



THE
LADY MUSGRAVE
TRUST

QUEENSLAND'S OLDEST
CHARITY AND **A CHAMPION**
FOR HOMELESS WOMEN

ANNUAL REPORT 2018

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The Lady Musgrave Trust | A Company Limited by Guarantee | ACN 010 612 272
Annual Report | Financial Year Ended 31st December, 2018

Our History



Lady Jeanie Lucinda Musgrave
Our Founder

The Lady Musgrave Trust (Trust) is Queensland's oldest charity and was founded in 1885 by a group of community-minded people, under the leadership of Lady Jeanie Lucinda Musgrave, wife of the then Governor of Queensland. The Governor of Queensland has been the patron of the Trust ever since.

From 1885 this dedicated group of people strived to provide safe and secure accommodation for immigrant women.

A particular goal was to assist servant girls who had been discharged by their employers and had no other residence and minimal skill to sustain a good future. Initially the young women were trained in duties such as cooking and nursing. This vital education gave the young women skills that in turn provided them with opportunities for a better life. Lady Jeanie Lucinda Musgrave

chaired the first meeting and was elected Patron.

The subsequent new Lady Musgrave Lodge was established in Spring Hill in 1891 and named in her honour.

The Lodge would provide safe accommodation for these young women in need as well as training opportunities. To this very day, the Trust still provides accommodation and support in various properties throughout South East Queensland.

In 2009, the Annual Forum for the Homelessness Sector was established and in 2011 the first Handy Guide for Homeless Women in Brisbane was published. In 2015, the Trust celebrated its 130 years of service with supporters.

We continue to celebrate and build upon our unique history – it is with great care, strategy and vision that we continue the Trust's legacy in honour of Lady Lucinda Musgrave.

Our Patron



His Excellency the Honourable Paul de Jersey QC

With an impressive career including the Judge of the Supreme Court of Queensland and Chief Justice, His Excellency lives and breathes the compassion that infuses The Lady Musgrave Trust's mission to give young homeless Queensland women shelter, hope and the chance to take initiative in their lives.

Since 1885, a Governor of Queensland has been the Patron of The Lady Musgrave Trust.

We are honoured that our Patron is His Excellency, the Honourable Paul de Jersey QC The Governor of Queensland.

His Excellency speaks about the compassionate spirit of Jeannie Lucinda Musgrave.

"This most extraordinary woman would greet immigrant ships as they berthed, taking a particular interest in the welfare of any young woman not met by friends, relatives or an employer. Lady Musgrave understood that if she was to help vulnerable young women, she had to be at the right place at the right time, when their need was greatest.

The same insight has led to the development by the Trust of the Handy Guide for Homeless Women mobile app. As close at hand as their mobile phone, the app is there for women in their urgent time of need – just as the helping hand of

Lady Musgrave was present for those vulnerable women at the docks more than 130 years ago.

Students of history will know of the small band of loyal supporters who worked with Lady Musgrave to bring to reality a compassionate and practical service to help homeless women and women at risk. You are the heirs of those loyal supporters, faithfully steering this enormously important charity – now Queensland's oldest – to work in partnership with like-minded organisations to prevent and address the scourge of homelessness.

It is clear that the work of the Lady Musgrave Trust is highly valued by the women it helps, and highly respected by the many organisations with whom it collaborates.

This work is only possible through the dedication of its staff and the Trust's many supporters.

Our Champion



Joy Chambers-Grundy

Joy Chambers-Grundy is a successful author, company chairman and inspiring international business woman. She began her illustrious career as an actress and in 1970 was awarded a Logie for her performances. Her on-screen roles include playing Rosemary Daniels on Neighbours. Joy's talents were noticed off screen as well and in 1985 she was elected to the board of Grundy Worldwide, a company specialising in independent television production and distribution. In 1995 Joy continued her work in this industry and with Reg Grundy founded the successful RG Capital of which she is now the Chairman. Joy's interests also include writing and it is from reading the classics that this love grew.

The Lady Musgrave Trust highly values the work of its Champions who believe in the work of the Trust and as a result choose to donate both their time and expertise to help promote the many and important projects, activities and events it undertakes.

The Lady Musgrave Trust Champions are high profile Australians that are well recognised and respected not only for their success in their chosen profession but also their contribution to the community and charitable activities and The Lady Musgrave Trust thanks those who willingly take on the role of Champion for their generosity and compassion in helping keep young women off the street, every single day.

Our Corporate Governance Approach

• The Trust's principles, policies and procedures ensure that the long-term health and prosperity of the Company is maintained for the benefit of Queensland women who may be homeless.

• The Trust's documentation articulates the roles and responsibilities of the Board and Executive (setting the strategy and direction of the Company and managing the organization). All material is updated regularly.

See our website
ladymusgravetrust.org.au



Our Board

Patricia McCormack
President/Chairman

Joy Williams
Treasurer

Jeannette Scott
Company Secretary

David Callaghan
Director

Mary Mealey
Director

Jennifer Clark
Director

Stephanie McMahon
Director

Louise Kelly
Director



Our Business Advisor

Pixie Annat MBE OAM

Our CEO

Karen Lyon Reid

Our Chairman's Message



Patricia McCormack
President/Chairman

"The 2018 year has seen the completion of our five year strategy and establishes a solid foundation for our planned growth and future initiatives"

Throughout 2018, the Board has remained committed to helping homeless women and children throughout Queensland. We have remained innovative and creative as we advocate for those less fortunate; collaborate with the sector; and inform the community – while always focusing on helping to break the cycle of homelessness.

I am delighted to see the results of the Trust's five years of strategic planning become fully implemented and successful in all key areas of property transformation, best practice service to our clients, maximised quality and adoption of our Handy Guide products across Queensland, and collaborations with many organisations in the sector to address the long-term causes of homelessness.

In 2019, we continue to challenge our thinking and impact in the homelessness sector as well as sustainability for the business. Using our solid foundation, the Board is exploring new initiatives that will deliver longer-term sustainable income and growth. We remain focused on the services that mean the most to the women we serve.

We launched our new brand and logo across all of our major platforms

including the Website and Handy Guide. The brand recognises our 134-year history in the homelessness sector, but reinforces the Trust's role as a collaborator and supporter in the community and provider of accommodation and services. I thank Rowland and The Content Division for their generous work and rollout of this branding.

The Trust has a strong and dedicated volunteer Board of Directors that continues to provide strategic guidance while ensuring our Corporate Governance management processes, policies and documents meet the strict regulatory regimes governing the Trust and those recommended by the Australian Institute of Company Directors for Not-for-Profit organisations. I thank the Board of Directors and our CEO, whose devotion and service make our achievements possible.

Much of the success of the past year and the future I attribute to the generous support of our many contributors - our donors, sponsors, volunteers and our partners. You are a vital part of our story. Thank you for being a part of our work and advancing the vision of the Trust.

Patricia McCormack
President and Chairman of the Board

Our CEO's Message



Karen Lyon Reid
Chief Executive Officer

We've leveraged all aspects of our business to maximise our positive impact on homeless women and children, including our property and financial assets, partnerships, systems and publications.

Our diverse and strategically located property portfolio in Brisbane and Ipswich is fully operational, providing over 8,000 bed-nights of accommodation to our young female clients and their children. Throughout the year, we have witnessed many of these young women transition from a life of disadvantage to independence, jobs and education. Our collaboration with the best industry professionals ensures our accommodation and client service is best practice.

Our Handy Guides for Homeless Women have been used by over 20,000 people throughout the year across our Brisbane Guide, the newer Regional Queensland Guide and map-based website app.

In our role of leading change and collaboration across the sector, in August 2018 we held our most successful annual Forum to date focusing on Changing the Future for Young Women with a range of real life stories, examples of solutions to homelessness that are working, new leading edge and future based ideas. I acknowledge Stephen Scott and our Forum Working Group for their work on these two initiatives.

I have been so fortunate to work with many dedicated individuals including our partners, sponsors, grant providers and all of the volunteers. It is because of them we can build on the Trust's 134 years of success.

We're now well positioned to focus on the next phase of growth of our services to homeless women, the sector and community.

Karen Lyon Reid
Chief Executive Officer

2018 Our Value to Homeless Women

100% of the Trust's income contributes to providing services to homeless women (either directly or indirectly).

Accommodation and Services

Bed Nights for Young Women & their Children



>8,000*

**Crisis and long term*

Accommodation Units for Young Women



11

Issues Addressed for Young Women



Domestic and family violence; poverty; poor mental / physical health; leaving youth care or in prison

Empowering Women

Individuals Receiving The Handy Guide



>16,000 (Hard copy Books)

>6,500 (Mobile Website App.)

Services to women across Queensland



>1,600, includes accommodation, healthcare, welfare, facilities and more

Organisations using the Handy Guide in Qld



>180, includes hospitals, prisons, sector, government and non-profits

Strengthening Community

Attendees at the 10th Annual Women and Homelessness Forum



>220*, representing community, government, universities and non-profits

Innovative Concepts Shared to Assist the Homeless



21*

Feedback Survey Response from Attendees



>90% positive

Funds / Value Contributed

Volunteers



>500 hours

**Does not include Board time*

Generated Support



\$700,000

**Includes donations, in-kind support, sponsorships and grants.*

Property Profits Donated



\$30,000

**Includes forgone rental and donated expenses costs.*

Special Thank You!

The Trust's impact is only possible due to our supporters

We enjoy strong relationships with our expanding support base. This includes valued working partnerships with a range of corporate bodies, charitable and community organisations, government departments and agencies, other not-for-profit organisations, as well as individuals who have made generous financial and/or in-kind donations. Our partners and supporters appreciate the difference that their contribution makes to the type and quality of programs we can deliver and, in turn, to the life chances of women experiencing homelessness. The overall value of donations (including cash, gifts, in-kind professional services, volunteer time) is greater than \$700,000. We send a special thank you and acknowledgement to them all.

Our Champion

- Joy Chambers-Grundy

Corporate Sponsor

- Keystone Private

Service Partners

- Micah Projects
- National Affordable Housing Consortium
- Churches of Christ
- The Content Division
- Griffith University
- Office Logistics

Business Supporters

- Allens
- IOOF Insurance Brokers Pty Ltd
- Keffords Removals
- ESP Developments
- Galabids
- QPrint

Grant Providers and Sponsors

- The Cory Foundation
- The Danks Trust
- Myer Pty Ltd
- Department of Housing and Public Works
- Rockhampton Regional Council
- Office for Women
- City of Ipswich
- Townsville City Council

- ANZ Staff Foundation
- Department of Child Safety, Youth and Women

Forum Supporters

- Keystone Private
- Department of Housing and Public Works
- Centacare
- Office for Women
- Queensland Health
- Mark Doonar - Articulous
- Aqua Afinity Water
- Stephen Scott - Yet AnotherCreative

Cocktail Event Sponsors & Donors

- Blackbird Bar and Grill (Sponsor)
- Keystone Private (Sponsor)
- Brisbane Markets Limited (Sponsor)
- Adam Chapman and Sirromet (Sponsor)
- Victoria Photography
- Gold River Jewellers
- Panda Pearls
- Elle Chapman of Intimo
- Hypoxi Bulimba
- Studio Pilates Brisbane
- Veracity Technology
- Sherwood Bazaar Antiques
- David Hinchliffe
- Alvin Leach
- Revlon

- Maud Creative
- Victoria Musgrave
- Pulse Travel
- Nick and Katrina Deferos
- Brisbane BMW
- Sage Hotel
- Melissa Pratt Photography
- Next Hotel
- Alice + Albert
- Catherine T Wilson and Catherine A Wilson
- Jules and Ginger
- Tony and Louise Kelly
- Carla and Steve Hadden
- Jules Yummies
- Dami Im
- Daniel Alexander
- Peter and Patti Tighe
- Lexus Moya Potts

Our Donors

- Christine Poole
- Noelene Galloway
- JAG Adult Restorative Justice
- Janita Radford
- Amisha Mehta
- Erin Oconnor
- Hilary Mills
- Do Good Lifestyle
- Belinda Farmer
- Lyndy Rapson
- Patricia Schmidt
- Richard Moore
- Christine Poole
- John Sneddon
- Rod Colwell

- Ross Anderson
- Barbara Syassen-Ber
- Anthony Nixon
- Pamela D Tyquin
- Karen-Ann Tomarchio
- Belinda Farmer
- P Griffiths
- Suzanne Boyce
- Chris Clayton
- Joy Chambers-Grundy
- d'Scriptive Words
- Leigh Dougherty
- Paul Schofield
- Ross Magdas
- Kym Asprey
- Louise Hastings
- Kate Sunners
- G J Bird
- Pixie Annat
- Marie Jameson
- Victoria Horn
- John Allpass
- Indooroopilly Golf Club
- Michael Burke
- Suzanne Boyce
- Amanda Kilotat
- Kimberley Muffatti
- Hopgood Ganim
- Do Good Lifestyle
- Suzanne Boyce
- Stephanie Creese
- Gary May
- Sheila Levine
- Courtney von Hippel
- Gaynor Therle
- Patricia Chop

16,000 copies of the Handy Guide for homeless women hard copy booklets were distributed throughout Queensland in 2018 (and another 4,000 downloaded in pdf and app use) to organisations below:

Brisbane Guides

3rd Space
 A Place to Belong
 Allied Health Services | Metro South Health
 Allied Health, The Prince Charles Hospital
 Anglicare Southern Queensland
 Annerley Community Bookshop & Neighbourhood Centre Inc.
 Assessment Service Connect
 BABI Youth & Family Service
 Back2Work
 Benarrawa Community Development Association
 Benevolent Society
 Biala Community Health Services
 Bribie Island Neighbour House
 Bric Housing Company
 Brisbane Central Probation and Parole
 Brisbane City Council
 Brisbane North PHN
 Brisbane Sexual Health
 Brisbane South Youth Justice
 Brisbane Streetlevel Mission - The Salvation Army
 Brisbane Youth Education and Training Centre
 Brisbane Youth Service
 Carers QLD Roma South West
 Cathedral of St Stephens Guides
 Centacare Brisbane
 Centacare Contact Centre
 Centacare Family Relationship Services
 Centacare Prisoner Services
 Centrelink
 Chermiside Housing Service Centre
 Churches of Christ Care
 Churches of Christ Care - Youth CONNECT
 Churches of Christ in Queensland
 Community
 Community+ QLD
 Compass Housing Service
 Deception Bay Community Youth Program
 Department of Child Safety, Youth and Women
 Department of Housing and Homelessness Services
 Department of Human Services
 Department of Social Work - RBWH
 Encircle Lawnton
 EPIC Assist
 EPIC Assist Windsor
 Everton Park State School
 Family and Child Connect - Mercy
 Family Wellbeing Service
 Gateway Community Group
 Hart 4000
 Homeless Health Outreach Team
 Hope Foundation
 Institute for Urban Indigenous Health
 Ipswich Probation and Parole
 iSEE Care
 Islamic Propagation and Welfare Association
 Kingston East Neighbourhood Group Inc.
 Life Without Barriers
 Lives Lived Well
 Logan Hospital
 Loganlea Child Safety
 Lutheran Services
 Lutheran Services/Good Shepherd
 Macleay Island Medical Centre
 Mangrove Housing Ltd
 MARA Project
 Marist 180

Mater Hospital Brisbane
 MAX Employment
 Mental Health, The Prince Charles Hospital
 Mt Gravatt Community Centre
 Neami National
 Numinbah Correctional Centre
 Nundah State School Guidance Service
 Open Doors Youth Service
 Open Minds
 Perinatal Mental Health
 Pindari Women's Service
 Pine Rivers Community Mental Health Service
 Pine Rivers Salvation Army Welfare
 Prison Mental Health Service
 Qld Health
 The Prince Charles Hospital
 QUT
 RBWH - Mental Health
 Redcliffe Caboolture Mental Health Unit
 Redcliffe Community Mental Health Service
 Relationships Australia Queensland
 RentConnect - Department of Housing and Public Works
 Restorative Justice Brisbane South
 Roma Street Clinic
 Rosies - Friends on the Street
 Royal Brisbane and Women's Hospital
 Safe Places for Children
 Sandgate Community Centre
 Sarina Russ Job Active
 Sarina Russon Job Access Kippa-ring
 Brisbane North Youth Justice Service Centre
 SCHE Counselling
 Signal Flare
 Silky Oaks
 Sisters Inside
 Some Rooms Hostel
 St Andrew's Anglican Parish
 St Vincent de Paul Society
 St. James Catholic Parish
 State Library Queensland
 Tafe Qld South West
 Tenants Queensland
 The Mercy Centre
 The Prince Charles Hospital
 The Salvation Army - Moneycare
 The University of Queensland
 Trinity Centre Welfare Pantry
 Tursa Employment & Training
 Uniting Care Queensland
 Uniting Care Queensland
 Uniting Kildonan
 UnitingCare Community
 University of Southern Queensland
 UQ NMSW Student Council
 VVCS - Spring Hill
 Wavell Heights State School
 Wesley Mission Queensland
 Wesley Mission Queensland -YHARS
 West Moreton HS
 Women's House
 Woolloongabba Community Mental Health Centre
 World Wellness group
 YFS Logan
 Youth and Family Support Service
 Yulu-Burri-Ba Aboriginal Corporation for Community Health
 YWCA Queensland

Regional Guides

MARA Project
 Marist 180
 Mater Hospital Brisbane
 MAX Employment
 Mental Health, The Prince Charles Hospital
 Mt Gravatt Community Centre
 Neami National
 Numinbah Correctional Centre
 Nundah State School Guidance Service
 Open Doors Youth Service
 Open Minds
 Perinatal Mental Health
 Pindari Women's Service
 Pine Rivers Community Mental Health Service
 Pine Rivers Salvation Army Welfare
 Prison Mental Health Service
 Qld Health
 The Prince Charles Hospital
 QUT
 RBWH - Mental Health
 Redcliffe Caboolture Mental Health Unit
 Redcliffe Community Mental Health Service
 Relationships Australia Queensland
 RentConnect - Department of Housing and Public Works
 Restorative Justice Brisbane South
 Roma Street Clinic
 Rosies - Friends on the Street
 Royal Brisbane and Women's Hospital
 Safe Places for Children
 Sandgate Community Centre
 Sarina Russo Job Active
 Sarina Russon Job Access Kippa-ring
 Brisbane North Youth Justice Service Centre
 SCHE Counselling
 Signal Flare
 Silky Oaks
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 St Vincent de Paul Society
 St. James Catholic Parish
 State Library Queensland
 Tafe Qld South West
 Tenants Queensland
 The Mercy Centre
 The Prince Charles Hospital
 The Salvation Army - Moneycare
 The University of Queensland
 Trinity Centre Welfare Pantry
 Tursa Employment & Training
 Uniting Care Queensland
 Uniting Kildonan
 UnitingCare Community
 University of Southern Queensland
 UQ NMSW Student Council
 VVCS - Spring Hill
 Wavell Heights State School
 Wesley Mission Queensland
 Wesley Mission Queensland -YHARS
 West Moreton HS
 Women's House
 Woolloongabba Community Mental Health Centre
 World Wellness group
 YFS Logan
 Youth and Family Support Service
 Yulu-Burri-Ba Aboriginal Corporation for Community Health
 YWCA Queensland

Who We Are

Our vision is that Queensland's women and their children are free from homelessness – to live safe and fulfilled lives.

Our Core Values

Supporting our vision and providing a cohesive identity for our stakeholder groups as follows:

- 1. Hope and compassion for the safety of others, especially being responsive to women in need.*
- 2. Respect and relevance to the community is essential for the Trust to gain the recognition and support necessary for its continued growth and service to young women.*
- 3. Collaboration wherever the Trust can gain benefits for the homeless.*
- 4. Commitment to drive change and improvement.*

Our Role and Purpose

The Lady Musgrave Trust is Queensland's oldest charity (established 1885) and a champion for homeless women. The Trust provides life-saving services to vulnerable women and their children when they are facing critical homeless situations as a result of domestic violence, family breakdown, poor health and other complex issues. We can only provide these vital services with the help of the community, donations and sponsorships.

Our Working Environment and Challenge

With the release of the 2016 ABS Census data, it remains alarming that homelessness across Australia has increased. In Queensland there are still close to 10,000 women throughout Queensland impacted by homelessness at any time as a result of complex matters such as domestic violence, poverty, mental or physical issues. The shortage of safe accommodation for women remains a challenge, particularly as the prevalence of domestic violence increases. The key to successful progress for the Trust and communities sector is the need to be flexible, self-reliant, innovative and increasingly collaborative.

Since being established in 1885, and as Queensland's oldest charity, our priority has always been to provide accommodation and services to young women in need. Our Queensland-wide Handy Guide for Homeless Women, mobile app, and Forum have created a platform for greater participation by community and state-wide businesses in resolving the homelessness issue. This collaborative approach will ultimately lead to sustainable futures for women and a reduction on State-wide resources.

Our Service

Every year we work hard to deliver a range of services that will improve the lives of homeless (or near homeless) women and their children through the provision of essential and often life changing accommodation, supporting services and vital information. To facilitate delivery of the Trust's mission, we focus on the following three areas:

- 1. Accommodating homeless young women** safely and cost effectively through partnerships
- 2. Empowering women** across Queensland by providing them with **information about vital and life-saving services** across the State
- 3. Strengthening, informing and collaborating** with the community and sector to help **break the cycle of homelessness** for all women in Queensland

We are diligent about ensuring our sustainability – We strive to be a strong, resilient and sustainable organisation that is responsive to change and can maximise its contribution to the people of Queensland.

Our Effectiveness

We will measure the effectiveness of The Lady Musgrave Trust by the:

- » Successful implementation of our core services to clients
- » Satisfaction with our services by our clients and partners
- » Implementation of partnership activities that will sustain the future of the Trust
- » Expanded visibility and image of the Trust in the community

2018 Our Achievements: Accommodation and Support

Providing accommodation and support services to homeless young women and their children.

Our Clients

Our clients are usually aged between 18 and 30 and come to us from various circumstances including domestic or family violence, poverty, lack of employment, health issues and little or no support network. The clients are regularly contacted to establish and implement their customised support plans. Many of the clients return to family homes, find new longer-term homes and some find employment and training opportunities. Their children return to school when possible.

Our Clients said

Mary said:

"I experienced domestic violence and I couldn't return home once I completed my study so I applied for protection for my daughter and myself. We were at a very high risk of being homeless. We didn't have any family or close friends here to turn to. I dreaded that we would be on the streets and social services would take my daughter away from me. Despite all that, I didn't give up hope I kept searching for help. You supplied my daughter and myself with a fully furnished, near to new unit in Brisbane. Everything was provided from furniture, television, washing machine, dryer to kitchen pots, plates and other utensils. That was a bonus, as we didn't have to worry about buying anything. All we did was pack our bags and move in. The location of the property is a doorstep away from services. It was a safe property as you would need security access to enter the property. My daughter and I were happy and safe in the property. With this stability, I had time to regroup my thoughts and figure out what I would do next. Knowing that my daughter and I had a roof over our heads was a wonderful feeling. My daughter and I are now renting here. I just enrolled my daughter for prep at Enoggera State School and am hoping to find full time employment for myself in the near future. We are humbly thankful."

Alison said:

"Wow, where do I begin! I was sleeping in my car and my daughter was staying with a friend. I was battling severe anxiety and suicidal thoughts, thinking I was never going to dig myself out of this deep hole we had fallen into. We spent our first night in the AMAZING unit managed by NAHC for The Lady Musgrave Trust. You've all given me a chance to be a better mother, friend and contributing member of society. You've shown me that I can do this on my own and I am worthy of life and being happy. I can't express how grateful we are that we were given a chance at a better life. I am sure many women feel exactly the same."

Ann said:

"I came out of a domestic violence circumstance which led me to be kicked out of the unit that I was sharing with my ex-partner. I am a mother with a young child and another on the way.

I was lost, having only recently arrived in Australia and I didn't know where to go to where to turn. The service that I've had from The Lady Musgrave Trust gave me the time to think, to regroup and recover emotionally, assist my child physically and emotionally. The lovely unit was in a very great area close to conveniences. The unit being fully furnished meant that I didn't have to worry about buying anything at the moment. With the stability I could focus on the future with my son and new child. Thank you very much."



2018 Our Achievements: Accommodation and Support



Our Partnerships

In 2018, the Trust completed our partnerships with Micah Projects Inc and the National Affordable Housing Consortium which had a focus on tackling the first three-month period where clients may be homeless. We thank these organisations for working so collaboratively with the Trust.

Throughout 2018, the Trust fully transitioned to its new partnership with Churches of Christ to focus on longer-term accommodation and support solutions. The partnership had commenced with implementation in Ipswich with the eventual take up of the remainder of the property portfolio in Brisbane. We work closely with these partners to ensure the best result for our clients, maximum value and fit for purpose for the clients, as well as compliance in terms of safety and best practice asset management.

It is through this mix of partnerships and property solutions that we will continue to grow our service.

Our Properties

The Trust completed its major strategic property procurement activities in late 2017 including undertaking market research, property inspections and analysis which eventuated in the procurement of four townhouse style units in Ipswich. The most recently acquired units have safety as a priority and include lounge and dining area, kitchen and laundry facilities and outdoor courtyards conveniently located in the Ipswich CBD.

The Trust now has eleven fully operating units that are equipped with all of the items a young woman and her children would need.

All accommodation meets the Trust's Accommodation Guidelines that serve to ensure the properties are within the right location, with proximity to services, security, size and amenity.

The Sponsor a Space Campaign

In 2017, the Trust launched its Sponsor a Space campaign whereby individuals support a fully serviced unit for a homeless woman and her children in Brisbane and surrounding area, providing them a safe space to call home and the keys to a new future.

Our goal is to break the cycle of homelessness so that at risk and disadvantaged members of society can look forward to a brighter and safer future, and we can only do this with the generous donations and participation of community.

The Sponsor A Space program has become very popular with a broad range of community supporters and will continue to grow in years to follow. See www.ladymusgravetrust.org.au/Sponsor-a-Space.



2018 Our Achievements: Empowering Women

Empowering women across Queensland by providing them with information about vital services available across the state.

The Handy Guide for Homeless Women in Queensland

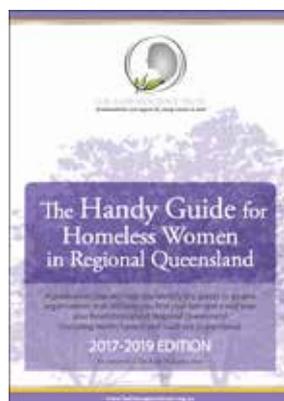
As homelessness spreads far beyond Brisbane and the original Handy Guide was so widely adopted, the Trust identified that expanding the current publication beyond Brisbane to regional areas across Queensland would benefit many women experiencing homelessness and assist more service providers in their work. For improved flexibility to all users, the publication would also be produced in an electronic web-based App format for computers and mobile phones.

Throughout 2018, the Trust produced the much expanded Handy Guide products - now available in three ways:

- » The Handy Guide for Homeless Women in Brisbane (12,000 hardcopies distributed);
- » The Handy Guide for Homeless Women in Regional Queensland (4,000 hardcopies distributed in 2018 – produced every two years); and
- » The Handy Guide Mobile Website (mapbased)

The Handy Guide for Homeless Women has been developed to provide support services for women who are without shelter or at risk of becoming homeless. It provides details for vital services including:

- » Emergency phone numbers
- » Accommodation, drop-in support centres and housing services
- » Food and welfare such as food vans, kitchens and Centrelink
- » Health services such as hospitals, street doctors and community health centres
- » Legal assistance for tenancy, housing and victims of crime
- » Community and specialist services for domestic violence, family and immigration support
- » Employment
- » Facilities such as libraries, lockers, transport and toilets



20,000 of the Handy Guides for Homeless Women products were accessed throughout Queensland in 2018 including thousands accessing the mobile app for the valued information.

People using the Handy Guide said:

- “fantastic resource and used regularly”*
- “use it at the women’s refuge”*
- “very useful, updated and user friendly - well thought out”*
- “an amazing resource, looks great and modern”*
- “a great benefit to the homeless women we work with”*
- “we use this book on a daily basis and have received positive feedback from our cohort of clients (prisoners)”*
- “extremely handy for women across all spectrums of age, culture and circumstances”*

The update and distribution of the Handy Guide were made possible thanks to:



yet another creative



2018 Our Achievements: Strengthening community



Minister Mick de Brenni opened the Forum and was pleased so many people were passionate about the issue and looking for ways to resolve it.

“We know that the effects of homelessness are significant for anyone but for young women, it fundamentally changes the course of their lives,” Minister de Brenni said.

Proudly sponsored by



**yet another
creative**

AQUA Infinity



The Trust has continued its work to strengthen the capacity of the sector, increasing community awareness about homelessness and providing advice to the homeless to improve their lives.

Our 2018 Forum – Changing the future for young women

The 2016 ABS Census Data revealed that close to a quarter of homelessness is attributed to young people – and young females can therefore make up to 10% of the entire homeless statics. Accordingly, the Forum Working Group (comprising Centacare, QShelter, Micah Projects Inc, Queensland Health and the Department of Public Works and Housing) determined that the focus for the 2018 Forum should be young women.

With a room full of representatives and professionals from community services organisations, universities, hospitals, correctional facilities, not for profit organisations and private citizens, the Trust’s CEO Karen Lyon Reid challenged all:

“Can we change the trend and trajectory for these young vulnerable women in our community? - So they don’t experience a life of poverty, violence and homelessness - and they don’t become part of the increasing number of older women that find themselves homeless?”

The Hon Mick de Brenni, Minister for Housing and Public Works, Minister for Digital Technology and Minister for Sport formally opened proceedings on the day. The following key presentations were provided:

- » Changing a Young Woman’s Future using Outcomes Focused Design Thinking - Karin Jansma and Dr Ruth Knight, The Australian Centre for Philanthropy and Nonprofit Studies, QUT Business School
- » SHElter – Housing for Young Women - Annemaree Callander, CEO, Brisbane Youth Service
- » Young Women, Domestic and Family Violence and Tenancy Law - Penny Carr, CEO, Tenants Queensland Inc
- » Preventing Homelessness: Building Financial Resilience - Abigail Powel, Deputy Research Director/Senior Research Fellow Centre for Social Impact, UNSWNew South Wales
- » Changing the Trajectory of Women – Shifting Mindsets and Exploiting the Future - Misha Kaur, Senior Manager, Reason Group

A panel session chaired by Jenny Clark of QShelter, focused on new initiatives for Moving Forward for Young Women. Panel participants included many Forum presenters and Maria Leebeek, ED, Queensland Youth Housing Coalition and Michael Eales, Partner - Strategy Designer, Business Models Inc.

A special thank you to Mark Doonar (Forum MC and Project Manager, Articulous Communications), our many volunteers (Lynne, Christine, Joanne, Lisa, Katherine and Karen) and Stephen Scott.

2018 Our Achievements: Strengthening community

Community awareness and fundraising Campaigns - Spreading the word to Community

Throughout 2018, representatives of the Trust have continued to meet with key organisations to spread the word about the issue of women's homelessness. Various fundraising activities took place throughout the year including the Indooroopilly Myer Christmas Gift Wrap with students from St Peters Lutheran College,



The 2018 Annual ShelterHer Cocktail Party and Queensland Women's Week

In March 2018, the Trust held its annual Cocktail Party fundraiser at the beautiful Blackbird Bar and Grill raising awareness about the 10,000 homeless women across Queensland and raising over \$50,000 to assist them.



Mayors from across Queensland worked with the Trust to light up regional icons in purple to highlight women's homelessness with the context of Queensland Women's Week.

Karen Lyon Reid on the day said:

"We light up for one of our clients - sleeping in her car and her daughter staying with a school friend, battling mental health, suicidal and thinking: 'I can never dig myself out of this hole'."

"We light up for the professional women and her children - fleeing their home following a violent attack but unable to return because it was so damaged they became homeless.



"And we light up for the increasing number of older women that have raised their families and now find themselves with insufficient funds and super - and nowhere to live."

We were delighted to have the attendance of the Hon Di Farmer Minister for Child Safety, Youth and Women and Minister for the Prevention of Domestic and Family Violence.

Our fantastic volunteers helped to bring the event together including Justine Johnston, Donna Cowie, Marg O'Sullivan, Kate Creese and Michelle Darragh and Sarah.

The Trust's President thanked the corporate sponsors for the event being Adam Chapman from Sirromet; Keystone Private; Brisbane Markets Limited and Blackbird Bar and Grill.



2018 Financial Highlights



Joy Williams
Treasurer

Our Treasurer's Message

"The Trust is in a strong position to continue and expand its services and to assist an increased number of homeless women and children in future years."

- » In 2014 the Board took a decision to update its property portfolio through the sale of its Nundah properties and a program of acquisition of replacement properties to better service the objectives of the Trust.
- » The first full year of impact from this decision was in 2015 so this has been used as the base year when comparing current results in Table 1.1.
- » It is important to note in the comparison of results that the decision to enhance the property portfolio also brings unavoidable additional costs in particular depreciation which has increased from \$15k in 2015 which was 5% of total expenses to \$69k in 2018 which is 14.5% of costs. This is a non cash item and the quantum is dictated by Accounting Standards so it is not controllable by the Trust. In order to more accurately reflect the management of the Trust assets results both including and excluding depreciation are included in Table 1.1.
- » For the first time in the transition and consolidation period the result excluding depreciation is a very small surplus of \$1,484. This represents a favourable movement of \$74k on the 2015 base year result in a period during which rental revenue was unattainable and other sources had to be found.
- » Many of the improved benefits over the past 4 years have no direct revenue impact for the Trust however the costs of these areas remain in the financial statements. These include:
 - The provision of accommodation to our tenants at less than 75% of commercial rates while most of the expenses including depreciation and the cost of the units remains at full rates giving a real reduction of \$45,000 through foregone income.
 - The free Handy Guide for the whole of Queensland for 2018 in addition to the Brisbane edition with net costs absorbed by the Trust of approximately \$130,000.
 - The Annual Forum is conducted at no cost to participants and net costs after sponsorship and grants are also absorbed by the Trust at approximately \$22,000.
- » The Trust continues to fund all of its activities through its own resources and the contributions of sponsors, donors and volunteers and does not have any liability from debt or loans.
- » The Trust is in a strong position to continue and expand its services and to assist an increased number of homeless women and children in future years.
- » The decision to update the property portfolio and review the service delivery model is continuing to demonstrate that it was a sound financial decision which is mitigating the risk of current global and local economic constraints.
- » Detailed financial statements are available in the separate 2019 Finance Report.

Financial Results

Table 1.1: The Lady Musgrave Trust - Financial Results over four years (2014-2018)

RESULTS COMPARISON	Current Year 2018 Movement on prior year	Movement on 2015	2017 Result	2016 Result	Base Year 2015 Result	Base Year 2014 Result
Result						
Statement of Profit or Loss and other Comprehensive Income						
Revenue						
Rental income	136,727		91,009	33,872	20,878	24,400
Interest Income	32,730		46,126	75,601	64,613	102,428
Other Income	238,284		204,175	118,922	130,699	101,911
Total Revenue	407,741	19.5%	341,310	228,395	216,190	228,739
Operating Expenses						
Supported accommodation expenses	116,553		73,736	46,438	38,431	138,082
Other Expenses	289,704		271,876	210,303	250,371	120,647
Total controllable Expenses excluding depreciation	406,257	17.5%	345,612	256,741	288,802	258,729
Depreciation - non controllable expense	68,848		54,619	37,172	15,049	10,841
Total Expenses	475,105	18.7%	400,231	293,913	303,851	269,570
Surplus/Deficit for period	- 67,364		- 58,921	- 65,518	- 87,661	- 40,831
Surplus/Deficit for period excluding depreciation	1,484		4,302	28,346	72,612	29,990
Statement of Financial Position						
Current Assets	1,606,027		1,584,340	2,689,504	4,219,132	2,792,688
Non Current Assets	3,046,510		3,087,282	2,082,250	573,284	655,264
Total Assets	4,652,537	-0.4%	4,671,622	4,771,754	4,792,416	3,447,952
Current Liabilities	83,605		35,326	76,537	31,681	6,277
Net Assets	4,568,932	-1.5%	4,636,296	4,695,217	4,760,735	3,441,675
Note 1: Source of Information - audited financial statements for each year						
Note 2: Result for 2015 has been normalised by removing profit on sale of property \$1,406,720 from revenue						
Note 3: 2015 has been used as the comparative year as this was the first full year of the review and refinement period						

- » The table demonstrates the progress the Trust is making towards a breakeven position now that the property acquisition program is nearing optimum occupancy levels. Over the next 2 to 3 years this position is expected to continue to improve as the properties are maximised and additional funding sources are identified and addressed.
- » Changes in interest rates as a result of the ongoing slowdown in the economy have again seen that revenue stream continue to reduce as a percentage of the total from 30% in 2015 to only 8% in 2018
- » The Trust receives no regular income from Government and the other income is mostly generated through grants, donations and bequests and fundraising efforts. In 2018 these sources combined contributed around 56% of the total income received effectively diversifying revenue sources and assisting in mitigating future financial risk from other sources.
- » Revenue generated in total has increased 88.6% over 2015 and 19.5% over 2017
- » Operating expenses overall have increased by 18.7% over 2017 (17.5% excluding depreciation) and 56.4% over 2015 (40.7% excluding depreciation).
- » The overall Statement of Financial Position has slightly decreased over the period purely as a result of the reallocation of cash assets into property assets and the resulting depreciation cost.

2018 Highlights

Providing Services



100% of the Trust's income is spent (either directly or indirectly) on providing services to homeless women

Grants & Donations



Improved 77% over the past four years

Funding



The majority of Trust income is derived from grants, donations and fundraising

Property Portfolio



100% transformation of the property portfolio

Net Assets



Net assets improved by 35% over the past 4 years

Revenue Results



Revenue generated in total has generally increased 73% over the past 4 years as a result of better rental properties and increased activities in fundraising



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