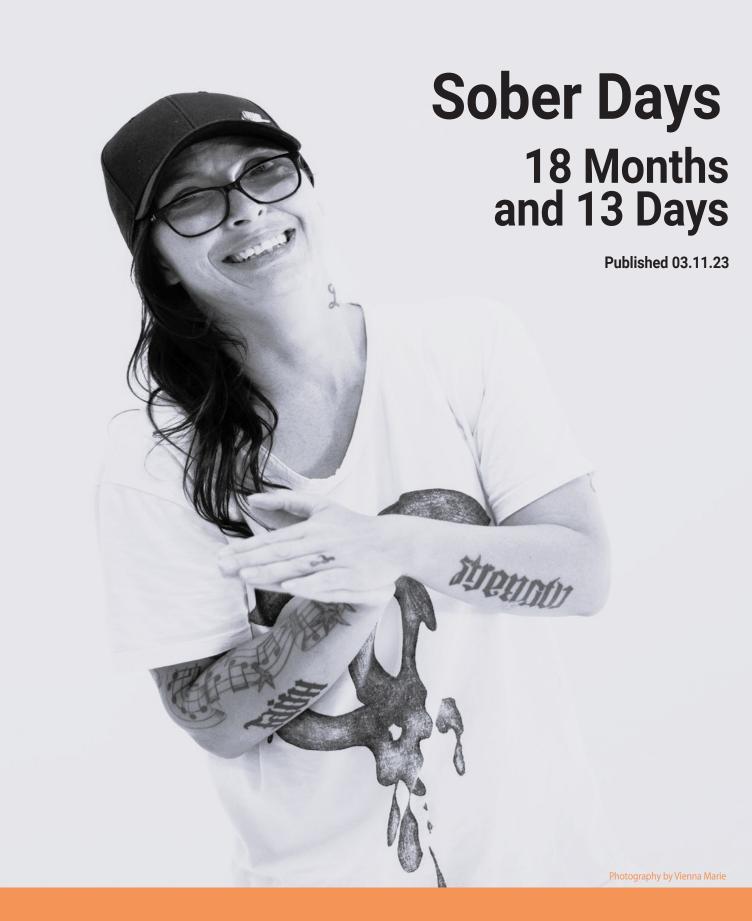
### **Detour House Inc.**



**Annual Report 2023** 

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We acknowledge the Aboriginal land in which we live and practice and the cultures that here gather; our ancestors and future generations. We embrace anti-oppressive feminist practice, holding the hope of creating safety-centred positive change.



# Vision & Purpose

### Vision

A future where all women and girls live safe, stable and fulfilling lives.

### Purpose

Empowering women and girls through the delivery of trauma-informed safe places and tailored programs, to reduce the incidence of homelessness.

Strategic Pillars	Services	Marketing and Partnerships	Governance, risk and systems	High Performing, Diverse and Inclusive workforce
Strategic Priorities	Increase the impact of our service	Broaden collaboration with strategic and corporate partners	Attain Australian Service Excellence Standards (ASES) accreditation	Attract and recruit high per- forming and diverse talent
	Grow our accomodation	Raise our profile through advo- cacy and public support	Implement a strengthened governance framework for the organisation.	Support our people to succeed through continuous learning and development
	Be responsive to meet current and emerging client needs	Enhance community engagement through targeted mart-keting and communications	Continue to assess Detour  House Inc's risk appetite and tolerances and governance structures	Support the health and wellbeing of our people and continue to drive engagement
	Empower our clients to improve their quality of life	Diversify and increase funding through government grants, philanthropic opportunities and donor support	Enhance monitoring and evaluation systems and frameworks across the organisation	

Detour House Inc. celebrates and stands with people of diverse genders and sexualities. Our services are delivered to cis and trans women and girls, alongside gender non-binary people assigned female at birth.

# Organisational Structure



#### Our Board of Management 2023

Monique Purcell Chairperson

Kyle Westgarth Treasurer

Kristen Stanleick Board Member
Sandy Kervin Board Member
Evrithiki Diinis Board Member

Secretary



Davanh Inthachanh

### About Detour House Inc.

Detour House Inc. provides trauma-informed safe places and tailored programs for women and girls to stay and gain greater safety and stability in their lives. Our services are located in Sydney's Inner West and are delivered across two key services: Detour House and The Girls Refuge.

Detour House offers a specialist residential alcohol and other drug rehabilitation program. At Detour House, we equip people who are addressing substance misuse with knowledge, tools and strategies to successfully transition back into everyday life. Detour House is one of only a small number of alcohol and other drug treatment services in NSW that centres on providing a stepped care option to support transition back into community.

As a member of the Inner-City Services for Women with Complex Needs consortium, Detour House together with lead agency B Miles Women's Foundation and the Community Restorative Centre delivers services for women with specialised complex issues. Funded by DCJ, this partnership directs service provision towards women recovering from substance dependence, experiencing mental illness, or who have been exposed to the criminal justice system.

The Girls Refuge (TGR) is the only gender-specific crisis accommodation service in NSW for girls aged 13-17 years experiencing or at-risk of homelessness. We provide young people with person-centred support at their own pace. As part of our crisis refuge service, we support young people with access to transitional and long-term housing, development of life skills, access to legal

advice, assistance with accessing income support, school liaison, employment assistance, career mentoring, and advocacy.

Detour House Inc. is overseen by a Board of Management consisting of professionals across the public, private and not-for-profit sectors. Our services are funded by the NSW Department of Communities and Justice (DCJ) as Specialist Homelessness Services (SHS) and supported by the generosity of valued donors and supporters throughout the community.

In recognising the need for gender-safe services, we believe in and value the work of specialist women's services. We thank the NSW Government and the broader community for recognising and

My stay at Detour House has been the best 3 months ever. It has given me my life back and shown me that I'm worth it. I owe so much to the Detour program.

Detour House Client

#### Our impact towards reducing the incidence of homelessness, across the year:

233

Women and girls were supported



8,904

Client contact sessions were conducted



262

Support periods were delivered



3,364

Bed nights of accommodation were provided



# Chairperson's Report



2023 was an excellent year for Detour House Inc. We achieved some key milestones and welcomed two new permanent staff members to our team. We would like you to join us in welcoming new starters, Debra Ireson our Operations Manager and Shai Mikus our Service Coordinator to the team and thank them for their contributions to-date.

In the last 12 months, we have continued to strengthen our position in the market through renewed partnerships, stakeholder engagement and simplifying our processes to deliver better outcomes for clients. We have continued our funding arrangements with the Department of Communities and Justice and the Inner City Services for Women with Complex Needs consortium (led by B Miles Women's Foundation).

We are 18-months into our 2022-2026 Strategic Plan, and our focus continues to be on our strategic pillars – partnerships, services, governance and our people. Our achievements over the last 12 months are testament to our strong vision and purpose, and have included:

- Significantly increased our key performance indicators and service standards by delivering quality service outcomes to our clients
- Restructured our organisation to provide high-quality services now and in the future
- Developed a targeted strategy to pursue new corporate and strategic partnerships
- Developed an effective governance framework
- Re-branded our corporate material to create a fresh look and feel

Our key goals and objectives in the next 12 months and future are to:

- Develop a staff reward and recognition program to attract and retain high performing and diverse talent
- Achieve accreditation with the Australian Service Excellence Standards (ASES)
- Continue to expand our accommodation options and pathways to reflect the diverse needs of our clients
- Continue to enhance the quality and range of our services we provide to optimise client outcomes.

Our Board remains committed and it has been an honour working with such a professional and energetic group. I would like to thank the Board for their time, energy and dedication during the past year and for the insights and expertise they each bring to overseeing Detour House Inc.'s vision, purpose and strategy.

In January 2023, we farewelled Olivia Nguy, Chief Executive Officer. We thank Olivia and wish her all the

best in her new role. In March 2023, our Acting Chief Executive Officer, Cindi Petersen accepted the Chief Executive Officer role. Having acted in the role for 12 months, Cindi has had a big impact during her time at Detour House Inc., and we are excited to continue to achieve a number of milestones.

Our success is directly linked to the hard work of our team. We have made extraordinary progress this year, and I would like to personally thank every team member for their energy, commitment and consistency in driving our business forward.

We also extend our gratitude to our generous supporters and corporate partners within the community who make the work of Detour House Inc. possible.

Thank you all for an excellent year. We are excited to continue to create safe, stable and fulfilling lives for all women and girls.

### **Monique Purcell,** President



Artwork by Detour House Client

# CEO's Report



I accepted the position of CEO permanently in March 2023 after acting in the role for 12 months. Since accepting the position, I have worked closely with the Board and staff to review the strategic direction of the organisation to ensure it aligns with the needs of clients and the ever-evolving homelessness sector.

When I commenced in the role, all staff reported directly to the CEO and there was no line management in place. It became apparent that the organisation required additional management support to ensure staff development, organisational growth, and contract compliance.

We are delighted to announce the recruitment of our Operations Manager, Debra Ireson. Debra comes to us with over 30 years' experience in the social services sector, predominantly in youth and community housing. Debra is leading Detour House Inc. through ASES accreditation and has worked tirelessly to ensure we obtain accreditation before June 2024.

We have also recruited Shai Mikus in the position of Service Coordinator at The Girls Refuge. Shai has worked in the refuge space for many years and brings lived experience to the role. Operating a 24/7 service is challenging and requires strong leadership to support both young people and staff and we believe Shai is suited to the challenge.

The formation of the Senior Management Team, comprising of the CEO, Operations Manager and Service Coordinator, has provided the support needed to undertake a process of significant change at The Girls Refuge. We have recently reviewed the hours case managers are on site to ensure young people attending school receive the case management support they require. We have implemented a fixed permanent roster of youth workers to ensure young people have the stability of knowing who will be onsite on any given day.

In the coming months we will be introducing an outreach program at Glebe Youth Service. The Girlzone Outreach Program will be run at Glebe Youth Service and is a program designed for 11-17 year old girls who have disengaged from school and are at risk of homelessness. We aim to provide access to case management support and accommodation where required.

The Detour House AOD program has had a very successful year due to the receipt of a donation that enabled us to employ and train a permanent part time Aftercare Case Manager. The position works with our women in the community once they have completed the residential component of the program. This donation from The Tar- Ra Fund (Stewart Investors Initiative) has contributed to an increase in 30% of clients supported compared to the previous year.

We are starting our Sober Days campaign to raise funds for our Brokerage program. The Brokerage fund is designed to support

women to establish homes, resolve health issues and access employment and educational pursuits.

We would like to extend thanks to VGI Partners, The Lewis Foundation, The Munificent Foundation and Wayne from MLC school. Thank you for your continued support at The Girls Refuge.

One thing that struck me when I started working at DHI was that although The Girls Refuge receives a reasonable amount of donations from the public, the Detour House program does not have regular donors. This is largely attributed to the stigma that surrounds older women battling addiction and homelessness. As a result of this lack of public support the Detour House program operates on a budget that is inadequate and vulnerable to increased costs such as electricity and food.

I have worked closely with Kristen from the Board of Management to develop a fundraising strategy to ensure we are maximising opportunities to improve and increase the services we offer to our clients across both services. Through our efforts we were able to attract a \$75,000 donation for the Detour House program. I would like to highlight that the Detour House AOD Residential program achieved a 30% increase in the number of women we supported in the 22-23 financial year, directly attributable to the donation received. It is hoped that this support continues for a minimum of 3 years.

Services such as The Girls Refuge and Detour House could not operate without dedicated professional staff. The nature of the work requires individuals to go above and beyond every day. I extend my gratitude to current staff and to those who have moved on from the service. Your contributions are recognised and applauded.

To the Board of Management, I thank you for your fearless leadership and the trust you place in myself and the team.

Lastly, I would like to acknowledge the incredible women and girls who access services across DHI. The strength, resilience, humour and warmth demonstrated during these times of personal crisis are remarkable. We are privileged to be a part of you journey.

Looking to the future we are working to improve and increase services, work with the sector to reduce homelessness and to prevent those at risk of homelessness from entering the homelessness service system. We will continue to provide safe, supportive and specialised services to the women and girls who access our services and programs.

#### Cindi Petersen,

Chief Executive Officer

Detour House Inc. Annual Report 2022-2023

# Our Supporters

We continue to be grateful to the many organisations, businesses and individuals who have supported Detour House and The Girls Refuge. Our heartfelt thanks to:

We extend an exceptionally large thank you to our major donors and supporters: The Tar Ra Fund, The Lewis Foundation, VGI Partners Foundation and The Munificent Foundation. Your contributions have been significant in enabling the growth and deepening of our service delivery and impact.

#### Our heartfelt thanks go to:

- · A Sound Life
- · Australian Dental Health Foundation
- B Miles Women's Foundation
- Benevity
- · CAOS
- · City Of Sydney
- · Community Restorative Centre
- Department of Communities and Justice
- Dress For Success
- GAPP
- Glebe Artisan Markets
- · Glebe Family Medical
- · Glebe Youth Service
- · Glebe Police
- Good Shepherd
- · Haymarket Foundation
- Heaps Decent
- · Housing NSW
- Justice Connect
- · Launchpad Youth Community
- · Leichhardt Marketplace
- · Leichhardt Women's Community Health Centre
- Lemonaid Coaching
- Lillians
- Munificent Foundation

- · Narcotics Anonymous
- AlcoholicsAnonymous
- Oz Harvest
- PAWS Pet Therapy
- Share the Dignity
- Social Alchemy
- · St James Primary School
- · Stronger Communities
- · The Glebe Society
- · The Lewis Foundation
- The Tar-Ra Fund (Stewart Investors Initiative)
- Tutoring4All
- Two Good Co
- · VGI Partners Foundation
- Wesley Mission
- · Youth Block

Detour has taught me how to live a new sober life just by one day at a time and keeping it simple. Very grateful and thankful for the aftercare when I leave the program.

Detour House Client

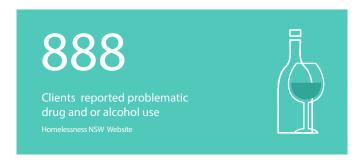
Thank you for your important contribution towards supporting women and girls from the recovery of trauma and gendered violence and providing a service that promotes safety, dignity and self determination.

Stateholder Survey

### Homelessness At A Glance

Taken From Homelessness NSW Website





15,223

Young People in Out of Home Care In NSW

Homelessness NSW Website







# Highlights, Workshops and Activities

#### **Drumming Workshop**

The house was again filled with lots of laughing, singing and beating of drums again this year. We had The Rhythm Village come in and run a drumming workshop for 6 weeks. The women beat loud and proud and got out of their comfort zones while being held in a supportive environment. What a great way to release excess energy!

#### Aftercare Brokerage Program

We were lucky enough to continue to use our City of Sydney grant to provide brokerage funds for our transition clients.

Brokerage enabled clients are able to transition into their new properties with more ease due to them being able to purchase essential furniture such as beds and fridges and buy basics such as bed linen, towels and crockery.

Thanks to this money, we have also helped clients with uniforms and necessities for prospective employment and transport including help with car repairs.

#### A Sound Life

Our weekly yoga and meditation sessions with A Sound Life have been instrumental for the women in the house by teaching them relaxation skills, mindfulness and by helping them maintain a sense of calm. The clients appreciate the soothing and nurturing teachers who lead the classes.

#### Girlzone Outreach Program

The Girls Refuge will be partnering with Glebe Youth Service to provide outreach support to 11-17 year old girls who have been identified as homeless or at risk of homelessness.

This early intervention outreach program will enable outreach case managers to identify girls at risk and intervene immediately to engage them in case management support and offer respite accommodation where necessary.

Many of the young girls are reluctant to access homelessness services as they have heard negative stories about refuges. The outreach program aims to introduce the girls to the service system through a living skills program and a tour of local youth facilities and exploring education and training opportunities to prepare them for independence.

This program will run in six week blocks through the school term. We propose to run four per year.

#### School Holiday Activities

Holiday program activities throughout the year have included Luna Park, The Royal Easter Show, Cat Café, Flip Out, Tree Tops and some sporting events.

We try to ensure at least two external activities per holiday block combined with inhouse activities such as art therapy, gardening and magnet fishing (it's a thing!).

#### **Art Therapy**

Art Therapy is conducted on a weekly basis at The Girls Refuge and Detour House.

Our facilitators Phoebe and Suzanne have provided sessions on jewellery making, painting, ceramics and sketching.

Residents enjoy the sessions and decorate the house with their creations.

#### **Pet Therapy**

The house was never without a furry friend with fortnightly visits from PAWS Pet Therapy.

Residents spent the evening with two dogs that provided emotional support and lots of cuddles. Alongside this, staff brought their dogs into work to bring some fun and joy in the evenings (thanks to our furry colleagues Gina, Coco and Rudy!).



### Meet Shai!





Shai started at The Girls Refuge in June 2023 and has become a essential presence quickly!

Shai is a dedicated and accomplished professional with a passion for making positive and long lasting impact change in young peoples lives.

#### 3 words to describe yourself.

Passionate, Determined and Open.

#### How would you describe The Girls

Safe, Inclusive and Caring.

#### What do you love most about working at

#### The Girls Refuge?

Being able to play a part in a young persons journey and providing them a safe place to launch thier personal goals.

### What made you want to work at The

#### Girls Refuge?

My lived experience and wanting to give back to my community. Working in this sector has always been my goal in life.

#### What or who has made the biggest

#### impact on your life?

A Youth Worker named Pete who worked at my refuge and treated me with dignity and respect. He made me feel like I had value and potential and that sent me on a good life track.

### In the last year, what are you most proud of achieving at The Girls Refuge?

Rebuilding the team culture based on safety, trust and accountability.

#### Who do you look up to?

It's always been had for me to identify a single person but I have found I value people who are genuine and intrinsically motivated to make positive change.

#### What would your perfect day look like?

Waking up, having a coffee and full breakfast, walking my dog Milton, going to work and advocating on behalf of young people's rights. Throw in a systematic issue argument and I would be having a good day!

#### What movie could you watch every

Stargate.

#### What hobbies do you have?

Hiking, camping, fishing and cross stitch.

# What Our Partners Say

Have loved hanging out at

I have worked with DHI for many years and have always had a good and productive relationship with the team.

100% of our Partners
would recommend

to others

TGR have been super supportive of our young people over the years and we've had a great working/ collaborative relationship when our young people have been in their care.

100% of our Partners agree
that DHI's reponse to
contact is always
quick and
professional.

We have a strong partnership and an existing MOU with the Girls Refuge and have always found staff helpful, professional and knowledgeable.

agree DHI provides excellent and consist

Staff are always helpful and willing to try and support young people despite the challenges.

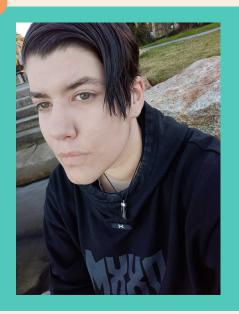
Portive and informed



Site Visit with Hunter New England Local Health District



Visit to Lillian Howell Project



# Meet Nik.

"Addiction isn't just about drug use but the multilayered affects it has on your life."

Before I came to Detour House I was struggling in so many of aspects of my life.

I was struggling with my addictions and my mental health. I had multiple hospital admissions and my addictions were not allowing me to participate in my life and community.

I had a really positive experience during my stay at Detour House. I received all the support I needed from the workers. They are inclusive and supportive and I felt safe and comfortable to share my own unique story.

The staff at Detour House worked with me to help build my confidence back up which I lost while I was in the middle of my addiction.

One thing Detour House does better than other rehabs, is help the client get back out into the world and start participating in the community.

We were taught the skills to navigate life's everyday problems and still stay sober.

Detour House helped me with referrals to access housing and start living independently.

In my own home, I stayed focused on my recovery and as I got more comfortable in my sobriety I started to look towards the future and what my life could look like.

After being at Detour House and being around the workers there I realised what kind of work I want to do. I would like to do further study next year and have a career where I help people like the staff at Detour House have helped me.

I would absolutely recommend Detour House to others. Detour House offers support like no other rehabs do.

# Detour House Highlights

111

Women were supported in the Detour House Program

2553

Nights of Short Term or Emergency Accomodation provided 1764

Assistance to sustain tenacy or prevent eviction

2003

Drug and Alcohol Sessions

2553

Structured Skills Development Sessions

41%

Clients are housed on exiting the Deotur House Program

53%

Transition Clients are employed

# The Girls Refuge Highlights

122

Girls were supported at The Girls Refuge

3710

Nights of Short Term or Emergency Accomodation provided 1116

Living Skills and Personal Development Sessions 1501

Advice and Information Provided

665

Advocacy Liasion on behalf of client

18.8%

clients supported who identified as First Nations

4372

Contact Sessions with clients

# The Girls Refuge Case Studies

Ruby is a 17-year-old of Middle Eastern descent who was exited from an unsafe situation where her family were supporting an upcoming arranged marriage.

The Australian Federal Police removed Ruby and moved her across the state to The Girls Refuge. Ruby presented with distress and was having difficulty comprehending the situation due to a development delay.

Ruby expressed suicidal thoughts and was hospitalised for 3 days in her first week at the refuge.

Ruby has remained at the refuge for 5 months due to limited exit opportunities. Given Ruby's age and vulnerabilities she is unable to live independently and the only option for The Girls Refuge was to secure Ruby a place at a women's shelter

Ruby will move into the women's service on her 18th birthday.

The Girls Refuge have been able to support Ruby to register and attend school, have provided safe and supportive accommodations, assisted Ruby to build her living skills, supported her to access counselling and stabilised her mental health. Ruby has had no further admissions to hospital and has made tremendous growth in her time at The Girls Refuge.

### Ruby



### Lizzy



Lizzy first presented to The Girls Refuge at the age of 14 due to family breakdown. Lizzy was in a situation where the Department of Communities and Justice (DCJ) were unable to work with and support the family, and the family were not willing to relinquish their parental rights.

As a result, Lizzy has been moving from crisis refuge to crisis refuge and has moved four times in an eighteen-month period.

Lizzy is now 16 years old, does not have the emotional or practical skills at this stage to live independently, and will need to develop these quickly to secure transitional or long-term accommodation.

If Lizzy had been able to remain in the first crisis service she accessed, her circumstances would have greatly improved. She would not have been at risk of re-traumatisation through changing services, having to retell her story over and over, or continually developing new relationships with staff and clients.

This also can have negative impacts on family restoration, with the consistent changing of services and support staff, working not only with Lizzy but with her family.

Lizzy is a good example of why we need more supported medium to longer term accommodation options for under 16s.

This case study shows that continuum of care models are critical to enable soft transition from crisis services to transitional services and then on to longer term accommodation.

Detour House Inc. Annual Report 2022-2023

### Detour House Case Studies

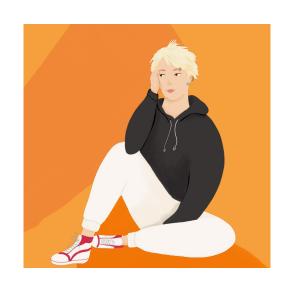
Frankie is a 32-year-old non-binary person who is currently a member of the Detour House Transition program.

They came to Detour House seeking treatment for alcohol and drug addiction and to implement the 12-step program into their life. Frankie came to Detour House with no home address.

During their time as a residential program client, Frankie developed life skills, healthy routines, self-care and healthier habits. Detour House also helped Frankie reconnect with their self and their spirituality through the program and their counselling which Detour House provides through a partnership with Leichhardt Women's Community Health Centre.

Through attending the Transitional program, Frankie first obtained crisis accommodation through The Gender Centre and then moved into transitional housing provided by St George Community Housing. Frankie says the Transition Program has helped them become more accountable and responsible for their recovery.

### Frankie



### Kylie



Kylie entered the Detour House program after transferring from Foundation House. Kylie was an ice user with no diagnosis of mental health and no medication.

Kylie has an 8-year-old daughter with final orders underway to have her taken into permanent care. Kylie has a history of family and domestic violence both as a child and as a adult and a history of childhood sexual abuse.

Kylie initially presented as being quite reserved in the program but through case management, it appeared that Kylie had great awareness, was motivated and often animated. Kylie thought she has ADHD and possible bipolar disorder as she struggles with focusing and sitting still, she was also experiencing vast changes in mood. Kylie was supported to keep a journal of changes in mood, and she was referred to a psychiatrist who confirmed an appointment for her.

While stabilising her moods, the priority was to support Kylie to begin the process of a section 90 to get her daughter back in her care. Kylie was an important member of the house and in time became a great leader and mentor to the other clients. Kylie graduated the program with flying colours and went on to secure a job through Two Good as a kitchen assistant. Kylie remains sober, is continuing to work on getting her daughter back and still attends transition group weekly, she is a valued client of Detour House.

# Treasurer's Report



It's a pleasure to present my Treasurer's Report for the year ended 30 June 2023. The financial statements have been prepared in accordance with the appropriate accounting standards and other mandatory professional standards and have been independently audited by Charles Oosthuizen of Moore Australia Audit NSW.

We are pleased to welcome Sam Deylami, our newly contracted Finance Officer who has been engaged to provide support with the financial administration across Detour House Inc. Sam is a chartered accountant with years of experience working in the not for profit sector.

The financial position of DHI. remains stable with a surplus of \$140,149 for the 2022/2023 financial year which contributes to our healthy accumulated surplus of \$1,115,788. This surplus gives us confidence that should there be any changes to our government funding arrangements, we would be able to continue our work.

We acknowledge the support of the Department of Communities and Justice for the majority of our funding and industry partner B Miles through the Inner City Women with Complex Needs Consortium. We also acknowledge our new and ongoing donors, whose generous contribution amounted to \$154k in FY23, an increase of 18% on the prior year. Support from our donors is fundamental to what we do. Thank you – your efforts are much appreciated.

I'd also like to thank staff and my fellow board members for their generosity of time ensuring the continued stability of our wonderful organisation in what has been a very unusual and challenging year. The CEO and Finance Officer dedicated an enormous amount of effort to ensure an effective financial management system to comply with the Government's policies, reporting requirements and accounting standards.

#### Kyle Westgarth,

Treasurer



Artwork by Detour House Client



Artwork by Detour House Clients

# Financial Report

Statement of Profit or Loss and Other Comprehe	nsive Income	
Figures in Australian Dollars	2023	2022
Income		
Grant income	1,670,302	1,702,382
Rent received	35,160	52,480
Donations	154,017	125,913
Sundry income	908	80,574
Interest received	31	21
Dividends — franked	-	128
Total	1,860,697	1,961,520
Expenses		
Administration and office expenses	159,498	155,995
Audit fees	11,204	12,996
Depreciation	8,951	19,637
Employment expenses	1,413,593	1,342,823
Household expenses	76,251	78,121
Program related expenses	51,051	104,300
Total	1,720,548	1,713,872
Surplus before tax	140,149	247,648
Tax expense	-	-
Surplus for the year	140,149	247,648

Auditors: Moore Australia. For a full financial statement, email manager@detourhouse.org.au or visit www.acnc.gov.au



# "Just for Today."

#### Contact us for more information:

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M PO Box 253, Glebe NSW 2037

E manager@detourhouse.org.au

#### Connect with us

www.detourhouse.org.au www.girlsrefuge.org.au

#### Join our mailing list

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