly).
- Financial and general counselling (as needed).

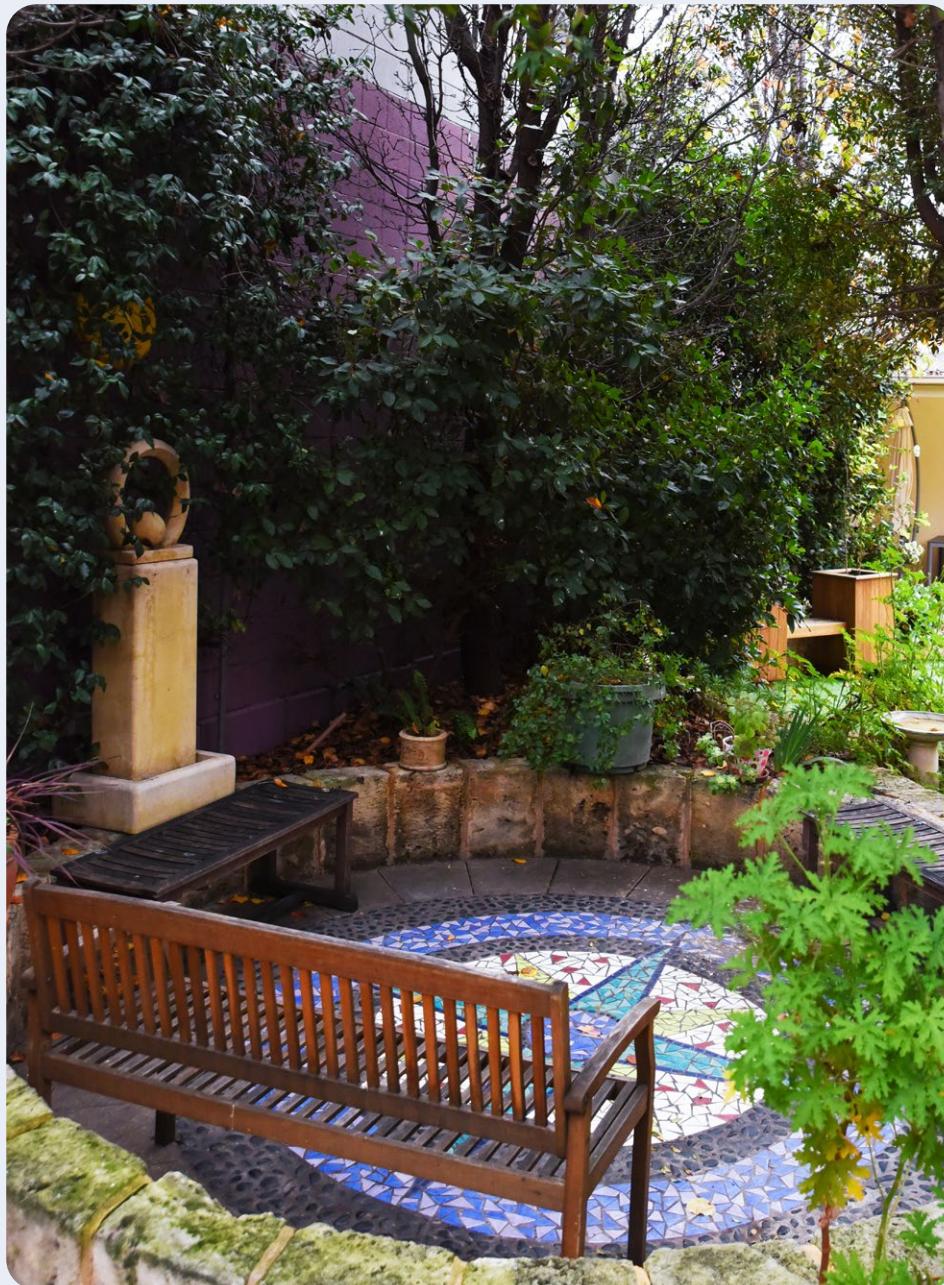
Many women at Catherine House have experienced significant trauma, often resulting in mental health challenges or substance dependency. Our services are designed to be responsive and supportive, offering access to counselling, treatment referrals, and advocacy.

A high proportion of clients have experienced domestic, family, or sexual violence, either recently or earlier in life. Our integrated support model helps women navigate these complex experiences in a safe and empowering environment.

Many women report feeling safe for the first time in years, often sleeping peacefully after prolonged fear and instability. Catherine House becomes a foundation for recovery, affirming each woman's worth and potential.

“

**Catherine House becomes a foundation for recovery, affirming each woman's worth and potential.**



## Transitional and Post-Accommodation Support

Upon leaving Catherine House, women receive a “moving-on pack” with essentials to help set up their new home. Additional financial support is provided through:

- The Wyatt Trust – furniture purchases.
- We Are Mobilise – covering up to three months’ rent.

An outreach case worker continues to support women during this transition, ensuring they have the best chance to succeed in their new environment.

## Department for Correctional Services – Bail Program

In partnership with the Department for Correctional Services, Catherine House offers a Bail Program for women exiting Adelaide Women’s Prison.

The program includes:

- 4 live-in places within our accommodation service.
- 24/7 support.
- 3 months of outreach support.

Each participant is assigned a case worker who helps women work toward goals in housing, wellbeing, legal

matters, relationships, education, employment, and community connection.

This program offers a transformative opportunity for women to rebuild their lives.

## Outreach Service

Our Outreach Service supports women transitioning from Catherine House into community housing, including eight nearby units managed by Unity Housing. Eligible clients receive short-term outreach support to help establish stable tenancies and connect with their new communities.

Case workers collaborate with women to develop personalised goal plans, continuing progress made during their stay at Catherine House and supporting long-term success.



**Cristy Pamment**  
Team Leader Supported Accommodation Services

# MENTAL HEALTH PROGRAMS



## Recovery Program

Our Recovery Program is a unique service that provides individualised support and medium-term transitional accommodation for women experiencing homelessness, or unsustainable housing, who are living with a diagnosed mental health illness and complex needs.

The Recovery Program provides 24/7 support to up to 12 women at a time, in a congregate residential setting for seven women, with five additional single, independent living cottages.

Each woman at the Recovery Program is allocated a case worker who implements person-centred, trauma-informed practice principles.

Case workers work alongside women to identify their recovery-based goals.

Goals are unique to each individual woman, in areas including:

- Improving mental, emotional and physical wellbeing.
- Developing and maintaining independent living skills, self-esteem and capacity for personal decision making.
- Securing long-term independent housing and capacity to successfully maintain a housing tenancy.
- Education and employment opportunities.
- Participating in social and community-based activities.

The Recovery Program provides women with an environment to regain the essential need of safety and security, and the opportunity to flourish in areas they identify are important to them.

The program supports the empowerment of its residents by providing women the opportunity to regularly participate in client-led consultations, and to share their recovery journey in Catherine House publications as part of the education and awareness-raising advocacy work done by the organisation.

Client advocacy plays an essential role in supporting women at the Recovery Program. Case workers work to break down systemic barriers commonly experienced by women living with mental health diagnoses and advocate on behalf of women to gain access to vital services to improve their wellbeing in a range of areas. Women are also supported to develop their capacity to self-advocate, in turn increasing their independence and self-agency towards more positive long-term life outcomes.

The Recovery Program continues to strengthen collaborative relationships with a range of external organisations and agencies to ensure women have access to essential services and supports.

The Recovery Program is a key part of many successful client outcomes and achievements. Some recovery goals we have supported include:

- Developing healthy boundary setting skills to improve interpersonal relationships and self-worth.
- Travelling interstate to visit and reconnect with family.
- Completing a range of educational and personal development courses.
- Reunification with children.

“

**The Recovery Program provides women with an environment to regain the essential need of safety and security, and the opportunity to flourish in areas they identify are important to them.**

- Living a life free from alcohol and substances.
- Securing voluntary and paid employment.
- Engaging in trauma counselling and other therapies to develop strategies to manage and improve mental health.

In the last 12 months, the Recovery Program provided supported accommodation to 20 women, and 11 women received outreach support. Five women exited the program, with all five exiting into stable, secure housing.



## Permanent Supported Accommodation Program

Our Permanent Supported Accommodation Program is a distinctive service providing long-term housing in a congregate setting and tailored support to women who are participants of the National Disability Insurance Scheme (NDIS) and living with mental health diagnoses.

Each woman presents with unique abilities, goals, and support needs, and the program is designed to enhance their capacity for independent living within a safe and trauma-informed environment.

This is a 24/7 program dedicated to maintaining a secure and stable home for all residents.

## Community Voice and Resident Engagement

Regular consultation ensures that women have meaningful input into matters that affect their lives, from program improvements to community activities. The twice-yearly satisfaction surveys continue to yield consistently positive results, reflecting residents' confidence in the support they receive and their appreciation for being heard.

This year, clients provided thoughtful and enthusiastic feedback on the New Generation Catherine House building. Their insights have helped guide the evolution of services, ensuring that future programs continue to meet the diverse needs of women living with mental health challenges.

## Empowering Independence and Advocacy

Over the past year, staff have continued to play an active role in advocating for residents during GP and specialist appointments, while also fostering each woman's confidence and capacity to self-advocate. This balanced approach has supported residents to take greater ownership of their health and wellbeing, building important life skills for ongoing independence.

Residents have made significant strides in developing their autonomy and community participation. Several women have successfully commenced volunteering roles within the community, supported by staff to build confidence in navigating public transport and other aspects of daily life.

“

**Residents have made significant strides in developing their autonomy and community participation.**

There have been many inspiring achievements throughout the year – women managing interstate travel, performing live music, and navigating personal relationships with increasing confidence and resilience. Staff have continued to provide compassionate guidance as residents work through challenging decisions and transitions.

In the past financial year, the program delivered 468 hours of community access and participation support.

The Permanent Supported Accommodation Program continues to demonstrate strong outcomes in promoting independence, inclusion and wellbeing for women living with complex mental health, so that they can live their best life, their way.



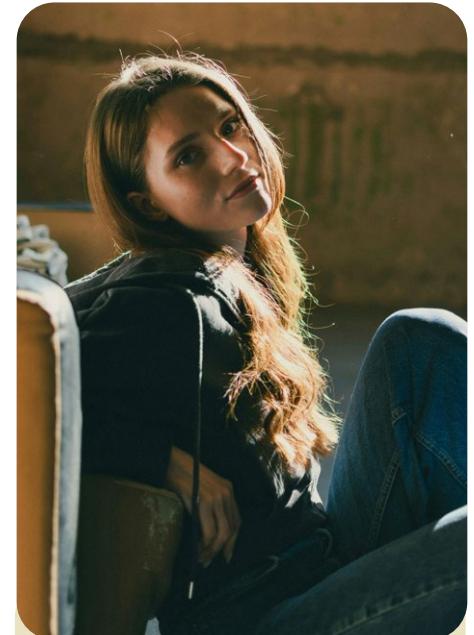
**Darlene O'Leary**  
Team Leader  
Mental Health Programs

# CLIENT VOICES

“

**My first night at Catherine House was filled with many emotions.**

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



“

**Catherine House gave me the opportunity to start my life over again.**

Photography credit: Dean Martin

“

I've been able to focus on myself through Catherine House, focus on what's important to me.

Getting more permanent housing, getting a full-time job, getting my children back.



“

I really thought that walking through the doors of Catherine House was going to be the worst day of my life.

But really, it was the best day of my life.

“

I count my blessings that I was accepted into Catherine House.

The support and guidance offered at a very vulnerable time was immensely appreciated. I felt supported in everything I needed and wanted to achieve. Then came the biggest blessing of all, they found me my forever home, a brand-new apartment in the city through Housing Choices, and I couldn't be happier.



“

When I arrived at my room, I was really overwhelmed.

Just having a safe space. Just a room. Somewhere that I could lay my body down, put my head, and know that I didn't have to be on high alert.



# THE POWER OF GIVING

## HOW COMMUNITY SUPPORT TRANSFORMS LIVES – JAYLEE COOPER



Photography credit: Trim Photography

**The 2024-25 financial year has been another remarkable period of generosity, community spirit, and shared commitment to supporting women experiencing homelessness.**

Catherine House is deeply grateful for the unwavering support received from individuals, businesses, fundraisers, community ambassadors, schools and the wider community, who all ensure we can provide our services. We simply could not open our doors without it.

### Donor Support

Our donor community is the heartbeat of everything we do. Thousands of generous individuals have stood with us – through one-off gifts, ongoing support via our Heart of Gold program, and lasting legacies through our Gift in Wills initiative. Every contribution is more than a donation; it is an act of hope and solidarity that keeps our doors open and our programs growing. Because of this unwavering generosity, women in crisis can find safety, dignity, and the chance to rebuild their lives.

Together, we are not just funding services – we are changing futures.

### Corporate and Community Partnerships

We are proud to have partnered with a growing number of corporate supporters who not only contribute financially, but also engage their teams in volunteering and awareness-raising activities. These partnerships have brought vital resources and visibility to our work, and we thank each organisation for their commitment to social impact.

We are deeply grateful for the diverse areas of support provided by our corporate community, including:

- Structured giving partnerships
- Corporate donations
- Workplace fundraising and giving
- In-kind support through donated goods and service delivery
- Knowledge sharing and professional expertise

Thank you for your steadfast commitment to improving the lives of women experiencing homelessness and for joining us in creating a future where every woman has a safe place to call home.



### Community Fundraising

From morning teas to marathon runs, trivia nights to art auctions, our community fundraisers have been both creative and impactful. These grassroots efforts not only raised essential funds but also helped spread awareness of homelessness and the work of Catherine House across South Australia.

On average, two fundraisers were held every weekend across South Australia supporting Catherine House!

## Major Media Fundraising Campaigns

Community generosity shone through our friends in the media. The Advertiser Sunday Mail Foundation Blanket Appeal provided warmth and comfort during the coldest months, while FiveAA's Undie Drive raised funds to support the purchase of new underwear and bras for women arriving at Catherine House.

Triple M's Hike for Hope inspired local businesses and the community to not only walk 30 kilometres, but also to take action by raising critical funds to support our Crisis Accommodation Service, with a record-breaking amount raised in their five-year history of Hike for Hope.



Photography credit: Dean Martin

## Community Ambassadors

The Catherine House Community Ambassador Program continues to be a powerful force for change, amplifying our message and extending our reach across South Australia.

This year, 40 ambassadors have played a vital role in raising awareness, generating funds, and fostering meaningful conversations about homelessness and the experiences of women in crisis.



## School and Education Program

The Catherine House School and Education Program continues to engage young people across South Australia in meaningful conversations about homelessness, social justice, and community responsibility.

Throughout the year, we partnered with a growing number of schools to deliver presentations, workshops, and fundraising initiatives. These sessions not only educated students about the realities faced by women experiencing homelessness but also empowered them to become advocates for change.

The program is a proven catalyst for long-term engagement, inspiring the next generation to take action and build a more compassionate society. We are excited to continue expanding this in the coming year, deepening our impact and strengthening our connection with schools across SA.

# THANK YOU





## Gala Dinner

Our annual Gala Dinner is our major fundraising event and was again the “hottest ticket in town” with tickets selling out in less than three hours.

This event was also an opportunity to share some very special news. Our Director, Julie Duncan, officially announced that “We are building a new Catherine House”. It was an emotional moment to finally share details and building plans with supporters in the room who have a keen interest in the success and longevity of our service.

Countless generous individuals and businesses made this night possible, whether through corporate sponsorship, donating auction items, or volunteering their time and services – we can't thank you enough.

The Gala Dinner raised an incredible \$733,000, with all funds directly kicking off our capital campaign to support building our New Generation Catherine House.

This event would not have been possible without the wonderful support of our Major Event Partners and longtime supporters – REDARC Electronics and the CMV Foundation, as well as all our sponsors and supporters who made this event such a wonderful success!



### Major event partners



### Event partners



### Gold partners

STANLEY & CO.  
Lawyers



### Silver partner



### Bronze partners



Photography credit:  
OneCast Media



# MAJOR PHILANTHROPIC SUPPORTERS



Photography credit: Randall Foote

## We would like to express our sincere appreciation to our Catherine House community, who make the work of Catherine House possible.

It is this philanthropic support that enables us to deliver the specialist support each woman requires, acknowledging that every journey and every story is unique.

As we reflect on this year of generosity, we are reminded that every dollar raised and every voice lifted in support of Catherine House helps change lives. We look forward to building on this momentum in the year ahead, continuing to work together with our community to create a future where every woman has a place to call home.

### Trust and Foundations

- Carthew Family Charity Trust
- Catapult Foundation
- Catholic Women's League of South Australia
- CMV Group Foundation
- Dana Abadi Foundation
- Ignition Foundation
- Indulkannina Foundation
- Lang Family Foundation
- Mortgage Choice Charity Foundation SA/NT
- Nick and Kathryn House
- SA Power Networks Employee Foundation
- The Wood Foundation
- Wyatt Trust

**Major Corporate Supporters**

- Adelaide and South Australia Airbnb Host Community
- AHA
- Arts Projects Australia

- Australian Leisure and Hospitality Group Pty Ltd
- BDO
- Beaumont Tiling
- Codan Limited
- Cohere Project Management
- Connolly Wilson Conveyancing
- Crawford Doran
- ElectraNet
- Leyton Funds
- Magain Real Estate
- RAA
- REDARC Electronics
- Rite Price Heating and Cooling
- Solitaire Automotive Group
- Toyota Material Handling Australia
- Travellers Aid Society

### Major Service Partners

- Adelaide Plastic Surgery
- City of Adelaide
- Health Partners
- John Holland Group
- JusticeNet
- Lyn Sarah Education Fund
- MumKIND Ltd
- University of South Australia
- We are Mobilise

### Please note:

Not all major supporters have been listed, at their request.



**Jaylee Cooper**  
Manager  
Philanthropy and Engagement

# OUR PEOPLE

**Catherine House is supported by a dedicated team of 57 staff who bring compassion, expertise, and commitment to every aspect of our work.**

With a combined 35.5 FTE roles, our workforce spans leadership, administration, and specialist service areas, including Supported Accommodation Services, Mental Health Programs, Women's Adult Education & Employment Pathways, and Women's Health & Wellbeing.

Our diverse team includes 13 full-time staff, 38 part-time staff, and 6 casual employees, each playing a vital role in delivering trauma-informed, person-centred care. Their collective efforts ensure that every woman who walks through our doors is met with dignity, respect, understanding, and the support needed to rebuild her life.

Our staff are not just employees – they are advocates, mentors, and change makers who embody the values of Catherine House every day.

## 25+ Years Service

Deirdre Flynn

## 15+ Years Service

Darlene O'Leary

Phuong Le

Daria Trzepacz

## 10+ Years Service

Helen Howard

Caroline Harding

Di Gant

Julie Duncan



## 5+ Years Service

Cindy Welsh-Tolliday

Anne Nixon

Leanne Kutcha

Amy Rowe

Jaylee Cooper

Sharon Stewart

Lynette Smith

Lois Brewis

Tammy Costello

Criena Kelly



## Staff

Management	2.5 FTE
Administration and Policy	3.4 FTE
Supported Accommodation Service	12.77 FTE
Mental Health Programs	10.46 FTE
Women's Centre	1.67 FTE
Fundraising, Events and Marketing	4.7 FTE
Total FTE	35.5 FTE
Full Time Staff	13
Part Time Staff	38
Casual Staff	6
Total Staff	57



JAM (Joy, Amanda and Megan) visit Catherine House fortnightly to sort in-kind donations from our high-needs wishlist.

## Volunteers and Corporate Volunteering

Volunteers play a vital role in enhancing our programs, providing an extra touch of care that, as a 24/7 service, we could not achieve on our own. Our volunteers generously share their time and energy to uplift Catherine House.

Our community volunteers come from a diverse range of backgrounds – individuals, friend groups, family groups, local football clubs, community

groups, and various not-for-profit organisations, such as Habitat for Humanity, and more.

These volunteers embody the spirit of community, stepping in to provide valuable support and resources that Catherine House may have otherwise gone without.

We have been fortunate to benefit from over 10 unique community volunteer projects in the past 12 months, each contributing to the improvement of our programs.



William Buck staff volunteered in the Catherine House kitchen to prepare nutritious meals for women in our service.

These projects have ranged from bedroom makeovers, community garden upkeep, support for our kitchens with bulk cooking sessions, and more. In total, our incredible community volunteers have dedicated an impressive 240 hours of support in the last financial year.

This past year, we had the privilege of welcoming 72 enthusiastic volunteers who rolled up their sleeves and brought their skills and knowledge to our service.

To ensure their safety and our compliance, we conducted risk assessments for all community volunteer activities and a thorough induction process for each volunteer.

Together, these contributions highlight the profound impact that community engagement can have, enriching our programs and fostering connections that benefit everyone involved.

## Women's Centre

Volunteers are crucial to the sustainability of the Women's Centre Program, contributing their skills, time, and energy to expand the opportunities for women. These include opportunities to develop their skills, and receive services such as massages and hairdressing, which would otherwise be inaccessible. Our volunteer team of eight outstanding and inspiring women provides over 320 hours of services each year, ensuring the Women's Centre offers a diverse range of services that go beyond basic needs, fostering dignity, empowerment, and wellbeing.

The impact of the Women's Centre volunteer team goes far beyond the valuable services they provide – they are role models who demonstrate that our clients are deserving of compassion and are valued and supported. Our volunteers inspire the women to look higher and begin to learn new skills, try new things, heal, and rebuild their lives.



Jasmin from CYBR offers cybersecurity courses for women in our service.



John has volunteered at Catherine House for 15 years.

## Garden and Handyman Volunteer Team

Our Garden and Handyman volunteer team are essential to our programs.

We have a gardening team that consists of four wonderful, knowledgeable, and energetic individuals who maintain our garden spaces. In the last year, our volunteer gardeners have generously shared over 100 hours of their time, to provide calming, open, colourful spaces for our residents to enjoy.

We'd like to make a special mention of our Handyman, John, who in 2024 celebrated 15 years of volunteer service with Catherine House. Congratulations, John.

John supports our programs by sharing his extensive knowledge and practical experience. From fixing leaking taps, to hanging a painting or a staff pin board, installing hooks for our Christmas lights, or anything else we may need.

# RECOGNITION AWARDS

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.

Congratulations to all of our award winners.





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



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



**Catherine House Highest Community Fundraiser – Individual:** Asa Cowell – 50 marathons in 50 days



**Catherine McAuley Award:**  
MumKIND



**Catherine House Community Awareness and Engagement Award:** Ida Tirimacco



**The Strategic Partnership Excellence Award:**  
REDARC Electronics



# BROKERAGE SUPPORT PROGRAM



## Catherine House clients have access to a range of practical supports to reduce barriers and build stability.

This is particularly prevalent in areas where financial hardship or systemic disadvantage may prevent access.

These supports can be provided through brokerage funding – where Catherine House purchases goods or services on behalf of the client, or through pro bono partnerships where a service provider offers their goods or services at no cost.

We could not provide this support without this incredible generosity.

### Safety and Crisis

This brokerage aims to assist women in accessing essentials such as emergency accommodation, crisis-related supplies, and personal safety measures. It may also cover urgent food or transport needs in crisis situations.

### Housing and Accommodation

The focus is on preventing homelessness, enabling safe relocation, easing transitions into new housing, and supporting long-term tenancy stability.

### Household Essentials

Support to help women establish or re-establish a safe space by ensuring access to basic items, such as food, clothing, furniture, and essential appliances.

### Vehicles and Transport

Transport assistance aims to reduce isolation, improve access to health care, and support participation in education or work. Supports may relate to public transport, ride-share services, or personal vehicle expenses.

### Communication & Technology

This includes tools for communication, safety, and digital participation, enabling contact with services, access to education and employment, and maintenance of social connections.

### Identification and Administration

This support reduces barriers that can delay progress and ensures clients can meet ID or verification requirements for employment, education, housing, healthcare, banking and other services or systems.

### Medical

Access to specialist or allied health services not covered by Medicare.

Support here removes financial barriers to treatment, helping clients address physical health issues that can otherwise impact housing, employment, and wellbeing.

### Health & Wellbeing

These supports help women manage their ongoing health needs and strengthen overall wellbeing. They include brokerage or partnerships that address physical and mental health, promote recovery, and encourage self-care, from essential medication to counselling and other general health essentials.

### Education, Skill Development and Recreation

Items and services that help women build skills, gain qualifications, or re-engage with the community. This support covers educational opportunities, creative pursuits, and recreational participation. Brokerage or partnerships in this area recognise that learning and personal growth are essential components of recovery and independence.

### Infants and Children

Supports for women who are caring for, or reconnecting with, their children, or women who are pregnant.

This may include baby essentials, safety items, childcare assistance, or school-related costs. Providing this support strengthens family connection, promotes stability, and recognises the integral role of parenting in a woman's recovery journey.



# CATHERINE HOUSE WOMEN'S CENTRE

**With the support of the community, our volunteer team, and partner organisations, the Catherine House Women's Centre offers a vibrant and inclusive program.**

This program is designed to support women across four areas of wellbeing: community, education, health, and creativity. Each aspect is thoughtfully integrated to foster recovery, empowerment, and personal growth.



## Community

The Women's Centre is a welcoming and safe environment where women can build connections and explore their creativity, while developing existing skills and discovering new ones. At the Women's Centre, women can focus on themselves and their recovery from homelessness towards the future they want for themselves.

Women's Centre programs remain available to clients after they leave our accommodation, allowing them to stay connected for as long as they choose. For some, their connection to the Women's Centre continues for many years. The Women's Centre celebrates our community with well-attended events such as International Women's Day and our End of Year Celebration, where women's voices are uplifted, and achievements are celebrated.

## Education

In 2025, the Women's Centre program included a partnership with CYBR, delivering nine three-hour cyber security workshops that equipped women with practical tools to stay safe online and build their digital confidence.

Adelaide University Community Outreach Dental Service offered sessions for women to learn about oral

health in the relaxed and supportive environment of the Women's Centre.

The Women's Centre also offered two Safer Relationships workshops with Cedar Health Service, where women were able to learn about healthy relationships and the importance of personal boundaries.

City of Adelaide Libraries provided women with fun technology-focused workshops using 3D pens.

## Health

With the support of our volunteers' time, energy, and skills, the Women's Centre offers yoga, gentle exercise, and massage therapy to promote wellbeing.

The Women's Centre Community Garden produces organic herbs and vegetables, which are available for women attending the centre to harvest, boosting their nutrition and assisting with their food budget.

## Creativity

The Women's Centre offers a wide range of creative opportunities, including weaving and painting workshops facilitated by Aboriginal women who are past Catherine House clients, delivered in acknowledgement of NAIDOC Week.



Supported by two skilled volunteers, our popular weekly sewing sessions provide a welcoming space where women can pursue their own ideas and projects, or begin with a project suggested by the volunteers.

Our Creative Care program offers practical assistance and materials for women to explore their creative interests independently. Many have shared that having a meaningful project to focus on plays an important role in their recovery.



**Tam Costello**  
Women's Centre  
Coordinator

# PATHWAYS TO POSSIBILITIES

## EDUCATION AND EMPLOYMENT PROGRAMS

**The Education and Employment Pathway Program at Catherine House is a holistic service designed to support women in their recovery journey.**

The program supports women to build skills, confidence, self-worth, and pathways to employment, ultimately supporting long-term financial independence and security.

Developed for women who have experienced homelessness, trauma, domestic and family violence, or gender-based violence, the program offers life-changing opportunities grounded in an understanding of the barriers women face. It is built on a trauma-informed and feminist framework that prioritises safety, trust, choice, collaboration, and empowerment. At its heart, the program is not only about education and employment – it's about healing, connection, and hope.

### Education

The program includes both group learning and individual support. Group courses are delivered in small, supportive settings, while one-on-one meetings provide personalised guidance to help women explore and prepare for education, employment, or volunteering pathways.

In 2024–2025, three subjects were delivered: Live Your Best Life & Plan for Your Future, Art, and Music. These 10-week programs, funded by Skills SA Adult Community Education (ACE), are offered four times a year. Each course is underpinned by the Australian Core Skills Framework Foundation Skills, with units of competency selected to enhance women's capabilities and strengths. This foundation supports participation in employment, further education, volunteering, and community life.

Alongside core literacy development, women also strengthen their soft skills – such as group work, critical thinking, problem-solving, adaptability, boundary-setting, and communication. These skills are essential for workplace

success and personal growth. The courses also help women identify transferable skills and character strengths, encouraging future planning and goal setting. Confidence and self-esteem are central to recovery, and guest speakers, often past participants, return to inspire and motivate, showing that change is possible.

Individual support is available to all women at Catherine House through meetings with the Education and Employment Officer. These sessions provide space to explore future goals and plan for progression in education, employment, or volunteering. The Education and Employment Officer also delivers the Live Your Best Life & Plan for Your Future course, using the same trauma-informed and feminist approach.

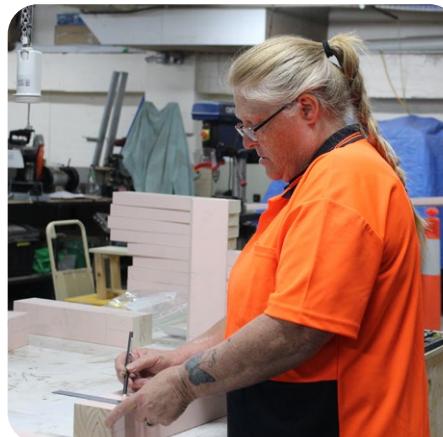
Through the Catherine House Education Fund, women can access financial support for accredited training such as First Aid, White Card, Traffic Management, and contributions toward TAFE SA or university fees. Laptops are also available through our donated laptops program.



Additionally, the Kym Adey–Catherine House Scholarship supports a woman pursuing university studies at UniSA, making higher education more accessible.



Zoe Adey, Skye Adey and Sharon Stewart, our Education and Employment Officer



## Employment

The employment component of the program helps women explore their aspirations and build a pathway toward meaningful work. This includes reviewing education and employment history, identifying transferable skills, building resumes, and planning for a secure and financially stable future.

Catherine House partners with employers to offer supported employment opportunities, including the John Holland Group's Social Procurement Program, which led to roles with McConnell Dowell, Leed Engineering & Construction, and Prime Traffic Solutions.

In another initiative, the City of Adelaide created a supported employment internship program, offering six-month paid placements to help women re-enter the workforce.

Participants in the Education and Employment Pathway Program often go on to further study, volunteering, or employment. Their lives are enriched through their personal commitment to recovery and their hopes for the future.



**Sharon Stewart**  
Education and  
Employment Officer

# CREATING COMFORT AND NOURISHMENT FOR A SAFE SPACE TO CALL HOME

## Housekeeping Operations

The way our accommodation looks and feels is so important to us at Catherine House.

From the first moment a woman enters the space, we want her to feel welcomed and respected by the environment – clean, tidy, homely, bright, with sunny areas and shaded gardens to relax and reflect. Our Housekeeping Team take great pride in their work, looking after all day-to-day cleaning. This includes communal spaces, residents' bedrooms, office cleaning and outdoor areas.

To maintain our high standards in cleaning services, we ensure that both our Housekeeping Team and contract cleaning team are highly trained in their respective fields and participate in regular training sessions.

Our Housekeeping Team completes 1,664 weekly room cleans each year, spending at least 3,328 hours a year cleaning bedrooms. Our cleaning partnerships are crucial in ensuring we uphold our high standards; we work

closely with many different cleaning supports, and all our programs have a Diversey Chemical Unit on site, to ensure we are using the correct chemicals, and that staff take part in regular training.

## Food Service Operations

Our dedicated Food Service Team spend their days creating a nutritious menu for our residents. We understand the vital role that proper nutrition plays in the recovery journey.

We see women's physical appearance, energy levels, and mood change after only a week of access to three meals a day, fruit and vegetables, and healthy snacks. Food insecurity is significant challenge for many women, which is why we continue to provide emergency food relief even after they leave our service.

In our Crisis Accommodation and Permanent Supported Accommodation programs, our Food Service Team cook over 46,720 meals each year, including breakfast, lunch, dinner and dessert.

In our Recovery Program, our residents are supported to cook the evening meal.

2,555 meals are cooked each year, with our Food Services Team preparing 7,665 meals, including breakfast, lunch, dinner and dessert.

“

**We understand the vital role that proper nutrition plays in the recovery journey.**

**We see women's physical appearance, energy levels, and mood change after only a week of access to three meals a day, fruit and vegetables, and healthy snacks.**



Trin Beer, our in-house chef at Catherine House, preparing a meal for our residents.



**Amy Rowe**  
Coordinator Special Projects,  
WHS and Housekeeping Services,  
Return to Work Coordinator

## MAJOR IN KIND PARTNERS



# USING OUR VOICES TO CREATE CHANGE



## What is advocacy?

Advocacy is about using our voice and influence to create change. It means speaking up for those who are unheard, challenging systems that perpetuate inequality, and ensuring policies and practices reflect the needs of the people they affect.

At Catherine House, advocacy happens at every level — from frontline case workers negotiating housing and healthcare for women, to public campaigns and policy engagement that drive systemic reform. It is the bridge between individual stories and collective action, turning lived experience into lasting change.

This year, Catherine House amplified voices, educated communities, and inspired change through over 120 speaking engagements, a transformative Ambassador Program, and a range of community and individual-based advocacy efforts.

## Advocacy in Everyday Practice – Empowering Women to Advocate for Themselves

At Catherine House, advocacy is not only something we do for women — it's something we help women do for themselves. Through education and empowerment programs, we provide the tools, resources, and knowledge to help develop the confidence women need to speak up for their rights, make informed decisions, and navigate complex systems independently.

Advocacy is also woven into the daily work of our case workers. Every day, they advocate for women to access essential goods and services. They negotiate with landlords, challenge unfair systems, and ensure women's rights are upheld. This frontline advocacy removes barriers, restores dignity, and creates pathways to safety and independence. Next to the support

workers provide, advocacy efforts drive significant change to women's current and future lives.

### Types of advocacy case workers perform every day:

- Housing advocacy
- Legal advocacy
- Healthcare advocacy
- Financial and income advocacy
- Employment advocacy
- Policy and systems advocacy
- Safety and protection advocacy

## Educating and Influencing

Our team delivered public speaking engagements across government, corporate, and community sectors, highlighting the impact of domestic, family, and sexual violence (DFSV) and the importance of trauma-informed recovery services. More and more community groups, businesses, and media outlets are turning to Catherine House as a trusted voice to share the 'why' behind our work and connect with our purpose.

## Helping the Community Understand the Mothers We Support

We focused on educating the community about the unique challenges faced by mothers experiencing homelessness and violence. We shared stories that revealed the lifelong impact of DFSV and advocated for accessible, trauma-informed recovery services for women, and children they will care for when they leave our service.

## Educating Young People: Schools Program – Growing Future Advocates

Our Schools Program invites students — future leaders — to understand the drivers of women's homelessness and the role they can play in change. We engage classrooms, student leadership groups, and school communities to challenge stigma, build empathy, and foster active citizenship.



L–R: Deirdre Flynn, Julie Duncan, Jaylee Cooper, Commissioner Natasha Stott Despoja AO and Cristy Pamment.

## Policy and Sector Engagement

We contributed to key policy conversations, including the DFSV Royal Commission listening sessions, Sector Forums, the Homelessness Conference, Housing Investments Roundtable, Homelessness Systems Review and the Lord Mayor's Round Table, ensuring lived realities shaped decision-making and reform.

## Community Partnerships and Campaigns

We partnered with Rotary on the Walk for Respect, supported campaigns addressing coercive control, and participated in Pay Our Respects events to honour women and children lost to violence – mobilising community support for legislative and social reforms.



What Women Hold Exhibition, showcasing artwork created by women who have experienced homelessness.

## What Women Hold: An Exhibition of Strength and Story

This collaborative exhibition celebrated the resilience, creativity, and courage of women who have experienced homelessness. Through art and storytelling, we provided the opportunity for participants with lived experience to challenge stigma, foster empathy, and inspire collective responsibility for change.

Catherine House will continue to champion the voices of women, advocate for systemic and community change, and work collaboratively with partners to ensure every woman has the opportunity to live safely, with dignity and hope.

# A NEW GENERATION FOR SOUTH AUSTRALIAN WOMEN

**In October 2024, we were pleased to publicly announce at our Gala Dinner that we are building a New Generation Catherine House. It was an incredibly momentous announcement in our proud 37-year history.**

The \$36+ million project is supported through a combination of federal and state funding, debt, and philanthropic support. Contributions have been made from Housing Australia, the Department of Social Services, SA Housing Authority, and Catherine House donors, with land and equity support from Housing Choices Australia.

New Generation 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.
- 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.
- Support staff office, plus, on-site Women's Centre incorporating:
  - A multi-purpose wellness space.
  - Craft, cooking, and activity spaces with storage.
  - Lounge, relaxation, and contemplation spaces.
  - Private one-on-one meeting rooms.
  - Staff room with sleepover unit.
  - Large domestic kitchen to support shared meals as required.
  - Computer training space/kiosk.
  - Outdoor seating and garden area.

## New Generation Catherine House includes:

- 20 self-contained crisis apartments for women.
- 20 transitional accommodation apartments.
- 12 affordable long-term rental apartments.

**New Generation Catherine House is made possible through the valued support of the South Australian Housing Trust, Treasury, Housing Australia, and the philanthropic community of Catherine House.**

“

**More women will have access to vital crisis accommodation and trauma-informed recovery services, delivered in a single 24/7 operation.**

Places across Catherine House programs will grow from 60 to 76 safe places for women each night.





# FINANCIAL STATEMENTS

## Statement of Profit or Loss and Other Comprehensive Income

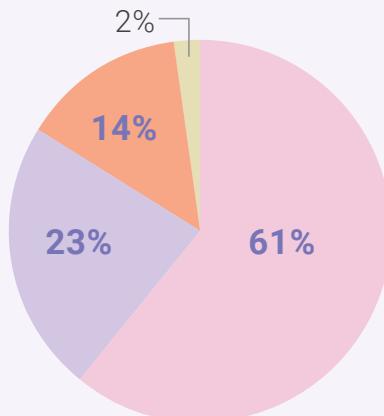
for the year ended 30 June 2025

	2025	2024
	\$	\$
Revenue	3,759,021	3,821,765
Donations/Bequests/Other Income*	6,474,849	2,388,645
Profit on disposal of asset	–	8,099
Property expenses	(537,432)	(690,129)
Management services expenses	(563,910)	(405,075)
Consultant expenses	(39,634)	(199,320)
Employee benefits expenses	(4,441,370)	(3,892,716)
Operating expenses	(775,604)	(456,378)
Finance costs	(3,441)	(2,533)
<b>Net operating profit</b>	<b>3,872,479</b>	<b>572,358</b>
Depreciation and amortisation expense	(153,906)	(49,170)
<b>Profit before income tax</b>	<b>3,718,573</b>	<b>523,188</b>
<b>Net profit for the year</b>	<b>3,718,573</b>	<b>523,188</b>
<b>Other comprehensive income</b>		
<b>Items that may be reclassified subsequently to profit or loss</b>		
Change in fair value of investment	71,655	(11,302)
<b>Items that will not be reclassified subsequently to profit or loss</b>		
Revaluation of land and buildings	13,500	63,000
<b>Total other comprehensive income for the year</b>	<b>85,155</b>	<b>51,698</b>
<b>Total comprehensive income for the year</b>	<b>3,803,728</b>	<b>574,886</b>

\*The increase in income reflects additional funds directed toward our New Generation Capital Project.

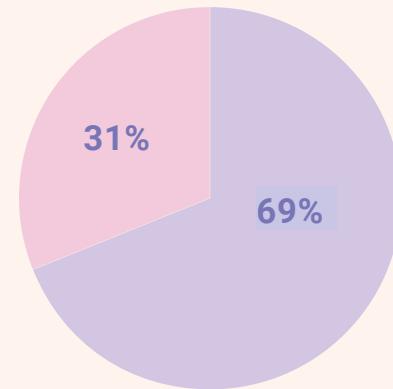
## Income 2024-25

- Government Funding
- Donations and Bequests
- Goods and Services
- Interest and Dividends



## Expenses 2024-25

- Employee Expenses\*
- Other Expenses



\*Employee expenses represent our 24/7 holistic model of support, including case management, housekeeping, food provision and additional support services across three main sites and seven support programs.



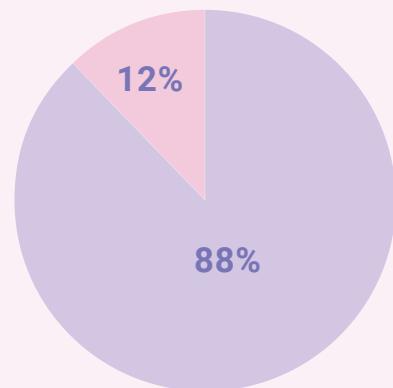
Catherine House's  
Cost to Dollar Ratio is  
**13.5%**

This means that for every  
\$1.00 raised, **\$0.14** is  
spent on fundraising costs.

## Fundraising & Marketing

### Income & Expenses

- Income
- Expenses



Catherine House's  
Fundraising Return  
on Investment is

**640.5%**

This means that for  
every \$1.00 spent,  
**\$6.40** is generated.

# OUR SUPPORTERS

At Catherine House, we are only able to continue our vital work in the community thanks to the generosity of the South Australian community.

Our supporters ensure we can help women experiencing homelessness to rebuild their lives, and we are so grateful for their ongoing support to Catherine House.

## GOVERNMENT PARTNERS



## MAJOR SERVICE PARTNERS



MUM  
KIND

**LSEF**  
Lyn Sarah Education Fund

**JOHN  
HOLLAND**



**Health  
Partners**

 University of  
South Australia

## TRUST AND FOUNDATIONS



## CORPORATE SUPPORTERS



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**SCAN TO SUPPORT  
CATHERINE HOUSE**