



2024-2025

ANNUAL

REPORT

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Acknowledgment of Country

Parramatta Women's Shelter acknowledges the Traditional Owners of the land we serve on.

This always was, and always will be, Aboriginal land.

We pay our respect to Elders past, present and emerging. In acknowledging Country, we commit ourselves to justice, particularly for Aboriginal and Torres Strait Islander women experiencing family violence.





EXECUTIVE REPORTS

Image PWS Board at January 2025 (left to right): Natalie Raffoul, Sali Gorgi, Angela Dagaris, Sue Wilbin*, Melissa Brooks*, Faith Halliday, Antoinette lenco, Melita Breen, Katy Hannouch, Sally Anne Friedlander, Megan Pearson (not pictured)*

*Including Board members since retired



Co-Chair's Report

Reflecting on FY25

At Parramatta Women's Shelter (PWS), we are deeply committed to providing crisis accommodation and outreach support for women and their children experiencing domestic and family abuse and/or homelessness. As Co Chairs of the PWS Board, we are grateful for the opportunity to reflect on an extraordinary year and honoured to present the FY25 Annual Report.

Within these pages, you will find a comprehensive overview of our achievements, the challenges we navigated, and the hopes that guide our future. FY25 has been a year marked by resilience, growth, and change – but above all, by the unwavering dedication of our team, volunteers, partners, and community. Together, we have walked beside women and children seeking safety, dignity, and a fresh start.

In January 2025, we welcomed several new board members following the retirement of key founding members who devoted six years to establishing PWS and laying the foundations for all we have accomplished. Their legacy continues to inspire us. This year, we also refined our Vision: **A future free from gender based domestic and family abuse and homelessness** and developed a strategic plan that reflects our shared aspiration.

Key Achievements in FY25

- **Expanded Services:** We increased our capacity to provide safe, secure accommodation, ensuring more women and children had a place to rebuild their lives.
- **Outreach & Advocacy:** Our team strengthened partnerships with local organisations, raised awareness about domestic violence, and advocated for meaningful systemic change.
- **Programs for Empowerment:** We expanded initiatives focused on education, employment readiness, and mental health support, helping women regain independence, confidence, and hope.
- **Community Engagement:** Through events, campaigns, and collaborations, we deepened our connection with the Parramatta community, fostering a culture of compassion, understanding, and action.
- **Sustainability & Growth:** With careful utilisation of resources, we expanded our services while maintaining financial stability, ensuring the long term strength and sustainability of the Shelter.

Our Gratitude

None of this would have been possible without the extraordinary people who stand behind PWS:

- **Our Dedicated Shelter Team:** Your professionalism, compassion, and tireless commitment are the heartbeat of PWS. You ensure that every woman and child remains at the centre of all we do.
- **Our Volunteer Board:** Thank you for your strategic guidance, wisdom, and unwavering commitment to strong governance. Your leadership ensures our Shelter continues to thrive.
- **Our Wonderful Volunteers:** From fundraising to hands-on-support, your generosity of time and spirit makes a profound difference every day.
- **Our Community Partners:** We extend our heartfelt thanks to all the schools that graduated from the Walk the Talk program and continue to support PWS with such generosity and enthusiasm. We are incredibly proud of all you have achieved for PWS.
- **Our Sponsors & Donors:** Your generosity sustains our mission. Every contribution – large or small – directly impacts the lives of women and children in crisis. While there are too many to name individually, we offer special thanks to:
 - **Francom Group**, our first Gold Sponsor – we are deeply grateful to Georgina Antoun and her team for their unwavering support.
 - **Norwest Football club**, who demonstrated what a community can achieve
 - **Belle Property**, for your steadfast commitment to PWS.



Looking ahead

PWS has developed a strategy centred on five key pillars that will guide our sustainable growth, operational excellence, and financial strength:

1. **Services and Capital Partners** – expanding the number of beds and services we can provide, with a key goal of opening an additional crisis accommodation property in 2026.
2. **Operations** – building capability and capacity to support growth and ensure excellence in the services we provide.
3. **Advocacy and Engagement** – increasing awareness and strengthening community engagement.
4. **Fundraising** – deepening existing partnerships and expanding our fundraising activities.
5. **Governance** – ensuring strong compliance, accountability, and financial competency.

As we look to the future, we do so with optimism and humility. We recognise that challenges lie ahead, but we have every confidence in our Shelter Team and the PWS Board. Together, we will continue to grow, innovate, and provide unwavering support to the women and children who rely on us. We are committed to building on the foundations of FY25 and expanding our impact across the community.

On behalf of the Board, we extend our heartfelt thanks to every person who has walked alongside us this year. Parramatta Women's Shelter is more than a place of refuge – it is a community of hope. And that hope exists because of you.



Antoinette Lenco and Faith Halliday
Co-Chairs of the Board, PWS

Executive Officer, Client Services Report

What an extraordinary year we have had at PWS – a year of consolidation, growth, and continued commitment to supporting women and children experiencing domestic and family violence.

In December 2024, we celebrated our 5th birthday, marking half a decade of service, dedication, and unwavering advocacy. It continues to be a privilege to lead a team of empathetic, passionate, and professional caseworkers.

Service Growth and Consolidation

This year saw the consolidation of our Core and Cluster program, named 'Waratah Place', and we continue to provide independent living for women and children alongside specialist, wrap-around support. As the service expands and evolves, we have welcomed new team members to our shelter. We are privileged to have a skilled, and diverse team of Queens who provide quality case management for our families.

Challenges and Resilience

2024/25 has been particularly challenging due to the housing crisis significantly affecting the families we support. Despite these pressures, our team has remained steadfast in delivering high-quality, trauma-informed support, ensuring women and children can access the services they need during incredibly difficult times.

Domestic and Family Violence (DFV) is the leading cause of homelessness for women and continues to impact our society at all levels. At PWS, we remain steadfast and committed to ending gender-based violence and will continue to advocate and raise awareness in the community to better support our families, and to build a safer future for our children and young people.

Child Support Program

Our Child Support Program has continued to deliver excellent outcomes:

- Every child and young person is a client in their own right at PWS and we provide strong and consistent case management through our Child and Youth Specialist Team.
- Our specialists engage our kids through sensory activities and creative play; these experiences are vital to begin healing from trauma.
- We provide a fun school holiday program and take the kids on outings to the movies, Flip Out, Time zone, local parks and botanical gardens.
- Slime-making remains the number 1 requested activity by our kids, with cooking and baking a close second.
- Our specialists run children's meetings, where the kids help form the agenda, and are given a safe space to provide feedback that improves and informs our practice.





Tania Smith

Partnerships and Outreach

PWS has strengthened our regional partnerships in 24/25 and maintains active memberships on multiple DFV and Homelessness interagencies across the Parramatta and Cumberland LGA's. We work closely with our two local councils, and enjoy partnerships with other local stakeholders, that include, but are not limited to:

- Cumberland Women's Health Centre
- Cumberland Women's Domestic Violence Court Advocacy Service
- Jesuit Refugee Service
- Uniting Specialist Homeless Services
- Our local primary and high schools
- Parramatta and Cumberland Police - Multicultural Liaison Officers
- Western Sydney Legal Community Legal Centre.

We provide direct outreach services to women in the community and work in partnership with:

- Cumberland Council DFV Hub
- PCUC Church
- WDVCAS seconded court support roster at Parramatta Local Court.

In partnership with Women's Community Shelters, our Walk the Talk program continued to grow and flourish. In FY25 we welcomed additional schools to the program, and we are so grateful to these school communities for their ongoing support, fundraising and awareness raising:

- Catherine McAuley
- James Ruse Agricultural High School
- Mitchell High School
- Nagle College
- Santa Sabina College
- Tara Anglican College.

Professional Development and Advocacy

The team attended the ANROWS Conference 2025 (14-16 May), themed "Listen, learn, act: Centering children and young people to end violence," bringing back valuable insights to improve our practice and advocacy.

We value skills development for our team, and engage staff in ongoing, professional development, delivered by various training organisations. Clinical supervision is a vital component for staff who work in a trauma environment, helping us to navigate the challenges we face every day.

Celebrating Families

We closed out the year on a high note with our end-of-year client party in Parramatta Park, over 70 women and children came along to celebrate with us. The day was filled with fun games, delicious food, music, and meaningful reflections on the year, highlighting the resilience, courage, and achievements of the families we support.

Acknowledgment

We are grateful to all the services, schools, and community partners who continue to work alongside us to end gendered violence. It's impossible to name each and every person and organisation who lend support to our team, and our families. Your collaboration strengthens our ability to make a meaningful difference in the lives of women and children.

Most importantly, we extend heartfelt thanks to the families we support. Your trust, courage, and resilience inspire us every day and give us the energy to continue this vital work. We revel in your wins and are blown away by your ability to persevere and prevail against sometimes, insurmountable obstacles.

Tania Smith
Executive Officer, Client Services, PWS

Operations and Business Management Report



Neera Kaur Maan

Supporting the Frontline:

In FY25, PWS strengthened the systems, partnerships, and governance that allow our frontline teams to provide safe, dignified and responsive support to women and children experiencing domestic and family violence.

This year, we were delighted to welcome Francom as our first ever Gold Sponsor. Their support has gone far beyond financial contribution, creating a genuine partnership rooted in compassion, care, and a shared commitment to helping women and children find safety, stability, and hope after crisis. Thanks to Francom and our other community and corporate partners, we have been able to expand safe accommodation, deliver essential services, and enhance the wellbeing of families in need.

We have also focused on exploring new partnership opportunities, building relationships with schools, corporates, and community organisations that align with our mission and supporting programs that promote education, prevention and community awareness.

- Operationally, our teams successfully

planned the opening of a new transitional shelter, providing safe, fit-for-purpose accommodation for women and children.

- The volunteer program is currently in development, with analysis and next steps underway to ensure it delivers meaningful support for clients while strengthening capacity across programs.
- Staff wellbeing and training remain a priority, recognising the demands of frontline work.
- We strengthened governance and reporting systems to improve efficiency and transparency.
- Community engagement remained central, with speaking opportunities, events, and campaigns raising awareness of respectful relationships and domestic and family violence, while creating pathways for donors, volunteers, and partners to contribute meaningfully.

Supporting the frontline requires strong systems, trusted partnerships and skilled teams. In 2025, PWS strengthened all three.

With the ongoing commitment of our Board, staff, volunteers, donors and partners, we are well positioned to meet current and future needs, delivering safety, dignity and hope for women and children across our community.

Neera Kaur Maan
Business Manager, PWS

TEAM

FEEDBACK



Image : Norwest Football Club

Team

Feedback

Lucie
Team Leader

Princess
Family Worker



2025 has been another massive year for PWS. I continue to be blown away by our client's strength, resilience and resourcefulness and learn from them every day.

I am incredibly proud of the team's dedication and commitment to ending gender-based violence and supporting women and children in their healing. The work can be heavy, but they turn up every day and achieve amazing outcomes.

One of the big moments this year for me was visiting my client and her two children in her new social housing property that she has waited eight long years for. The family finally has a place they can call home, much needed stability and the ability to focus on and plan for the future."



PWS has been nothing but supportive to me and has taught me what true advocacy for clients looks like and all the forms advocacy takes in this line of work. I have grown so much since graduating university earlier this year, and being welcomed into team.

PWS is truly built with a feminist and client centred approach in mind."



**Jacinda
Child Support Worker**



I've been working with PWS since 2021, and it has truly been a highlight of my career. Most importantly, it laid the foundation for my growth as social worker, teaching me invaluable skills and values that I uphold in all jobs now. PWS has also set the standard for how I hope to always be treated and supported in a workplace.

These days I have been supporting casually on weekends though witnessing the work happening around me and seeing how PWS positively impacts women and children every day continues to inspire me.

This year, I've had the privilege of working with many women and children during my weekend shifts. We've gone to parks, movies, indoor play centres, and created countless arts and crafts together. A highlight for me is seeing women and their children smiling, laughing, and enjoying time outside the home while feeling safe and supported."



Image: Mayoral T20 Cricket w/ Cumberland and Parramatta Council

CLIENT

TESTIMONIALS



Feedback from WDVCAS Staff Member to PWS Caseworker

“ Thank you so much for all your help with this and for supporting our client. I truly appreciate the time and effort you've dedicated to this matter. I believe that your kindness and dedication truly make a difference for those escaping domestic violence. We definitely need more people like you in the world!”

Client text message to PWS Caseworker

“ Thank you so so much Lucie, you may think you are only doing your job but lady you have no idea how you are changing lives, how you are creating opportunities for people like me, like [my daughter] to make a change in our lives.”

Outreach client feedback to case worker:

“ Dear PWS, thank you from the bottom of my heart, the past eight months have been a journey filled with challenges but because of all of you, your support, care and respect, we have made it through with hope and dignity. You welcomed us without judgment, treated us with empathy and kindness, and created a space where we felt safe, heard and truly care for. This shelter has become more than just a roof over our heads, it became our safe home. Your thoughtful and compassionate work made a lasting impact on me and my children and we will carry your kindness with us forever. To every single staff member and PWS team, thank you for your continued help and constant support. I will be always be grateful for the way you've touched our lives.”

Text message from mum in shelter to Caseworker regarding financial relief:

“ I'm crying. No words can express what this means to me. Thank you so much”.

Text message from Mum in shelter:

“ The girls had sooooo much fun at the Easter show we stayed until the fireworks and [name] so amazed with the fireworks so close to us her reaction is too cute please say thank you for all the teams for our tickets and gift card. I really appreciate it.”

Our Dedicated

NETWORK



Women's Community Shelters (WCS) is the leading for-purpose organisation providing accommodation and support for women and children escaping violence and experiencing homelessness. We are continuously expanding our network of safe havens. Australia's dual crises of domestic and family violence and housing unaffordability means that we are still forced to turn away 1 in 2 women every night.

Women's Community Shelters partners with community, Government and volunteers to help break the cycle of abuse; by transforming communities from within through supported accommodation, education, advocacy, and innovative housing solutions.

Our shelter network supports women and children in short term accommodation (around 28 days), crisis accommodation (around 3 months), as well as an ongoing support plan in longer-term transitional homes (from 3 months to 5 years). Plus, permanent social and affordable housing.

Escaping violence and homelessness takes more than shelter. It requires specialised wraparound support, such as counselling, healthcare, legal aid, education, employment and help navigating systems.

We are building safe havens that support women in Australia from crisis to recovery. After starting out with one crisis shelter in 2015, we are proud to now support women from shelter, homewards, and all the way to 'home'.

“Domestic and family violence is an urgent issue - every night we accommodate someone can be a night they stay alive, or out of hospital. Every day counts.”

- Annabelle Daniel OAM, CEO, WCS

Read more about WCS here:
<https://www.womenscommunityshelters.org.au/>



PURPOSE

MISSION

VISION

VALUES



Purpose

Parramatta Women's Shelter provides crisis accommodation and outreach support for women and their children experiencing domestic and family abuse and/or homelessness. A proud member of the Women's Community Shelters network, we work with our local community to inspire, empower and support sustainable change for our families and for our community. We are highly motivated advocates for change and are driven to deliver best practice services aligned to the needs of our families.

Vision

A future free from gender-based domestic and family abuse and homelessness.

Mission

We exist to walk alongside women and their children on their journey, so they can know and experience safety, connection and hope.

Values



Courage: We show compassion for those we support. We build empathy and understand our clients unique journeys. We provide safe connections. We support our clients so together we build the courage to challenge the status quo.



Respect: We listen to our clients. We provide support to meet their needs. We are generous, considerate, non-judgmental and respectful. We support all our clients, staff, volunteers and community. We celebrate and honour their diversity and values.



Justice: We understand that the injustice and abuse experienced by our clients is the result of inequity. We stand with our clients and fight for advocacy, equity, justice and systemic change.



Connection: We take a people-centred approach and tailor our approach to support the unique experience of each client. We listen to their needs and are accountable to the families we support to ensure the outcomes of our work meet their needs.



Empowerment: We collaborate to empower women to create social change. We create a culture of inspiration and solidarity by working together to provide hope and support sustainable transformation.

FY25 Priorities

Services and Capital Partners

Aim: pilot and grow

- Increase crisis accommodation - expand the shelter network in the Parramatta LGA.
- Pilot transitional housing.
- Achieve Outreach SLA's and expand the outreach program.
- Identify and align with capital partners and opportunities to expand services.

Advocacy and Engagement

Aim: continuous improvement

- Increase awareness of PWS and its Mission.
- Build relationships with key advocacy groups.
- Build relationships with local schools and expand the Walk the Talk program.

Fundraising

Aim: proactive fundraising for growth

- Secure five strategic sponsors and \$250k annually.
- Align Grant opportunities with operational and growth requirements.
- Increase donations and fundraising, revenue by 100% YOY.

Operations

Aim: continuous improvement

- Grow our volunteer database and leverage volunteers to support initiatives.
- Align resourcing capacity and capability across the PWS shelter network with growth initiatives.

Governance

Aim: continuous improvement

- Align board capability with growth targets
- Maintain shelter compliance including ASES accreditation.
- Implement policies, framework and governances to manage PWS growth and operations
- Optimise financial returns.

COMMUNITY SUPPORT



& ENGAGEMENT

Walk the Talk 2025

Young People Helping Build Safer Futures

Statistics show DV rates for adolescents aged 18-19 are shockingly high**

- Around three in 10 reported at least one experience of intimate partner violence.
- One in eight experienced emotional abuse.
- One in 10 experienced physical violence.
- One in 12 experienced sexual abuse.

At Parramatta Women's Shelter, we know that ending domestic and family violence requires more than crisis support; it takes education, prevention, and strong community partnerships.

That's why we're proud to be part of Women's Community Shelters' Walk the Talk program, which empowers young people to learn about respectful relationships and take meaningful action to support women and families experiencing violence.

This year, more than 6,300 students from 41 schools across Australia were recognised through the program for their commitment to creating safer, more respectful communities.

Since launching in 2019, Walk the Talk has reached over 23,000 students nationwide, helping to challenge harmful attitudes and promote empathy, respect, and accountability.

We are especially grateful for the support of our local partner schools, whose students have actively engaged with the program and supported Parramatta Women's Shelter:

- Catherine McAuley, Westmead
- Tara Anglican School for Girls
- Mitchell High School
- James Ruse Agricultural High School
- Santa Sabina College
- Nagle College

What makes Walk the Talk especially powerful is its hands-on approach. Students don't just learn in the classroom, they actively support their local women's shelter, gaining a deeper understanding of domestic and family violence and how communities can respond with care and compassion.

We are inspired by the maturity, empathy, and leadership shown by these young people. Their willingness to listen, learn, and act gives us real hope for a future where everyone can live free from violence.

Together, through education and community action, we are helping to build safer futures.

Community Support

and Engagement



Walk the Talk Awards, Catherine McAuley Students



James Ruse Agricultural High School



Tara Anglican School for Girls



Santa Sabina College

Images from the Walk the Talk Awards hosted at NSW Parliament House. Over 130 guests and 15 schools were in attendance to witness guest speakers Dr Hannah Tonkin (NSW Women's Safety Commissioner) and Professor Steve Roberts (Professor of Sociology, Monash University).

*Australian Bureau of Statistics [ABS] 2023

**Australian Institute of Family Studies [AIFS], Growing Up in Australia, 2023



Our Fran-Community

1 IN 6 WOMEN
OVER THE AGE OF 15
HAVE EXPERIENCED



DOMESTIC VIOLENCE

IN AUSTRALIA, AROUND
1 WOMAN
PER WEEK IS KILLED
BY A CURRENT OR FORMER PARTNER



FRANCOM SEES FIRST HAND THE EFFECTS OF
FINANCIAL ABUSE -
WOMEN BURDENED WITH DEBT THEY
DIDN'T KNOW ABOUT



HELP MAKE A DIFFERENCE!
SCAN THE QR CODE TO DONATE TO
PARRAMATTA WOMENS SHELTER

IF YOU OR SOMEONE YOU KNOW IS EXPERIENCING DOMESTIC VIOLENCE CALL,

1800RESPECT: 1800 737 732 – 24/7 SUPPORT FOR THOSE AFFECTED BY DV

LIFELINE: 13 11 14 – CRISIS COUNSELLING AND EMOTIONAL SUPPORT



Parramatta Women's Shelter
hosting Francom Staff at their HQ

FRANCOM IS THE FIRST GOLD
SPONSOR OF PARRAMATTA
WOMENS SHELTER, FUNDING
SAFE HOUSING, SUPPORT
SERVICES AND RECOVERY
PROGRAMS

TOGETHER WE'RE BUILDING
SAFER FUTURES FOR WOMEN
AND CHILDREN ESCAPING
DOMESTIC VIOLENCE AND
HOMELESSNESS



Our Gold Sponsor

Francom

Francom was the very first organisation to step forward as our Gold Sponsor.

From the beginning, their support has meant so much more than financial contribution- it has been a genuine partnership built on compassion, care, and a shared commitment to helping women and children find safety, stability, and hope after crisis.

When families come to us, they are often facing one of the most challenging moments of their lives. Because of Francom's generosity and belief in our work, we have been able to open our doors to more women, provide safe accommodation, and connect families with the essential supports they need to rebuild their lives.

What stands out most is that Francom's involvement isn't just corporate, it's deeply personal. Their team truly cares about the people we support, and that sincerity shines through in everything they do.

We are incredibly proud to call Francom our partner. Their commitment to making a meaningful difference in our community is inspiring, and we are profoundly grateful for the positive impact they continue to create in the lives of women and children.



Image: Georgina Antoun, CEO, Francom

Image: PWS Team



**OUR
SHELTERS**



In FY 25 we provided services across two properties:



Waratah: Core & Cluster



Banksia: Outreach

Waratah House: Core & Cluster

In March 2024, PWS proudly opened 'Waratah House'. After just one year of operation, the new site has become a trusted and respected part of the Cumberland LGA, exemplifying best practice in crisis accommodation and holistic recovery support for women and children.

It's a three-way partnership between WCS, the NSW Government and Evolve Housing Limited, which, as a Tier 1 Community Housing Provider, manages all aspects of property renovations and ongoing maintenance.

The Core and Cluster model is designed to support vulnerable families by providing self-contained accommodation units, referred to as “clusters,” situated near communal facilities known as the “core.”

This setup fosters a safe environment where families can access essential services, including counselling, legal assistance, education, employment support and dedicated child-friendly spaces, allowing them to maintain personal space and daily routines while receiving help.

The shelter team has also established an after-school and school holiday program, making an incredible difference for children experiencing the aftershocks of trauma.

Since opening, the shelter has supported 148 clients. Of these, 82 were accommodated in the shelter, 36 women and children accessed outreach services, and almost 80% of those exiting the shelter transitioned into safe and secure housing.

The success of Waratah House demonstrates the effectiveness of the Core and Cluster model and highlights the need for continued investment in similar services across the region to meet growing demand.





“

In just one year, the shelter team has achieved exceptional results. Their success in helping clients move into safe and secure housing is among the best we've seen, and we commend their incredible impact on women and children in the area.”

Annabelle Daniel OAM, WCS CEO

Banksia House: Outreach

In 2022 Parramatta Community Uniting Church (PCUC) generously offered PWS a property to provide Crisis Accommodation and Outreach services for women and children impacted by DFV and experiencing homelessness.

As we look to relocate these services, we are extremely grateful to PCUC for trusting in PWS these past years, and we look forward to an ongoing partnership with them.



Parramatta Community
Uniting Church

CLIENTS SUPPORTED

2024-2025

225

Women and children supported

9,464 Shelter bed nights

484 Transitional bed nights

Bed nights

83% Domestic and family violence

16% Housing affordability

Main presenting reason

55% Not in the labour force

22% Employed

Labour force status when presenting

47% Parenting payment

30% Employee income and newstart allowance

Main source of income

9% 0-2 years

21% 3-5 years

11% 6-8 years

8% 9-11 years

4% 12-14 years

8% 15-17 years

10% 18-25 years

6% 26-35 years

19% 36-45 years

6% 46-85 years

Clients by age

SOME OF OUR SUPPORTERS



Image: Mel, PWS Volunteer



We rely on the support of the NSW Government and our community partners to cover our operational costs. Almost 100% of funds donated goes straight to supporting our staff and clients with accommodation, education, employment and legal assistance.

We are so grateful to our supporters, some of whom are listed here:

- Belle Property
- Bendigo Bank
- Brooks Community Engagement
- Bunnings
- Carrawa Foundation
- Catherine McAuley, Westmead
- City of Parramatta
- Coghlan Sydney
- Coles
- Cumberland City Council
- Cumberland Women's Health Centre
- Fantastic Furniture
- Francom
- Guildford Bowling Club
- ITS Management
- James Ruse Agricultural High School
- Macarthur Girls High School
- Melrose Park Golf Club
- Melrose Park Public School
- Mitchell High School
- Nagle College
- Norwest Football Club
- Officeworks
- Optus
- Our Lady of Mercy College (OLMC), Parramatta
- Paramor Foundation
- ParraLeagues Club
- Pest 2 Kill
- Ray White Commercial Western Sydney
- ReLove
- Santa Sabina College
- Sekisui House
- Share The Dignity
- Sisters of Mercy
- SociaInvestors
- Soroptimist International, The Hills
- St Gerard Majella's Catholic Parish Church
- Tara Anglican School for Girls
- Temple and Webster
- The DV Collective
- The King's School
- Trustee of the Lucy Giumelli Saini Trust
- Two Good Co
- UADV
- Uniting Church



Image: Client activities



FY25

FINANCIAL REPORT



Parramatta Women's Shelters Inc

ABN 71 841 699 780

Financial Statements
For the Year Ended 30 June 2025

Parramatta Women's Shelter Inc
Statement of Profit or Loss and Other Comprehensive Income
For the Financial Year Ended 30 June 2025

	Notes	2025	2024
		\$	\$
Revenue			
Revenue from contracts with customers	4	1,149,691	646,365
Other income	5	179,942	244,457
Total revenue		1,329,633	890,822
Expenses			
Administration and other operating costs		(184,091)	(122,459)
Client support services		(36,564)	(38,141)
Depreciation		(11,759)	(17,966)
Employee benefits		(795,882)	(522,028)
Fundraising expenses		(998)	(608)
Lease payments for short-term/low-value expenses		(2,898)	-
Occupancy		(49,845)	(32,438)
Total expenses		(1,082,037)	(733,640)
Surplus for the year		247,596	157,182
Income tax expense		-	-
Surplus after income tax		247,596	157,182
Other comprehensive income		-	-
Total comprehensive income		247,596	157,182

The accompanying notes form part of these financial statements.



Parramatta Women's Shelter Inc
Statement of Financial Position
As at 30 June 2025

	Notes	2025	2024
		\$	\$
Assets			
Current			
Cash and cash equivalents	6	1,695,083	1,622,088
Trade and other receivables	7	2,270	928
Other assets	8	9,530	7,880
Total current assets		1,706,883	1,630,896
Non-current			
Property, plant and equipment	9	18,953	30,712
Total non-current assets		18,953	30,712
Total assets		1,725,836	1,661,608
Liabilities			
Current			
Trade and other payables	10	175,435	64,701
Provisions	11	18,222	25,261
Contract liabilities	12	17,500	310,531
Total current liabilities		211,157	400,493
Non-current			
Provisions	11	12,565	6,597
Total non-current liabilities		12,565	6,597
Total liabilities		223,722	407,090
Net assets		1,502,114	1,254,518
Equity			
Accumulated funds		1,502,114	1,254,518
Total equity		1,502,114	1,254,518

The accompanying notes form part of these financial statements.

Parramatta Women's Shelter Inc
Statement of Changes in Equity
For the Financial Year Ended 30 June 2025

	Notes	Accumulated Funds \$	Total Equity \$
Balance at 1 July 2023		1,097,336	1,097,336
Surplus for the year		157,182	157,182
Other comprehensive income		-	-
Total comprehensive income		157,182	157,182
Balance at 30 June 2024		1,254,518	1,254,518
Balance at 1 July 2024		1,254,518	1,254,518
Surplus for the year		247,596	247,596
Other comprehensive income		-	-
Total comprehensive income		247,596	247,596
Balance at 30 June 2025		1,502,114	1,502,114

The accompanying notes form part of these financial statements.

Parramatta Women's Shelter Inc
Statement of Cash Flows
For the Financial Year Ended 30 June 2025

	Notes	2025	2024
		\$	\$
Cash flows from operating activities			
Receipts from related party contributions		894,130	816,653
Receipts from donations and fundraising		179,933	243,915
Receipts from grants, customers and others		35,161	30,847
Payments to suppliers and employees		(1,036,229)	(663,277)
Net cash provided by operating activities		72,995	428,138
Cash flows from investing activities			
Payments for property, plant and equipment		-	(28,866)
Net cash used in investing activities		-	(28,866)
Cash flows from financing activities			
Net cash provided by financing activities		-	-
Net change in cash and cash equivalents		72,995	399,272
Cash and cash equivalents at beginning of financial year		1,622,088	1,222,816
Cash and cash equivalents at end of financial year	6	1,695,083	1,622,088

The accompanying notes form part of these financial statements.

Parramatta Women's Shelter Inc
Notes to the Financial Statements
For the Financial Year Ended 30 June 2025

1. General information

The financial statements cover Parramatta Women's Shelter Inc, an entity incorporated and domiciled in Australia. The entity is a not-for-profit entity for financial reporting purposes under Australian Accounting Standards and a registered charity under the *Australian Charities and Not-for-profits Commission Act 2012* and the *NSW Charitable Fundraising Act 1991*.

The entity's principal activity is being a community-led shelter that assists women and children escaping domestic and family violence and homelessness.

The financial report was authorised for issue by the Committee on 14 October 2025.

2. Changes in accounting policies

New and revised standards that are effective for these financial statements

A number of revised standards became effective for the first time to annual periods beginning on or after 1 July 2024. The adoption of these revised accounting standards has not had a material impact on the entity's financial statements.

Accounting Standards issued but not yet effective and not been adopted early by the entity

A number of new and revised standards have been issued but are not yet effective and have not been adopted early by the entity. The Committee is currently assessing the impact such standards will have on the entity.

3. Summary of material accounting policy information

Financial reporting framework

The general purpose financial statements of the entity have been prepared in accordance with the requirements of the *Australian Charities and Not-for-profits Commission Act 2012* and the *NSW Charitable Fundraising Act 1991*.

Statement of compliance

The general purpose financial statements of the entity have been prepared in accordance with Australian Accounting Standards – Simplified Disclosures and other authoritative pronouncements of the Australian Accounting Standards Board.

Basis of preparation

The financial statements are presented in Australian Dollars (\$AUD), which is also the functional currency of the entity.

The material accounting policy information that has been adopted in the preparation of this report are as follows:

Revenue from contracts with customers

Revenue is recognised on a basis that reflects the transfer of promised goods or services to customers at an amount that reflects the consideration the entity expects to receive in exchange for those goods or services.



Parramatta Women's Shelter Inc
Notes to the Financial Statements
For the Financial Year Ended 30 June 2025

Revenue is recognised by applying a five-step model as follows:

1. Identify the contract with the customer
2. Identify the performance obligations
3. Determine the transaction price
4. Allocate the transaction price to the performance obligations
5. Recognise revenue as and when control of the performance obligations is transferred

Income tax

No provision for income tax has been raised as the entity is exempt from income tax as a registered charity under the *Australian Charities and Not-for-profits Commission Act 2012*.

Property, plant and equipment

Depreciation

The depreciable amount of all fixed assets is depreciated over the asset's useful life to the entity commencing from the time the asset is held ready for use.

The depreciation rates used for each class of depreciable assets are:

Class of fixed asset	Depreciation rate
Plant and equipment	20% - 100%
Motor vehicles	17%

Trade and other payables

These amounts represent liabilities for goods and services provided to the entity prior to the end of the financial year and which are unpaid. Due to the short-term nature, they are measured at amortised cost and are not discounted. The amounts are unsecured and are usually paid within 30 days of recognition.

Liabilities relating to contracts with customers

Contract liabilities

A contract liability is recognised if grant conditions are fulfilled. Contract liabilities include deferred income. Contract liabilities are recognised as revenue when the entity performs under the contract (i.e. fulfils conditions of the grant).

Significant judgement in applying accounting policies

When preparing the financial statements, management undertakes a number of judgements, estimates and assumptions about the recognition and measurement of assets, liabilities, income and expenses.

Estimation uncertainty

Information about estimates and assumptions that have the most significant effect on recognition and measurement of assets, liabilities, income and expenses is provided below. Actual results may be substantially different.

Useful lives of depreciable assets

Management reviews its estimate of the useful lives of depreciable assets at each reporting date, based on the expected utility of the assets. Uncertainties in these estimates relate to technical obsolescence that may change the utility of certain depreciable assets.

Parramatta Women's Shelter Inc
Notes to the Financial Statements
For the Financial Year Ended 30 June 2025

Long service leave

The liability for long service leave is recognised and measured at the present value of the estimated cash flows to be made in respect of all employees at the reporting date. In determining the present value of the liability, estimates of attrition rates and pay increases through promotion and inflation have been taken into account.

Parramatta Women's Shelter Inc
Notes to the Financial Statements
For the Financial Year Ended 30 June 2025

	2025	2024
	\$	\$
4. Revenue from contracts with customers		
<u>Revenue recognised over time</u>		
Contributions - Women's Community Shelters Limited	1,110,061	606,522
Grant income - City of Parramatta	1,818	-
Grant income - other	10,000	31,400
Rent contributions	27,812	8,443
	1,149,691	646,365

How the entity recognises revenue

Grants

If conditions are attached to a grant, revenue is recognised when the entity satisfies those conditions.

Rent contributions revenue

Revenue relating to shelter accommodation is recognised over the period in which the service is provided.

5. Other income

Donations	179,933	240,095
Fundraising revenue	-	3,820
Other income	9	542
	179,942	244,457

6. Cash and cash equivalents

Cash at bank	1,695,083	1,622,088
	1,695,083	1,622,088

7. Trade and other receivables

Current

Trade receivables	2,270	928
	2,270	928

8. Other assets

Current

Prepayments	9,530	7,880
	9,530	7,880

Parramatta Women's Shelter Inc
Notes to the Financial Statements
For the Financial Year Ended 30 June 2025

	2025	2024
	\$	\$
9. Property, plant and equipment		
Computer equipment at cost	30,447	30,447
Computer equipment accumulated depreciation	(21,885)	(13,752)
	<u>8,562</u>	<u>16,695</u>
Furniture and fittings at cost		
Furniture and fittings accumulated depreciation	30,670	30,670
	<u>(30,670)</u>	<u>(30,670)</u>
	-	-
Motor vehicles at cost		
Motor vehicles accumulated depreciation	21,755	21,755
	<u>(11,364)</u>	<u>(7,738)</u>
	<u>10,391</u>	<u>14,017</u>
Total property, plant and equipment	<u>18,953</u>	<u>30,712</u>

	Computer Equipment	Furniture & Fittings	Motor Vehicles	Total
	\$	\$	\$	\$
Net carrying amount 1 July 2024	16,695	-	14,017	30,712
Additions	-	-	-	-
Disposals	-	-	-	-
Depreciation	(8,133)	-	(3,626)	(11,759)
Net carrying amount 30 June 2025	8,562	-	10,391	18,953

	2025	2024
	\$	\$
10. Trade and other payables		
Current		
Trade payables	37,271	4,855
Accrued expenses	59,856	44,145
Net GST payable	8,308	15,701
Other payables	70,000	-
	<u>175,435</u>	<u>64,701</u>

	2025	2024
	\$	\$
11. Provisions		
Current		
Provision for employee benefits	18,222	25,261
	<u>18,222</u>	<u>25,261</u>

Parramatta Women's Shelter Inc
Notes to the Financial Statements
For the Financial Year Ended 30 June 2025

	2025	2024
	\$	\$
11. Provisions (continued)		
Non-current		
Provision for employee benefits	12,565	6,597
	12,565	6,597
12. Contract liabilities		
Current		
Contract liabilities - Women's Community Shelters Limited	4,200	220,131
Contract liabilities - government grants	-	70,000
Contract liabilities - other grants	13,300	20,400
	17,500	310,531

13. NSW Charitable Fundraising Act 1991

As a registered charity under the *NSW Charitable Fundraising Act 1991* (the Act), the entity is required to disclose income and expenses from fundraising appeals. Donations and fundraising in this note follow the definition in the Act. As such, there may be some differences in the classification of items compared to the statement of profit or loss and other comprehensive income.

a) Details of aggregated gross income and total expenses from fundraising appeals

Income from fundraising

Fundraising income	179,933	243,915
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Expenses from fundraising

Fundraising costs	(998)	(608)
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Net surplus from fundraising activities

178,935	243,307
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b) Nature of fundraising appeals and application of net surplus

Fundraising appeals primarily consisted of donations, including gifted assets and fundraising from the community. The net surplus generated from fundraising activities was applied to the charitable purposes of the organisation.

Parramatta Women's Shelter Inc
Notes to the Financial Statements
For the Financial Year Ended 30 June 2025

14. Related parties

The entity's related parties include its key management personnel and related entities. Transactions between related parties are on normal commercial terms and conditions no more favourable than those available to other parties.

	2025	2024
	\$	\$
Transactions with related parties		
Revenue		
Contributions - Women's Community Shelters Limited	1,110,061	606,522

The entity receives contributions from Women's Community Shelters Limited primarily for the purpose of shelter set up and operating costs. Women's Community Shelters Limited has a representative on the Parramatta Women's Shelter Inc's Committee.

Balances with related parties

Liabilities

Contract liabilities - Women's Community Shelters Limited	4,200	220,131
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Key management personnel compensation

Total key management personnel compensation

- - -

15. Remuneration of auditor

SDJA

Audit of financial report	8,150	6,300
Assistance with financial report preparation	1,700	1,600
	9,850	7,900

16. Commitments

The entity had no material unrecognised contractual commitments as at 30 June 2025.

17. Contingent liabilities

There are no contingent liabilities as at 30 June 2025.

18. Subsequent events

No adjusting or significant non-adjusting events have occurred between the reporting date and the date of authorisation of these accounts.



**Parramatta Women's Shelter Inc
Responsible Persons' Declaration
For the Financial Year Ended 30 June 2025**

The Responsible Persons declare that in the Responsible Persons' opinion:

- a) the financial statements and notes are in accordance with the *Australian Charities and Not-for-profits Commission Act 2012*, including:
 - i) giving a true and fair view of the registered entity's financial position as at 30 June 2025 and of its performance for the year ended on that date; and
 - ii) complying with Australian Accounting Standards – Simplified Disclosures and the *Australian Charities and Not-for-profits Commission Regulations 2022*; and
- b) there are reasonable grounds to believe that the registered entity is able to pay all of its debts, as and when they become due and payable.

Signed in accordance with subsection 60.15(2) of the *Australian Charities and Not-for-profits Commission Regulations 2022*.

Antoinette Ienco

Antoinette Ienco
Chairperson
14 October 2025



Melita Breen
Treasurer
14 October 2025



Parramatta Women's Shelter Inc
Responsible Persons' Declaration under the *NSW Charitable Fundraising Act 1991*
For the Financial Year Ended 30 June 2025

The Responsible Persons declare that in the Responsible Persons' opinion:

- a) the statement of profit or loss and other comprehensive income and associated notes gives a true and fair view of all income and expenditure of the organisation with respect to fundraising appeals for the financial year ended 30 June 2025;
- b) the statement of financial position and associated notes gives a true and fair view of the state of affairs of the organisation with respect to fundraising appeals conducted by the organisation as at 30 June 2025;
- c) the provisions of the *NSW Charitable Fundraising Act 1991* and Regulations and the conditions attached to the authority have been complied with during the financial year ended 30 June 2025; and
- d) the internal controls exercised by the organisation are appropriate and effective in accounting for all income received and applied by the organisation from any of its fundraising appeals during the financial year ended 30 June 2025.

Antoinette Ienco

Antoinette Ienco

Chairperson

14 October 2025



Melita Breen

Treasurer

14 October 2025

Parramatta Women's Shelter Inc

Auditor's Independence Declaration to the Committee of Parramatta Women's Shelter Inc
For the Financial Year Ended 30 June 2025

In accordance with the requirements of section 60-40 of the *Australian Charities and Not-for-profits Commission Act 2012*, as lead auditor for the audit of Parramatta Women's Shelter Inc for the year ended 30 June 2025, I declare that, to the best of my knowledge and belief, there have been:

- a) No contraventions of the auditor independence requirements of the *Australian Charities and Not-for-profits Commission Act 2012* in relation to the audit; and
- b) No contraventions of any applicable code of professional conduct in relation to the audit.



SDJA



Michael Payne

Partner

14 October 2025

Sydney, New South Wales

Parramatta Women's Shelter Inc
Independent Auditor's Report to the Members of Parramatta Women's Shelter Inc
For the Financial Year Ended 30 June 2025

Opinion

We have audited the financial report of Parramatta Women's Shelter Inc (the registered entity), which comprises the statement of financial position as at 30 June 2025, the statement of profit or loss and other comprehensive income, the statement of changes in equity and the statement of cash flows for the year then ended, and the notes to the financial statements, including a summary of material accounting policy information, and the responsible persons' declaration.

In our opinion, the financial report of Parramatta Women's Shelter Inc has been prepared in accordance with Division 60 of the *Australian Charities and Not-for-profits Commission Act 2012* (ACNC Act), including:

- (a) giving a true and fair view of the registered entity's financial position as at 30 June 2025 and of its financial performance for the year then ended; and
- (b) complying with Australian Accounting Standards – Simplified Disclosures and Division 60 of the *Australian Charities and Not-for-profits Commission Regulations 2022*.

Basis for Opinion

We conducted our audit in accordance with Australian Auditing Standards. Our responsibilities under those standards are further described in the *Auditor's Responsibilities for the Audit of the Financial Report* section of our report. We are independent of the registered entity in accordance with the ethical requirements of the Accounting Professional and Ethical Standards Board's APES 110 *Code of Ethics for Professional Accountants* (the Code) that are relevant to our audit of the financial report in Australia. We have also fulfilled our other ethical responsibilities in accordance with the Code.

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

Responsibilities of Responsible Persons for the Financial Report

The responsible persons of the registered entity are responsible for the preparation and fair presentation of the financial report in accordance with Australian Accounting Standards – Simplified Disclosures and the ACNC Act, and for such internal control as the responsible persons determine is necessary to enable the preparation of the financial report that is free from material misstatement, whether due to fraud or error.

In preparing the financial report, responsible persons are responsible for assessing the registered entity's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the responsible persons either intend to liquidate the registered entity or to cease operations or have no realistic alternative but to do so.

The responsible persons are responsible for overseeing the registered entity's financial reporting process.

Parramatta Women's Shelter Inc
Independent Auditor's Report to the Members of Parramatta Women's Shelter Inc
For the Financial Year Ended 30 June 2025

Auditor's Responsibilities for the Audit of the Financial Report

Our objectives are to obtain reasonable assurance about whether the financial report as a whole is free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with Australian Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of the financial report.

A further description of our responsibilities for audit of the financial report is located at the Auditing and Assurance Standards Board website at: <http://www.auasb.gov.au/Home.aspx>. This description forms part of our auditor's report.

Report of the requirements of the *NSW Charitable Fundraising Act 1991*

We have audited the financial report as required by Section 24(2) of the *NSW Charitable Fundraising Act 1991*. Our procedures included obtaining an understanding of the internal control structure for fundraising appeal activities and examination, on a test basis, of evidence supporting compliance with the accounting and associated record keeping requirements for fundraising appeal activities pursuant to the *NSW Charitable Fundraising Act 1991* and the *NSW Charitable Fundraising Regulation 2021*.

Because of the inherent limitations of any assurance engagement, it is possible that fraud, error or non-compliance may occur and not be detected. An audit is not designed to detect all instance of non-compliance with the requirements described in the above-mentioned Acts and Regulations as an audit is not performed continuously throughout the period and the audit procedures performed in respect of compliance with these requirements are undertaken on a test basis. The audit report expressed in this report has been formed on the above basis.

Opinion

In our opinion:

- a) the financial report of Parramatta Women's Shelter Inc has been properly drawn up and associated records have been properly kept during the financial year ended 30 June 2025, in all material respects, in accordance with:
 - i) sections 20(1), 22(1-2), 24(1-3) of the *NSW Charitable Fundraising Act 1991*; and
 - ii) sections 10(6) and 11 of the *NSW Charitable Fundraising Regulation 2021*.
- b) the money received as a result of fundraising appeals conducted by the registered entity during the financial year ended 30 June 2025 has been properly accounted for and applied, in all material respects, in accordance with the above-mentioned Act and Regulations.

SDJA

SDJA

MP

Michael Payne

Partner

14 October 2025

Sydney, New South Wales



Image: art from PWS' clients



December 2025

If you would like to know more about
the PWS, please get in touch.

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 <https://parrawomenshelter.org.au/>