

Housing. Support. Recovery.

Annual Report

FY 2024-25



**B Miles
Women's
Foundation**

bmiles.org.au



The B Miles Women’s Foundation is registered with the Australian Charities and Not-for-profits Commission (ACNC) and is endorsed with Deductible Gift Recipient (DGR) status. We would like to extend our gratitude to the NSW Department of Communities and Justice for funding received under the Specialist Homelessness Services (SHS) Program to support people facing or experiencing homelessness in NSW.

B Miles Women’s Foundation Incorporated ABN 31 323 982 619

Our commitment

We are committed to supporting Aboriginal, LGBTIQA+ and culturally and linguistic diverse women.



B Miles Women’s Foundation holds Certificate level Australian Service Excellence Standards accreditation. This independent accreditation process provides our stakeholders assurance that a commitment to quality underpins every level of our service.



B Miles Women’s Foundation is a registered community housing provider with demonstrated compliance to the standards set by the National Regulatory System of Community Housing.



Front cover photo:

Clover Moore (Sydney Lord Mayor) handing over keys to Kate Timmins (CEO) and Sharlene Harkness (Client Services Manager) for two properties purchased by B Miles Women’s Foundation in partnership with City of Sydney Council’s Affordable and Diverse Housing Scheme.

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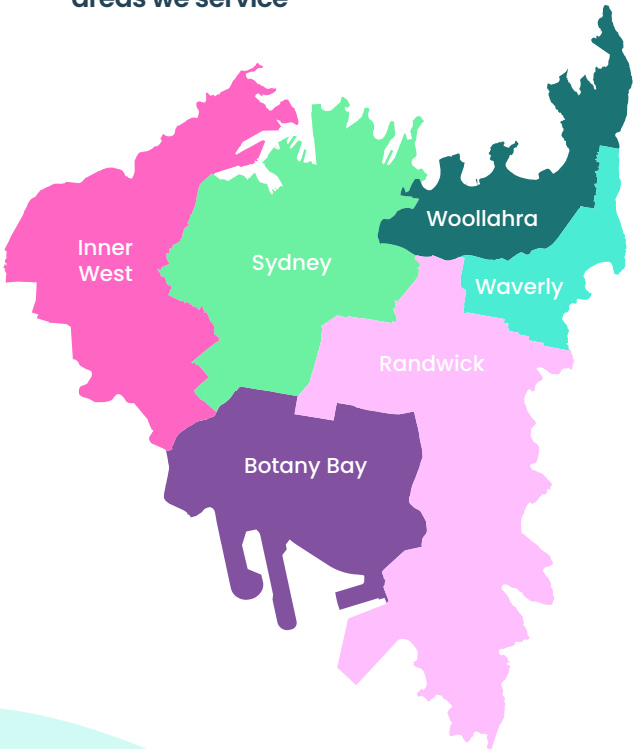
To view the complete audited financial statements visit:

<https://www.acnc.gov.au/charity/charities/68b46984-39af-e811-a962000d3ad24a0d/profile>

Our purpose

We empower women in inner Sydney to prevent and resolve homelessness through personalised, compassionate support and access to safe, secure, and affordable housing. In collaboration with a wide network of services and housing providers, we deliver an integrated, client-focused approach that fosters long-term recovery and homelessness prevention. The women we support often navigate complex and interwoven challenges, including mental health struggles, trauma, domestic and family violence, abuse, and substance dependency, and we are dedicated to helping them rebuild their lives with dignity and security.

The local government areas we service



Acknowledgement of Country

B Miles Women’s Foundation acknowledges Aboriginal people as the Traditional Custodians of the lands on which we live and work. The Foundation pays respects to Elders past, present and future, and recognises their continuing connection and contribution to the land and waters. We are committed to truth-telling and listening to Aboriginal voices on the matters that affect them.

About this report

This report details the activities and impact of B Miles Women’s Foundation over the 2024-2025 financial year. It highlights our goals, outcomes, achievements, and ongoing quality improvement initiatives. The report is intended for our stakeholders, funders, service participants, and the broader community, providing an overview of our work and its value.

Strategic Plan achievements 2024–2025

Throughout 2024–2025, we advanced our mission to prevent and resolve homelessness for women experiencing mental ill-health, trauma, and housing instability. Guided by our 2023–2025 Strategic Plan, we strengthened our integrated housing and clinical support model and improved outcomes across all programs. We delivered crisis and transitional accommodation to women with complex needs and increased the supply of safe, women-only inner-city housing through partnerships with City of Sydney Council, Lendlease, DCJ, community housing providers and philanthropists. Through active participation in state and national forums, we amplified advocacy for gender-responsive housing and trauma-informed service design. Across all programs, women experienced shorter episodes of homelessness, improved mental-health outcomes, and greater housing stability—reflecting progress across all five strategic priorities and positioning B Miles strongly for the final 6 months of the plan.

C2
ACCOMMODATE MORE CLIENTS IN EXISTING RESOURCES (SHORT - MED TERM)



1. People

Australia’s housing and health sectors are currently experiencing workforce shortages and elevated rates of worker burn-out. Investment in the capability, capacity, retention, and wellbeing of our team is a key priority. We are proud of our commitment to prioritising the cultivation and maintenance of a positive workplace culture that maximises learning opportunities, professional development and workers’ safety, health, and wellbeing.



2. Services

Our purpose is to ensure that women in need have access to affordable, safe housing and support services to enable recovery. We commit to providing sustainable programs that are responsive to community need, and to continually reviewing our services and how they are delivered to ensure that the needs of our clients are met effectively and through contemporary best practice.



3. Funding

Diversification of funding is a long-standing goal of ours. To date, progress has been made in obtaining funds for special projects from sources other than the NSW Department of Communities and Justice. Access to alternative funding streams remains a priority because it enables us to:

- deliver projects that address unmet needs of our core client group, and
- access resources needed for projects that will deliver on strategic priorities e.g., community engagement, cultural inclusion, and social inclusion programs.

Our strategic priorities for 2023 to 2025



4. Advocacy

We will leverage our reputation and strength to advocate for sufficient resourcing of the Specialist Homelessness Services (SHS) sector, and for societal change, including adequate social housing, an end to women’s homelessness, and for access to housing, support and health care for women.



5. Partnerships

Strengthening and expanding our partnerships has the potential to enhance our capacity to meet the needs of the women we serve, and leverage to advocate for the sector, our workers and for women. We will prioritise our engagement with existing and potential partners and will support those relationships to deliver excellent services and to advocate more broadly.

These priorities are aligned with our vision and will be achieved with the support of our financial, administrative and governance systems.

CEO's introduction

This year has been one of major transformation for our organisation. The Board made a deliberate and bold decision to reshape our service model, both to strengthen how we provide crisis accommodation now, and to take decisive steps toward a future where fewer women reach crisis point at all. We are delighted to have leaders in NSW Government and at HOMES NSW who are supporting this longer-term strategic shift.

NSW Homelessness Strategy

The NSW Government recently released the NSW Homelessness Strategy 2025–2035, outlining a 10-year plan focused on:

- Prevention,
- Early intervention and
- Stable long-term housing

Key priorities include:

- Reducing reliance on Temporary Accommodation,
- Building more suitable and secure housing options,
- Improving coordination across services, and
- Delivering targeted support for women, young people and Aboriginal communities

The launch of the state-wide Strategy is important as it provides clarity, coordination and longer term commitment setting out clear objectives including:

1. A Clear ten year, whole of Government approach
2. A focus on prevention and early intervention
3. A focus on Housing First and long-term housing
4. Prioritising local coordination and place-based responses
5. Ten-year goals that include longer term commissioning of homelessness services, providing stability across the sector
6. Setting common goals, language and targets, helping to reduce fragmentation across sectors

The Strategy will help guide our approach, priorities and partnerships over the next ten years. Many of the changes we have implemented this year, are in line with the NSW Government's Homelessness Strategy with a demonstrated commitment to focus on prevention while continuing to offer crisis responses as well.

Strategic planning cycle

As we enter the final stages of our internal Strategic Planning Cycle (2023–2026), we are proud of the progress we've made in partnership with our communities, across our five priority areas: People, Services, Funding, Advocacy, and Partnerships. Over the past two and a half years, we have strengthened the way we support people experiencing housing stress and homelessness, while also improving the systems that help us do this work well. As we enter the final stage of the implementation process, we are taking time to reflect on what we have achieved and what we have learned, and we will use those insights to create a new Plan in 2026. This next phase is an opportunity to build on our momentum, deepen our impact, and continue working towards a future where everyone has a safe, secure place to call home.

Implementing change

The past year has served as a key stage in reshaping our organisation. Central to this shift, the Board commissioned an independent review to evaluate our crisis accommodation model to assess how the model was responding to women with complex needs. The review was strongly client-centred, grounded in women's lived experience, and shaped directly by client voices throughout the process. The final Report highlighted important strengths in our model and identified practical improvements to further enhance safety, dignity and recovery while delivering crisis accommodation.

Our team has been busy implementing the recommended changes. All beds have been relocated from an old-style shared accommodation model, into safe and secure self-contained accommodation. This move reduces the burden of stress that congregated settings can cause. The move to sole occupancy settings for crisis accommodation supports trauma-informed care, and provides women with the privacy, stability, dignity and space that they need to begin recovery and engage with support to secure long term housing.



Sharlene Harkness (Client Services Manager) and Kate Timmins (CEO) at City of Sydney Council pitching our application to purchase surplus Council properties.

Purchasing properties

In further demonstration of our commitment to providing sole occupancy crisis accommodation, in more suitable settings, we purchased two large one-bedroom apartments in Potts Point from City of Sydney Council under their Housing for All program. These purchases mark the first property acquisitions in our organisation's history. This is such an important step forward for our organisation.

This purchase was made possible through the City of Sydney Council's ongoing commitment to equitable housing, and we applaud the

Councils Housing for All program for their dedication and commitment to address affordable housing in the inner city.

These two properties will be added to our existing crisis accommodation beds, once renovations are complete. The apartments will expand our capacity to provide private, secure and dignified crisis accommodation in a highly connected inner-city location, ensuring women can remain close to health, community, and social supports, which are essential to sustained recovery.

Women's Homelessness Prevention Centre

Prevention work is essential to "turn off the tap" of women experiencing homelessness by supporting women earlier, before housing instability escalates into crisis. Our successful HOMES NSW Homelessness Innovation Fund (HIF) application is a key part of this shift, recognising that homelessness is solvable when services are resourced to intervene early. Prevention significantly reduces the likelihood that women will experience the trauma of homelessness, and the grant reflects our shared commitment with HOMES NSW to invest in innovation that prevents homelessness before it starts.

The 12-month funding has enabled the establishment of a dedicated **Women's Homelessness Prevention Centre** in

Darlinghurst. The Centre is located in a safe, comfortable space where women can access longer-term clinical support through a fee-free psychologist specialising in trauma and housing instability. Case Managers are available on site to provide the wrap-around, practical support needed to keep women housed.

Trauma, mental ill-health, domestic and family violence, addiction, and other life challenges are often closely linked to housing stress, increasing women's vulnerability to homelessness. The **Women's Homelessness Prevention Centre** is designed to intervene early, strengthening life stability and housing security.

The evidence is clear: early intervention is one of the most effective and cost-efficient ways to reduce homelessness. This program will cost substantially less than crisis responses by preventing escalation into Temporary Accommodation and reducing flow-on demand to hospitals, emergency services, and the justice system. Economic analyses consistently show that the financial benefits of early stabilisation outweigh program costs. Just as importantly, early support prevents the compounding trauma of a housing crisis, protecting women's mental health and safety, reducing disruption to relationships, parenting, work and community connection, and lowering the risk of repeated homelessness.

We are very much looking forward to officially launching this program in December 2025.



These purchases mark the first property acquisitions in our organisation's history. This is such an important step forward for our organisation.

Across the Country

The Australian Homelessness Monitor (AHM) is an independent, national 'health check' on homelessness. Led by UNSW's City Futures Research Centre with partners including Homelessness Australia, it brings together the best available data to track; how many people are experiencing homelessness, who is most affected, and what is driving the problem. The Monitor looks beyond rough sleeping to include people in crisis accommodation, couch surfing, living in cars, or in overcrowded housing, and links these trends to factors like rising rents, low incomes, limited social housing, and policy settings. For the sector, it is a crucial guide to what's getting worse, what's working, and where prevention and housing investment are most needed.



Receiving the keys to our new properties!

Key findings of the Report released in December 2024 tell us:

- Homelessness across the country is rising fast: Homelessness levels were well above pre-pandemic rates by 2023–24, with most services and councils reporting significant increases
- Rough sleeping across the country has surged: The report highlights a 22% national rise in rough sleeping over three years to 2023–24
- Housing costs are the main driver: Skyrocketing rents, low rental vacancies and overall housing unaffordability are identified as the biggest forces pushing people into homelessness
- More people with jobs are becoming homeless: A growing share of people seeking homelessness support are employed but can't afford housing, showing how deep the affordability crisis has become
- Specialist Homelessness Services are overwhelmed: Frontline agencies across the country report rising caseloads, longer periods of homelessness, and far fewer pathways into housing, because the housing system is blocked
- Biggest solution needed: The Monitor stresses that reversing these trends requires sustained investment in social/affordable housing plus strong prevention and early-intervention responses

NSW Government investment in housing

We are beginning to see the NSW Government's investment and commitment translate into real activity on the ground. Over the past 18 months we have seen much needed investment in social housing from the NSW Government. The funding uplift into social housing is being rolled out across the state in ways that are tangible for the sector and communities.

Alongside this, we are noticing a distinct cultural shift: where the sector has long been in the position of calling out the scale of the housing crisis, we are now seeing NSW government responses being actively put in place, moving from recognition to implementation.

At the centre of this change is the \$6.6 billion Building Homes for NSW package, the largest social housing funding commitment in the state's history. Importantly, after a long period of under-resourcing prior to this government, they have had to begin by repairing and replenishing a depleted public housing stock.

We welcome the NSW Government's significant investment in housing supply, and the growing momentum it is generating across the state. But supply alone will not meet community need.

The homelessness sector's capacity to respond to community need falls well short every day, with data showing that close to half of people seeking help from a Specialist Homelessness Service due to family and domestic violence, were unable to be provided accommodation due to a lack of resourcing in the Homelessness sector. The demand for support continues to outpace capacity.

Specialist Homelessness Services must be funded at a level that matches escalating demands and rising costs, so the sector can provide early, flexible and sustained support that prevents homelessness wherever possible, and responds immediately when people are at risk. Together, Homelessness can be avoided and resolved



The NSW Homelessness Strategy gives the sector clarity, coordination and a long-term commitment to lasting change.

Homelessness services are often the reason people find stability again, but they are stretched to the limit. With adequate funding our sector can help people avoid experiencing homelessness and we need more funding to be able to respond to community needs.

Advocacy

Our advocacy work continues to be a core priority because it is the most powerful way we can drive systemic change and ensure the voices of those we support are heard, respected, and acted upon. We hear time and time again, from the women who access our services, that people are desperate for quality support and affordable housing options. We place ongoing emphasis on advocacy because meaningful progress depends not only on delivering services today, but also on shaping the systems and decisions that will define tomorrow.



Over the past 18 months we have seen much needed investment in social housing from the NSW Government



With all that in mind, we have decided to join the Homelessness NSW campaign: **A Place to Call Home and Support to Keep It**. Through this campaign, we are calling on NSW Government to continue to increase investment in social housing while also increasing support funding for the homelessness sector. Homelessness services are overwhelmed: too many calls for help go unanswered, and the sector continues to turn away around one in two people seeking support. Baseline funding has not increased in more than a decade, despite clear recognition that the cost-of-service delivery and the scale of need have continued to rise. Sustained investment for 'support' is essential to give frontline services the certainty and capacity to meet community need, helping people stay housed and reducing the flow into crisis and emergency accommodation.

If this matters to you, you can find out more about the campaign here: <https://homelessnessnsw.org.au/aplacetocallhome/>

Gratitude

We are deeply grateful to the women who trust us with their stories and continue to teach us what truly makes a difference. I also thank our Board for their steadfast support, governance, and commitment to our values, and our exceptional Case Managers, whose skill, care, and 'can-do' spirit create meaningful change for hundreds of women each year.

Special thanks to our Client Service Manager, Sharlene Harkness (and the backbone of this organisation). Sharlene ensures service provision runs smoothly regardless of limited resources, always driven by a genuine commitment to improve the lives of the women we support.

Thanks to our Clinical Supervisor, Charlotte Keating, whose guidance sustains the team in demanding and deeply meaningful work.

We are thankful to Homes NSW for championing critical change, and to our many supporters and donors – from corporate partners like Lendlease, City of Sydney Council, philanthropic families and the many individuals who give so generously behind the scenes.

Finally, this year more than any other, I want to acknowledge our Clinical Psychologist, Kara Holmes, whose unwavering dedication to this service has been invaluable. Kara brings expertise, compassion, and steady support to women in our service and the feedback continues to be remarkable.

Together, we all look ahead with optimism and determination to a future where homelessness is 'rare, brief and non-recurring'!

Kate Timmins
CEO

Chairperson's message

Another 12 months has flown by and what a 12 months it has been for the B Miles Women's Foundation!

As I mentioned in my first chairperson's report last year, the Board has spent much of the last two years looking at how we can evolve our services to ensure that B Miles can better meet the needs of women experiencing housing instability. In doing so, we engaged Policy Fox who helped guide the Board around best practice for crisis accommodation for women with complex needs.

This has led to some exciting developments in the services B Miles can offer.

Introducing the Women's Homelessness Prevention Centre, a dedicated early-intervention space.

B Miles is now the proud owner of property. It is the first time that B Miles itself has purchased property. This is a small way, with major impact, that B Miles has been able to use its resources to add to crisis accommodation available for women in need.

Secondly, B Miles has moved away from a shared housing model and been able to reinvestigate that space to launch the Women's Homelessness Prevention Centre. This will be a dedicated space and follows a successful application to the Homelessness Innovation Funding available through HOMES NSW. The aim is to intervene and support women early and thereby strengthen their life stability and housing security. Our wonderful CEO, Kate Timmins, goes into more detail about this in her report.

The Board has also continued its focus and commitment on ensuring strong governance and that we maintain our high accreditation standards. In that regard, I thank my fellow Board members for volunteering their time, and their particular expertise when called upon, to this process.

The Board undertook a review this year and not only looked at the strategic plan, which is coming to the end of its three-year cycle, but also at the organisation and in on itself. What can be seen is that staff and volunteers are all focused on what is in the best interests of the Foundation and on how we can further support women living with mental ill-health who are experiencing homelessness or are at risk of homelessness.

The end of our current strategic plan coincides with the launch of the NSW Homelessness Strategy 2025-2035. B Miles had already implemented, or was implementing, many of the key priorities in the Homelessness Strategy so it is pleasing to see that the statewide strategy aligns with the strategic direction of B Miles.

In addition to acknowledging the work of the Board, I would like to offer my particular thanks to Kate Dennis. Kate is finishing up her term on the Board (and most recently in position of secretary) and I wish her well for the future. Kate was a wonderful addition to the Board, bringing particular expertise in social media, marketing and fundraising. B Miles is indebted to you, Kate, for your generous investment of time and guidance over many years. You will be missed.

I would also like to thank George Quinn for stepping into the role of secretary.

“

The launch of the Women's Homelessness Prevention Centre reflects our shift toward early intervention and long-term housing stability.

Further, thank you to Brendan Dunne, treasurer, and John Ferguson, Financial Controller, for your guidance and sound governance. B Miles is in a strong financial position because of your leadership.

There are not enough words to express my immense gratitude to our CEO, Kate, and her team – Kara Holmes, Sharlene Harkness, and our Case Managers. Your unwavering commitment continues to amaze me, and you all go above and beyond each and every day to ensure we deliver the best service B Miles can, and continue to improve the lives of those women we work with. I saw this firsthand when I attended the annual Client Consultation this year and heard directly from those women who have worked with our Case Managers. I am honoured to have been able to share that space and listen to those incredibly strong women.

Finally, to our fearless leader, Kate. Your commitment and advocacy knows no bounds and it is because of you, and your leadership, that B Miles continues to evolve and transform, and is a leader in the sector. Thank you!

Renée Bianchi

Renée Bianchi
Chairperson



A message of thanks from our

Client Services Manager

Our work & impact

This year has reminded us just how vital safe and stable housing is for women’s health and recovery as we continue to navigate a housing shortage and cost of living crisis. Every day we see the difference that having a secure home makes for women who are navigating the impacts of homelessness, mental ill health, family and domestic violence and trauma. Our service remains grounded in the belief that every woman deserves safety, dignity and a place to call home.

Adapting our service delivery

BMWF has continued to evolve our service delivery with a strong focus on prevention and early intervention. We know that timely support can prevent a crisis before it occurs. Our team of case managers has worked alongside women to strengthen the skills, confidence, and resources needed to secure and sustain long term housing. Through trauma-informed case management, referrals to our clinical services program, access to psychosocial education groups, and housing-ready workshops, we have been able to offer a full suite of tailored support services. This approach reflects our commitment to walking beside women as they rebuild stability, independence, and hope for the future. Our team of case managers brings dedication and commitment that strengthen this approach, and we thank them for their professionalism and advocacy. Feedback from women tells us that having consistent, compassionate case managers has made a real difference to their lives. Many have expressed that, for the first time, they feel genuinely supported in their journey.

158 women supported to:

- apply for housing
- secure and sustain tenancies
- access psychological & mental health support
- connect with community services

Outcomes:

BMWF has supported 158 women to apply for housing, secure housing, sustain tenancies, access psychological and mental health support while connecting with community. Early intervention has played a key role, by identifying challenges early, we’ve been able to provide targeted, practical support before housing situations reach crisis point. We have accommodated 61 women from crisis, transitional and into long term housing.

Demand for our service remains greater than our current capacity, and as a result, we have provided brief intervention, advice and information to women who would otherwise benefit from our full suite of tailored services. The complexity of referrals we receive continues to increase reinforcing the importance of collaboration, flexibility, and advocacy. B Miles has continued to strengthen our partnerships with mental health services across NSW, community housing providers and support agencies. We pride ourselves on ensuring we work in a planned and intentional way coordinating support and care for the women who access our services.

Key achievement

Our team at B Miles have had an incredibly rewarding and busy year. We are currently renovating 2 x Potts Point apartments which women will be able to access for accommodation and support early next year. Receiving funds from the Homelessness Innovation Fund, has resulted in B Miles repurposing an accommodation site that is no longer fit for purpose. We continue to provide crisis beds with intensive case management from single occupancy serviced apartments. We are extremely proud to be launching the B Miles Women’s Homelessness Prevention Centre offering women long term access to clinical therapy. We know that supporting women to remain housed requires more than tenancy advice — it’s about creating a foundation of trust, understanding, and connection. Healing from trauma takes time, and stable housing with access to ongoing clinical therapy provides the safety needed for that process to begin. We are very excited to share the launch of our prevention centre with the community in December 2025.

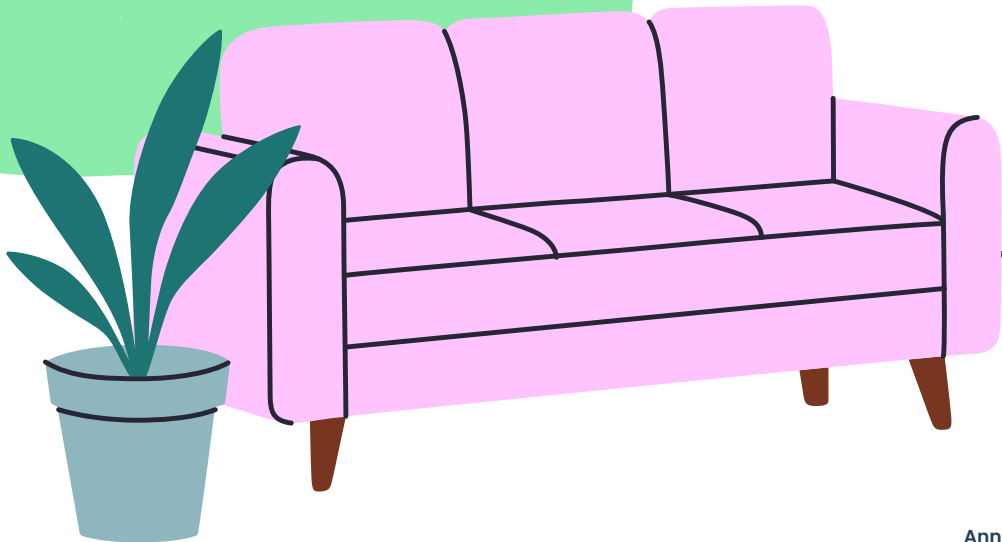
Over the next year, we will continue to strengthen our focus on early intervention and prevention and deepen the partnerships that make our work possible. Our staff are committed to learning and reflective practice, while listening closely to the voices of women and the issues that matter most to them. We extend our sincere thanks to our leadership team, Kate Timmins and the Board, for their unwavering support and for recognising the incredible work of our team. Our commitment remains clear, to walk alongside women with compassion, respect, and belief in their capacity to create change. Together, we will continue working to ensure every woman has the opportunity to stay housed and build a safe, stable, and hopeful future. We extend our gratitude to the women we support and thank you for allowing us to be part of your journey. Your courage and resilience inspire and guide our work every day.

Sharlene Harkness

Sharlene Harkness
Client Services Manager

2 Potts Point apartments...

Currently under renovation and opening for accommodation and support early next year



Our impact



Michelle Delamotte (Case Manager) and Sharlene Harkness (Client Services Manager) moving household items into a new transitional housing home!

Our impact

Who we helped

Anyone can face a shift in circumstances that makes housing unaffordable, unsuitable, or unstable. We provide tailored support to women experiencing mental health challenges, helping women to prevent or overcome homelessness by ensuring access to safe, affordable housing and recovery services.

In FY2024-25, B Miles Women's Foundation provided 167 support periods of vital assistance to 158 individual women who were experiencing homelessness or housing insecurity.

Among the 61 women engaged in Case Management;

7%

identified as
Aboriginal

54%

identified as
culturally and
linguistically
diverse

36%

faced challenges
related to
substance abuse
or dependence

4%

had needs
associated
with gambling
addiction

82%

were survivors
of family and
domestic
violence

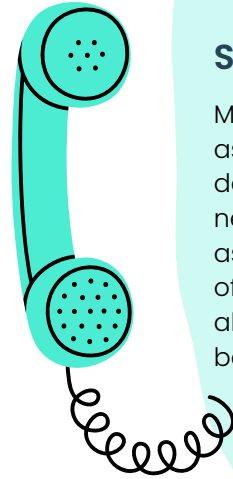
These figures underscore the multifaceted needs of the women served and highlights B Miles Women's Foundation's expertise in delivering targeted support and resources to help women rebuild their lives. By addressing these complex issues, we offer a vital pathway to stability, resilience, and recovery for vulnerable women in the community.

How we helped

We offer specialised services designed to help women secure safe, affordable housing and support their recovery. Our trauma-informed approach addresses the complex challenges many women face including mental health struggles, trauma, family and domestic violence, abuse, and substance dependency. Through compassionate, expert care, we empower women to rebuild their lives in a safe and supportive environment.

We provide a spectrum of service responses, including;

- Needs assessments and referral services via our hotline
- Rapid response accommodation
- Transitional housing
- Outreach support services
- Case Management
- Psychological therapy.



Support through our hotline

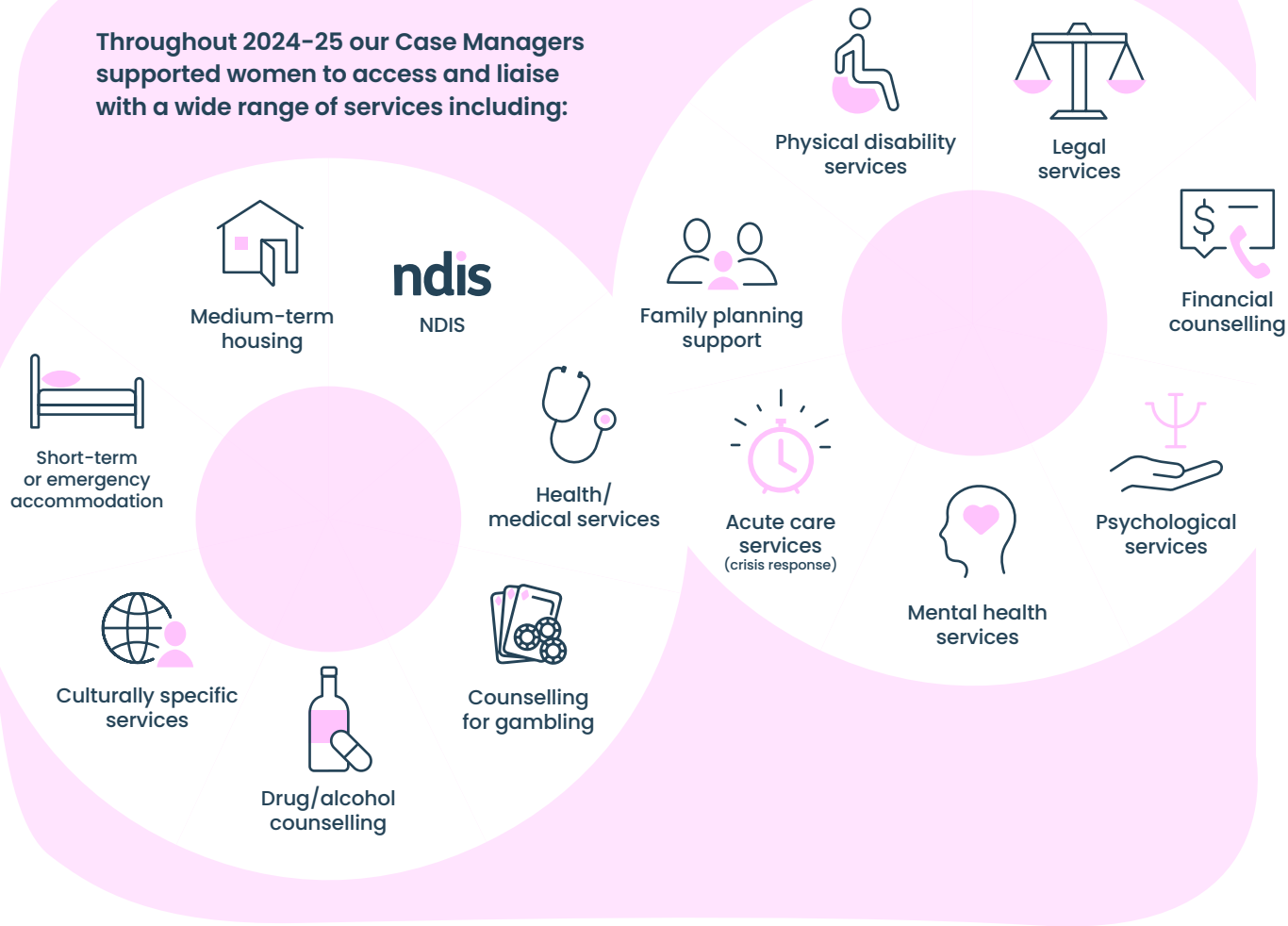
Many of the women we supported received assistance through our hotline. In FY2024-25, our dedicated Case Managers conducted thorough needs assessments with 63 women. These assessments were followed by the provision of tailored information, guidance, and support, along with referrals to relevant services that best suited each woman's individual needs.

Providing tailored case management support:

- In FY2024-25, B Miles Women's Foundation provided comprehensive Case Management to 61 women. Specifically designed to support women recovering from homelessness and trauma while also living with mental ill-health, the Case Management program provides individualised, person-centred care, focusing on addressing the unique needs of each woman to foster stability, empowerment, and recovery. Case Managers work closely with participants to assess their needs, set achievable goals, and connect them to vital services, including housing support, mental health care, medical services, and skill-building programs. Through consistent one-on-one support, Case Managers help women navigate the complexities of accessing public housing, healthcare, and social services, often advocating on their behalf with government agencies and health providers. The program also addresses critical areas such as substance use, financial stability, and personal safety. By offering a safe, non-judgmental space, BMWF's Case Management program allows women to heal, build resilience, and take meaningful steps towards living independently. The program's holistic approach emphasises the intersection of mental health and housing stability, ensuring women have the resources they need to rebuild their lives and thrive.
- Assisting women in applying for public housing or transfer assistance through Homes NSW is a vital aspect of the support B Miles Women's Foundation (BMWF) provides for women recovering from homelessness. Stable, affordable housing is essential for women to rebuild their lives after experiencing homelessness, trauma, and other significant hardships. By helping 52 women navigate the often complex and challenging housing application process, BMWF's Case Managers address a fundamental barrier to recovery and independence. Securing safe, long-term accommodation not only reduces the risk of returning to homelessness but also provides a stable foundation for women to focus on their mental health, employment, and personal growth. This support reflects BMWF's commitment to empowering women in their journey toward lasting stability and well-being.

Navigating 'the system'

Throughout 2024-25 our Case Managers supported women to access and liaise with a wide range of services including:



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B Miles support is a game changer in my life.

Providing accommodation

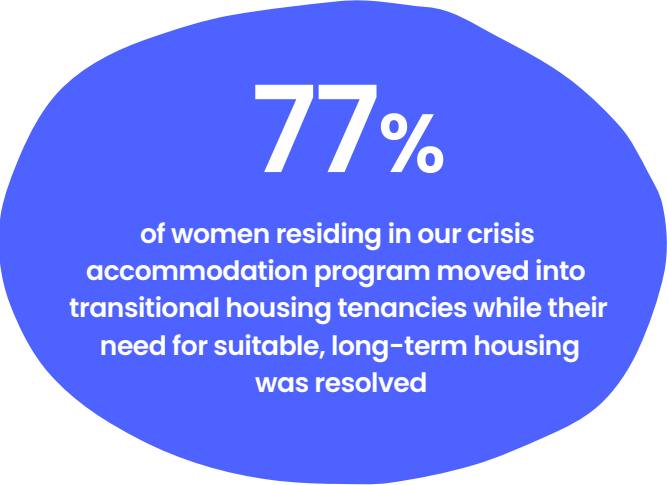
• In FY2024-25, 51% of the women we accommodated were referred into our programs through strong linkages with health services. Referrals came from mental health units, community mental health services, drug and alcohol rehabilitation programs, and various health services and allied health professionals. This high referral rate from health services underscores B Miles Women's Foundation's role as a specialist provider at the intersection of homelessness and mental health, highlighting the trust and collaboration established with health service partners to support vulnerable women in need.



Community housing partnerships

Through our collaborations with St George Community Housing (SGCH) and Bridge Housing, we offer both short- and long-term accommodations for women with low to moderate incomes. SGCH is also the designated housing provider for several properties linked to our contract with the NSW Department of Communities and Justice. We deeply value these partnerships, as they ensure that women recovering from homelessness and housing instability can access safe, affordable tenancies.

- We provided both transitional and rapid re-housing services to 42 women
- 51% of women experienced homelessness for more than six months prior to their accommodation with us.
- 77% of women residing in our crisis accommodation program moved into transitional housing tenancies while their need for suitable, long-term housing was resolved.
- 23% of women residing in our crisis accommodation program moved directly into permanent long-term social or community housing.
- 75% of women exiting our transitional housing moved into long-term tenancies in social or community housing. Our partnerships with organisations such as St George Community Housing and Bridge Housing were instrumental in securing safe, affordable accommodation for women.



Improving access to psychological therapy

Research shows that women experiencing homelessness often face significant barriers to healthcare, including:

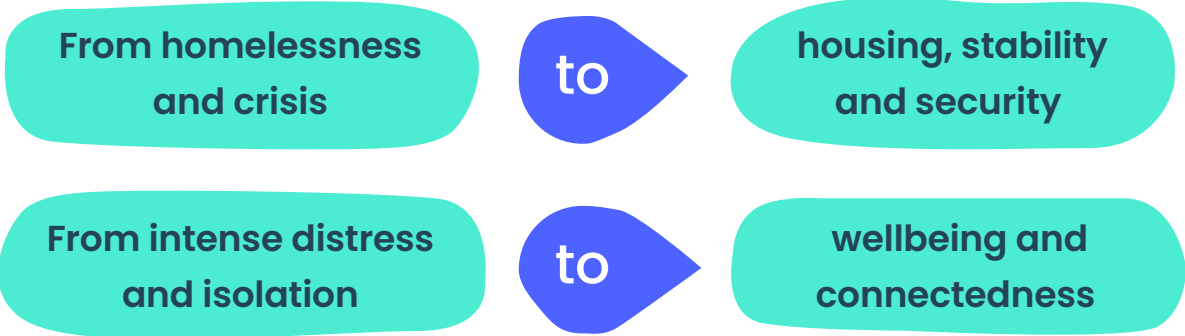
- Limited access to preventive health services
- Challenges in engaging with and maintaining healthcare treatment plans
- Disruptions in continuity of care
- Encounters with stigma and discrimination in healthcare settings

Despite these challenges, mental health treatment and psychological therapy for women in homelessness support programs have long been inaccessible. Specialist Homelessness Services (SHS) have grappled with these barriers for years. Even before the additional strains on the mental health system brought on by the COVID-19 pandemic, a decline in public mental health services and the privatisation of psychological care had created a substantial gap, making therapy both unaffordable and inaccessible for women facing financial hardship while rebuilding their lives after homelessness and trauma.



Thanks to the generosity of our donors, we have been able to bridge this gap. Our Clinical Services Program provides psychological therapy to women involved in Specialist Homelessness Services as well as those living in social and community housing in inner Sydney. The Clinical Services Program is designed to support women as they recover from experiences of homelessness, housing instability, domestic violence, trauma, and other distressing circumstances. Case Managers and General Practitioners can easily refer women to the program, which is designed to break down the barriers to accessing therapy for women recovering from homelessness and instability. In 2024-2025, our Clinical Services Program provided 17 women with flexible, trauma-informed, and person-centred therapy.

In combination with safe and affordable housing and effective Case Management, our program produces remarkable transformations in women’s lives:



Preventing homelessness recurrence

The regular therapy provided through our clinical program equips women with the skills needed to support their recovery and prevent a return to homelessness. Through therapy, women learn strategies for recovering from trauma, emotional regulation, distress tolerance, coping with stress, interpersonal effectiveness, relaxation, self-care, and mindfulness. These skills contribute to greater stability and capacity to maintain a quality of life. Additionally, participants have reported significant reductions in anxiety and depression, as well as healing from trauma.

In FY2024-25, the program accomplished the following:

- Delivered individual psychological therapy consultations
- Collaborated with SHS case managers, acute care teams, psychiatrists, GPs, NDIS support coordinators and service providers, aged care teams, addiction specialists, and sponsors to provide integrated care
- Assisted women with psychosocial disabilities in navigating and accessing NDIS supports
- Helped women apply for drug and alcohol rehabilitation programs and detox facilities
- Completed medical assessments and reports to advocate for women’s prioritisation for social and community housing through Homes NSW
- Advocated for women needing transfers out of unsafe housing
- Assisted women with mental health issues facing criminal charges, ensuring they engaged in treatment and support while avoiding conviction and sentencing
- Supported women in reporting violent crimes, including sexual assault, and helped them access the National Redress Scheme and Victims Support Scheme
- Provided clinical reports to the Department of Immigration and Home Affairs for women with immigration or residency challenges
- Sponsored women to repay state revenue fines through Work Development orders tied to their participation in treatment
- Coordinated with job networks and disability services at universities and TAFE to support women’s engagement in employment, vocational training, and education

Since 2015, more than 500 women have been referred to the Clinical Services Program by inner-city Sydney SHS providers and General Practitioners. Demand for these services remains strong, with many new referrals each year. The program has been operating at full capacity throughout the past year, providing individual treatment to 17 women in the last 12 months.

The women referred to the program were recovering from homelessness, housing instability, domestic violence, addiction, and/or trauma. We are privileged to offer therapeutic support for these women’s healing and recovery, and the continuity of care provided has been crucial during women’s transitions

from homelessness to stable housing. We remain committed to providing this essential service to women in Sydney’s homelessness sector, and we extend our gratitude to the sponsors for making this life-changing program possible.

Kara Holmes
Clinical psychologist

Building social connections and a sense of belonging

During 2024–2025, we strengthened our commitment to fostering social connection and a sense of belonging among women accessing our services through a series of inclusive social events. Activities included cinema outings, group yoga classes, visits to the aquarium and theatre, and regular lunches at [Refettorio OzHarvest](#), as well as local cafés and restaurants.

Research consistently shows that social engagement and communal experiences can significantly reduce isolation and improve overall wellbeing, particularly for individuals facing financial hardship. Through our Social Inclusion Program, we worked to remove economic barriers to participation, ensuring that all women had opportunities to connect and take part in community life.

These initiatives not only enhanced emotional wellbeing but also helped to build supportive peer networks—an important protective factor in maintaining positive mental health. We look forward to continuing and expanding these efforts in the year ahead.



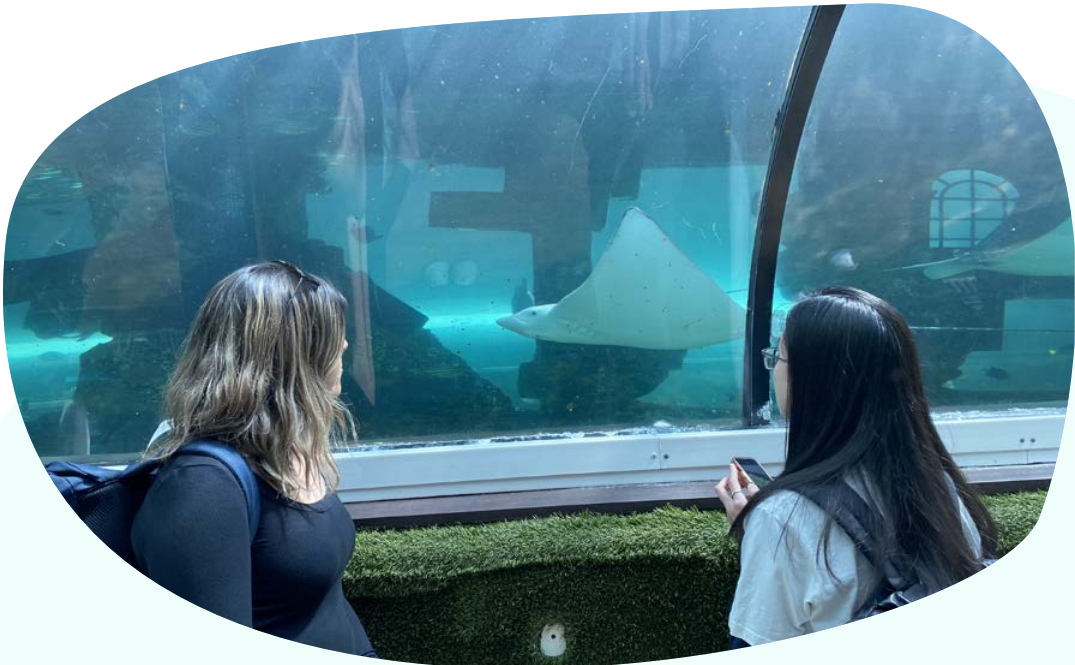
The team following our annual end-of-year client lunch — a great way to close out a meaningful year of connection and care.

Philanthropic funded projects

Each year, we assess the unmet needs of the women we support and design targeted projects to address those needs. We then seek funding from philanthropic sources to bring these initiatives to life. In 2024–25, the [Essential Health Care Project](#) provided our clients with access to vital dental and medical treatments that were previously out of reach due to financial constraints.

We extend our heartfelt gratitude to the generous donors who made these projects possible and to the participants whose valuable feedback has enriched our understanding of the benefits these initiatives provide. Their insights will guide us in making access easier and more streamlined in the future.

Case Managers Ellie Hickson and Lok Chen at Sea Life Aquarium (B Miles social inclusion event)



Lunch at Refettorio — dulce de leche donut for dessert



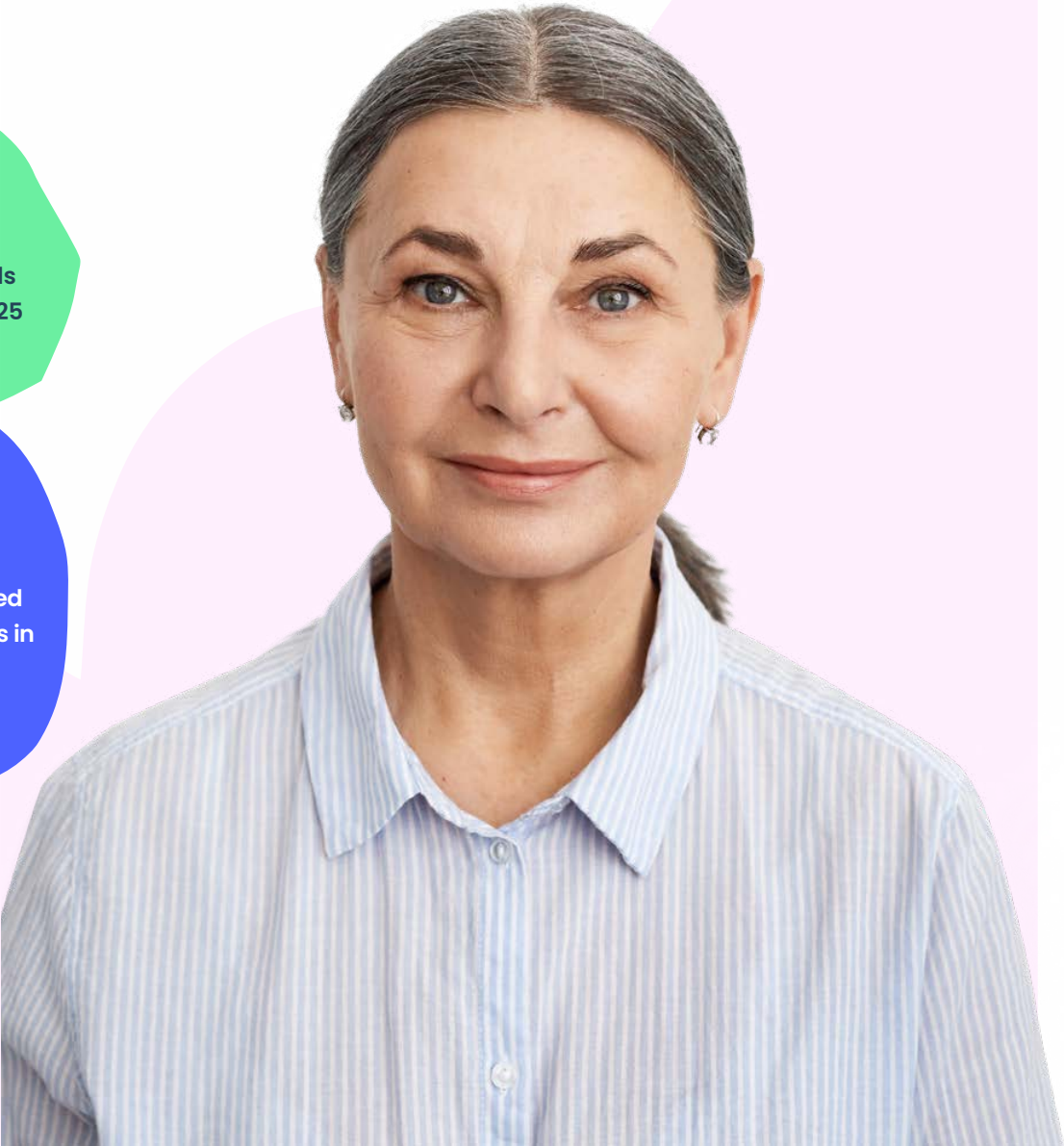
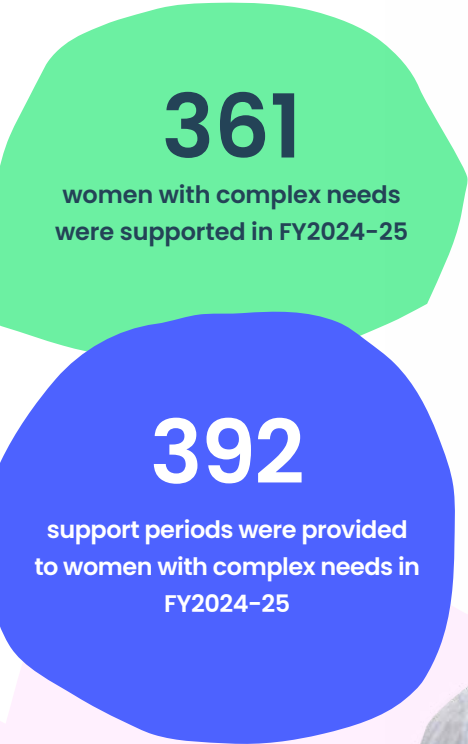
Inner City Service for Women with Complex Needs(ICSWCN)

Leading the Inner City Service for Women with Complex Needs

Through our role as the Lead Agent for the Inner City Service for Women with Complex Needs (ICSWCN) package – a NSW Department of Communities and Justice funded initiative under the Specialist Homelessness Services Program – we contract other agencies to provide a range of specialist service responses for women:

- experiencing mental ill-health
- impacted by the criminal justice system, and
- recovering from substance dependency.

Our contributing agencies include Community Restorative Centre and Detour House Inc. Together, we provided:



Inner City Service for Women with Complex Needs (ICSWCN)

Throughout the support periods, client needs were identified, and assistance was provided either directly by ICSWCN or through referrals to external agencies to address these needs. The table below outlines the extensive efforts made by ICSWCN to support the women accessing our services.

Need identified	Number of times support provided by ICSWCN	Number of times referral arranged by ICSWCN to meet support needs identified
Short term or emergency accommodation	48	40
Medium term/transitional housing	37	44
Long term housing	0	67
Assistance to sustain tenancy or prevent tenancy failure or eviction	184	24
Assistance to prevent foreclosures or for mortgage arrears	2	0
Assistance for family/domestic violence – victim support service	80	27
Assistance for family/domestic violence – perpetrator support service	0	0
Assertive outreach for rough sleepers	2	0
Assistance to obtain/maintain government allowance	29	17
Employment assistance	12	12
Training assistance	6	9
Educational assistance	63	29
Financial information	60	29
Material aid/brokerage	86	43
Assistance for incest/sexual assault	35	9
Family/relationship assistance	100	19
Assistance for trauma	150	36
Assistance with challenging social/behavioural problems	161	34
Living skills/personal development	155	35
Legal information	35	31
Court support	30	11
Advice/information	336	20
Retrieval/storage/removal of personal belongings	39	16
Advocacy/liaison on behalf of client	288	30
School liaison	1	0
Childcare	0	0
Structured play/skills development	75	12
Child contact and residence arrangements	8	3
Meals	68	16
Laundry/shower facilities	52	11
Recreation	60	18
Transport	88	15

Need identified	Number of times support provided by ICSWCN	Number of times referral arranged by ICSWCN to meet support needs identified
Other basic assistance	261	4
Child protection services	0	3
Parenting skills education	0	1
Child specific specialist counselling services	0	0
Psychological services	20	37
Psychiatric services	1	34
Mental health services	117	21
Pregnancy assistance	1	3
Family planning support	1	1
Physical disability services	0	0
Intellectual disability services	0	1
Health/medical services	17	64
Professional legal services	2	16
Financial advice and counselling	2	16
Counselling for problem gambling	5	2
Drug/alcohol counselling	91	43
Specialist counselling services	44	23
Interpreter services	4	2
Assistance with immigration services	4	1
Culturally specific services	79	14
Assistance to connect culturally	8	14
Other specialised service	92	22
	Total individual support types provided by ICSWCN for identified needs = 3039	Total referrals made by ICSWCN to meet identified needs = 979

Outreach and advocacy



A fundamental aspect of our strategic plan is our dedication to community engagement, advocacy, and the development and maintenance of successful partnerships. Over the past year, we have collaborated closely with various colleagues across the sector to exchange best practices, learn from one another, and work on projects that promote advocacy and raise awareness of community issues including;

- Industry Partnership
- Homelessness NSW Policy Council
- Homelessness NSW Sector Briefings
- HOMES NSW Recommissioning Consultation
- Inner City LIACC
- Health Network Meetings
- Inner City Service for Women with Complex Needs Consortium
- SHS District Forums
- St Vincent’s Mental Health Partnership Meetings
- Together Home Program
- Bridge Housing Partnership Meetings
- St George Community Housing Partnership Meetings

As part of our advocacy efforts, we engage with policymakers, local government representatives, and sector partners to address housing instability, family and domestic violence, and homelessness. These meetings help ensure the voices of our community are heard in shaping effective, compassionate policy responses.



Community consultation and feedback

We regularly consult with the community to ensure that our goals, plans and services all reflect community need. Consultation helps us to remain responsive and accountable.

Feedback and consultation with the women we support is essential to our commitment to continuous quality improvement and service development. We actively seek and regularly review input from our service users, using their insights to inform and refine our practices, ensuring our services remain responsive to their needs.

Annual client survey evaluation 2025 key findings





Community Consultation and Feedback

Community consultation meeting

In September 2025, we facilitated our annual client consultation meeting, which was well-attended by many women who have accessed support or accommodation at our service. These events provide us with a genuine opportunity to listen to and learn from those with lived experience about what works best.

Our key priorities at these events are to:

- Engage with the women who have accessed our service on our strategic priorities as well as how to measure key indicators of success
- Gather feedback on women’s experiences with our programs, services, and events.
- Outline the advocacy work we are currently undertaking and check if our advocacy is centred around community needs.

- Communicate and solicit feedback on our organisational values, website, marketing strategies, cultural competency, and our commitment to privacy and confidentiality practices.

The meeting generated a wealth of valuable ideas, many of which have already been actioned to enhance our service delivery. We look forward to updating providing updates on developments during our next consultation. We extend our sincere thanks to all the women who contributed their time and insights to this process, supporting us in our commitment to excellence.

Community Consultation Day 2025;
Kate Timmins (CEO), Sharlene Harkness
(Client Services Manager), Renée Bianchi.



Thank you to our partners and contributors

We collaborate with a diverse range of partners, including corporate, private, government, and non-government agencies, to deliver housing, support services, case management, and clinical treatment for women in need.

In addition, special projects have been developed to address unmet client needs, allowing us to offer even more targeted support. Our ability to go above and beyond in this mission is made possible by the generosity of our supporters and providers. Thank you for being a vital part of our work to support women in recovery to rebuild their lives.



Inner City Services for Women
Complex Needs (ICSWCN)
consortium: Kate Timmins (CEO, B
Miles Women’s Foundation), Cindi
Peterson (CEO, Detour House), Sally
Ringrose (Manager, Community
Restorative Centre), Natasha Lo
(Operations Manager, Detour House).

- Bridge Housing
- City of Sydney Council
- Clubs NSW
- Commonwealth Bank
- Community Restorative Centre
- Detour House Inc.
- Dykes on Bikes
- Homes NSW
- Inner West Council
- Lendlease Future Steps Program
- Private donors via the Give Now platform
- NSW Department of Communities and Justice
- Refettorio Ozharvest
- Randwick City Council
- Re-Love
- St George Community Housing
- St Vincent’s Hospital Mental Health Service

We’d also like to acknowledge our generous private donors who have continued to support our work.

Culture



Case Managers at NAIDOC Week Event in Redfern



In 2025, our staff continued to demonstrate extraordinary commitment in responding to crises, supporting women in emotional distress, and managing complex situations with compassion and professionalism. We recognise the emotional and psychological demands of this work, and remain dedicated to fostering a supportive workplace culture that prioritises staff well-being. This commitment not only strengthens the resilience and health of our team but also ensures the quality of care we provide to those who rely on us.



The team enjoying a well-earned lunch to reflect on a year of hard work, collaboration, and care.

Workforce development

We continue to recognise that ongoing professional development is central to sustaining high quality services and fostering continuous improvement. In 2025, our focus has remained on ensuring that staff are equipped with the latest knowledge, tools, and strategies informed by evidence-based practice.

Over the past year, our team has actively engaged in a range of professional learning opportunities, including targeted training, workshops, seminars, and sector conferences. These initiatives not only strengthen individual capability but also enhance our collective ability to adapt to the changing needs of the people we support.

Lok Chen (Case Manager) and Sharlene Harkness (Client Services Manager) at the DVNSW Conference in 2024.



Case Managers Ellie Hickson and Lok Chen participating in Reconciliation Week at UTS



Naidoc Week at Town Hall

Over the past year, we have strengthened our support systems to better meet the needs of our workforce. Regular clinical supervision continues to provide staff with a safe and structured space to reflect on their practice, while debriefing sessions after particularly challenging situations help our teams process and manage stress in real time.

We have also expanded opportunities for professional development, equipping staff with new tools, strategies, and up-to-date knowledge to navigate the growing complexity of their roles. By investing in these supports, we are building a strong, resilient workforce—one that is well-positioned to deliver the highest standards of care while safeguarding our own mental health and well-being.

Throughout 2024–2025, Case Managers and the management team have participated in a variety of networking and professional development activities that have enriched practice, built stronger sector connections, and reinforced our commitment to innovation and best practice;



Stakeholder engagement and continuous quality improvement

Our commitment to continuous quality improvement is strengthened through ongoing consultation with clients, community partners, government agencies, and health professionals. These conversations ensure that our services remain responsive to the changing needs of the community.

In 2025, stakeholder feedback again highlighted the urgent need to reduce waitlist times and expand housing options for women experiencing homelessness and mental health challenges. This priority has been embedded into our strategic plan and continues to guide our focus for the year ahead.

Key initiatives underway include:

- Further streamlining intake processes and strengthening case management resources to minimise wait times for services..
- Investing in affordable and diverse housing by acquiring properties for women
- Forging stronger partnerships with housing providers.
- Expanding supports and pathways into safe and sustainable housing.

Through active collaboration with stakeholders, we are driving improvements that reduce barriers, increase housing access, and ensure women receive timely, effective support on their journey toward stability and recovery.



Stakeholders consistently highlighted our strengths in communication, collaboration, and coordinated care. They valued our responsiveness, openness, and the ability to work collegially to prioritise referrals and advance client outcomes quickly. Our Case Managers were recognised for their compassionate, caring, and non-judgemental approach, which fosters trust and helps women feel understood and supported. Stakeholders also noted our commitment to maintaining contact with clients beyond initial engagement, our strong advocacy for women experiencing or at risk of homelessness, and our deep knowledge of the sector. Our team was described as skilled, innovative, and client-centred, with a clear focus on delivering high-quality services to women with complex needs while contributing meaningfully to the wider homelessness sector.



Our Board

We are governed by a Board of Management who are formally elected in accordance with our Constitution. The Board oversees and monitors:

- Governance
- Risk Management
- Finance
- Performance against plans and budgets
- The organisation’s values, vision and purpose



Renée Bianchi
Chairperson

Renée (she/her) is a barrister with a diverse practice in common law, commercial and equity matters, including the areas of professional negligence, product liability, insurance, general commercial and succession law.

Renée has a Bachelor of Laws/Diploma of Legal Practice and a Bachelor of Biomedical Science (Hons) from the University of Newcastle. Renée is currently the President of Australian Women Lawyers and Co-Vice Chair of the Women Barristers Forum. She is also a member of the Law Council of Australia Equal Opportunity Committee. She is a Past President of NSW Young Lawyers and the Women Lawyers Association of New South Wales, and a Past Chair of the Law Council of Australia Young Lawyers Committee . Renée is also an active volunteer with Girl Guides Australia and the World Association of Girl Guides and Girl Scouts.



Brendan Dunne
Treasurer

Brendan (he/him) has a Bachelor of Accounting from the University of Technology Sydney and is a member of the Institute of Chartered Accountants in Australia.

He has held senior roles within Australia and internationally with a background in Finance, Risk, Strategy and Transformation and is employed by Allianz Australia as Chief Customer and Operations Officer.



Kate Dennis
Secretary

Kate (she/her) is a corporate communications and public relations practitioner with twenty years’ experience in the corporate, government and education sectors.

Kate holds a Master’s in Business (Marketing) from UTS, a Graduate Certificate of Change Management from the University of NSW and a Bachelor of Arts in Organisational Communications from Charles Sturt University.



Simon Chapple
Ordinary Member

Simon (he/him) is a barrister with a practice in succession law, elder law, property law, general commercial law, corporations’ law, consumer protection law and administrative law.

Simon graduated from the University of New South Wales with a Bachelor of Arts (Hons) and a Bachelor of Law. In 2010 Simon was awarded a PhD from the University of New South Wales. He is an adjunct Fellow in the law faculty at University of Western Sydney.

Our team



George Quinn
Ordinary Member

George (he/him) is a registered nurse and has a Master's Degree in Public Health from University of Sydney and an Arts Degree (Hons) with a Philosophy major from the University of New South Wales.

He is currently the Secretary for Bushwalking New South Wales. He is the former President of the Coast and Mountain Bushwalking Club. Through his former clinical, senior and team management positions with St Vincents Mental Health Service he had an association with B Miles Women's Foundation spanning twenty years.



Dr Sarah Michael
Ordinary Member

Sarah (she/her) is an integrated adult psychiatrist with interests in severe mental illness, ensuring equity in physical health outcomes for those with mental illness, and clinician wellbeing.

Sarah holds a Masters of Public Health from UNSW and an Executive MBA from the University of Sydney, and has previously worked with the World Health Organisation, as well as in medical education and administration roles. She currently holds a clinical position at St Vincent's Hospital Sydney as well as the position of Director of Psychological Wellbeing at Sydney Local Health District.



Kate Timmins
Chief Executive Officer

Kate (she/her) holds qualifications in Communications and Counselling, as well as Family Dispute Resolution. She brings over 30 years experience working across community services in inner Sydney, with extensive practice and a longstanding focus on supporting women affected by trauma, family and domestic violence, sexual assault, mental illness, and other forms of abuse and disadvantage.

As CEO of the B Miles Women's Foundation, Kate works with government, corporate and community partners, and stakeholders to strengthen service systems and advance advocacy that improves outcomes for women experiencing housing instability. Drawing on extensive systems reform experience, she combines frontline insight with strategic collaboration to drive practical, evidence-informed change.

Kate has also contributed to state-wide sector leadership, through her service on the Policy Council of Homelessness NSW, as well as other advisory councils and committees that focus on policy reform, partnership-building, and translating on-the-ground realities into system change.



Sharlene Harkness
Client Services Manager

Sharlene (she/her) is the Client Services Manager at B Miles Women's Foundation and brings more than 15 years' experience in the social services sector. Since joining the organisation in 2011, she has been a strong advocate for women impacted by homelessness and mental ill health.

Sharlene is deeply committed to social justice and advocates for women who face barriers to stable housing and ongoing mental health support. Her work is grounded in trauma-informed, recovery-oriented practice and a strong belief in dignity, recovery, and meaningful outcomes for all.



Belma Torres
Senior Case Manager

Belma (she/her) has worked within social services for over ten years across a variety of sectors, including mental health, addictions, community health and case management. She obtained her Master's in Social Work in 2012 which included a specialisation in alcohol and other drug counselling.

Belma has been a case manager with B Miles Women's Foundation since 2018 and has relished the opportunity to engage with an organisation that shares her passion for assisting women in a holistic manner that addresses the need for advocacy within larger systems and celebrates the diversity of those accessing the homelessness sector.



Kerry McCarthy
Senior Case Manager

Kerry (she/her) has worked at B Miles Women's Foundation since 2016. She has over ten years' experience in social services and holds a degree in psychology. After university Kerry went on to work in mental health rehab for males with complex mental health needs with a forensic background.

Kerry is passionate about raising mental health awareness, social justice and building a more equal and inclusive future for all. And, she loves that in her role she gets to work with so many amazing, compassionate and resilient women.



Lok Chen
Case Manager

Lok (she/her) has worked for B Miles Women's Foundation since late 2016. She has more than a decade of experience in the community services sector across specialised case management, supporting women impacted by mental ill health and domestic/family violence, commonwealth programs for people aging in their own home and occupational rehabilitation for injured workers.

Lok holds a Master of Social Work (Qualifying) as well as a GradDip in Rehabilitation Counselling. She loves making a little difference every day, sharing the joy when clients receive housing offers and moments when they celebrate their achievements.



Michelle Delamotte
Case Manager

Michelle (she/her) joined B Miles Women's Foundation in 2023. She has more than three years of experience working in social services and has primarily supported women impacted by substance abuse, mental ill health and domestic/family violence.

Michelle is passionate about social justice, equity and helping women access the appropriate supports to assist them in making positive changes in their lives.

Psychologists/ consultants



Ellen Hickson
Case Manager

Ellen (she/her) comes from a community services background and brings four years of experience within the homelessness sector to the team. She is experienced in providing case management support and advocacy to women impacted by homelessness, domestic and family violence and other co-existing needs.

Ellen is a strong advocate for social justice and equality and is passionate about working towards equal access to safe and secure housing for those with experiences of homelessness, domestic and family violence and mental health. Ellen is devoted to being part of a dedicated support network to provide positive change within the community.



Monique Taylor
Case Manager

Monique (she/her) joined B Miles Women's Foundation in 2023. She has a Bachelor's Degree in Medical Science, with a major in neuroscience and is continuing her education in Nursing specialising in Mental Health. Monique is committed to making a positive impact on the lives of individuals impacted by mental ill health. Over the past five years, she has worked in diverse community service settings providing support to young people and individuals experiencing homelessness, substance use and mental ill health.

Throughout her career, Monique has demonstrated a commitment to advocacy for mental health. She firmly believes in eliminating stigma and raising awareness about mental health issues, fostering empathy and understanding in society.



Charlotte Keating
Clinical Supervisor

Dr Charlotte Keating (she/her) is a Clinical Psychologist with a PhD in Neuroscience. Throughout 2025 she has provided clinical support for the team at B Miles. Charlotte also works in Private Practice in Sydney providing evidence-based therapeutic support to her patients experiencing a wide range of mental health concerns.

Her approach is patient-focused, and modalities include CBT, ACT, Mindfulness, Solution focused therapy, and Family Systems approaches.

Charlotte recently co-Chaired the Federal Governments, Anti-Bullying Rapid Review. She is a Clinical Advisor at The Alannah and Madeline Foundation and an Advisory Board member at Dolly's Dream. Charlotte is also a member of the Board of Directors at The World Congress on Family Law & Children's Rights.



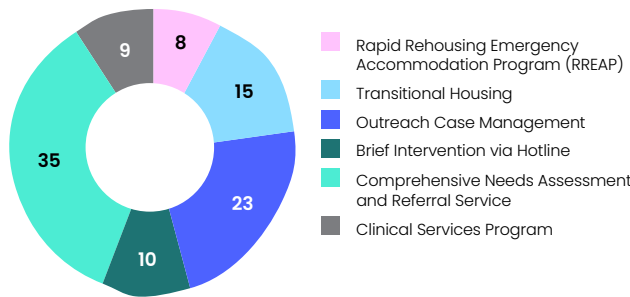
Kara Holmes
Clinical Psychologist

Kara (she/her) has worked with B Miles Women's Foundation in various roles since 2007. In 2015, she completed a Master of Psychology (Clinical) and established a private psychology practice that primarily works with women engaged in Sydney's specialist homelessness sector. Kara's approach to therapy is relational and skills-based (Mindfulness, DBT, ACT, CBT). Kara is a member of the Australian Psychological Society and the APS College of Clinical Psychologists. Kara is a Psychology Board of Australia approved supervisor for registrars completing their clinical internships. Kara is passionate about enabling access to psychological therapy for women who are in recovery from homelessness/housing instability via B Miles' Clinical Services Program.

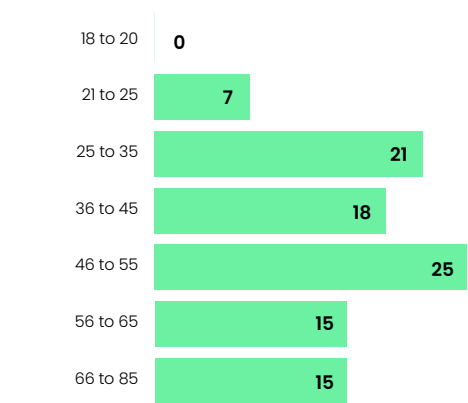
FY2024-25 data

In FY2024-25, B Miles Women’s Foundation provided 167 support periods of vital assistance to 158 individual women who were experiencing homelessness or housing insecurity.

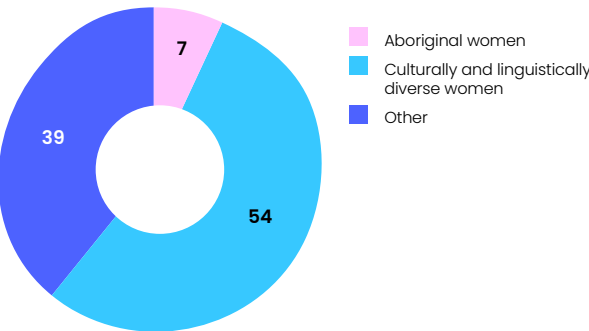
Support Periods Provided (%) (n = 167)



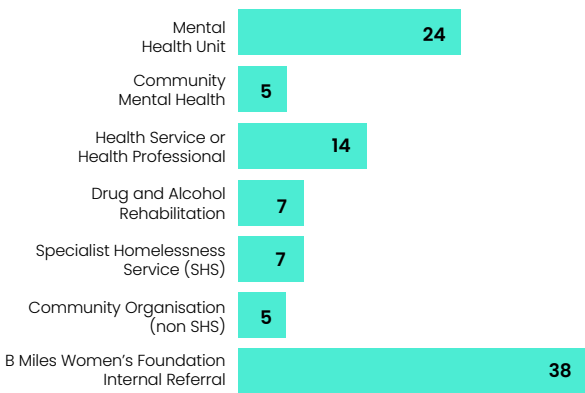
Age (yrs)(Case Management Clients)(%)



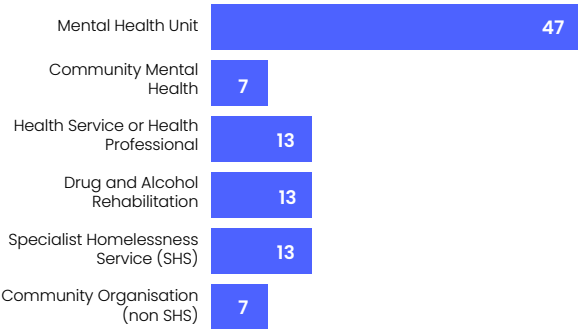
Ethnicity (Case Managed Clients)



How were women referred to B Miles accommodation programs? (RREAP and Transitional Housing) (%)



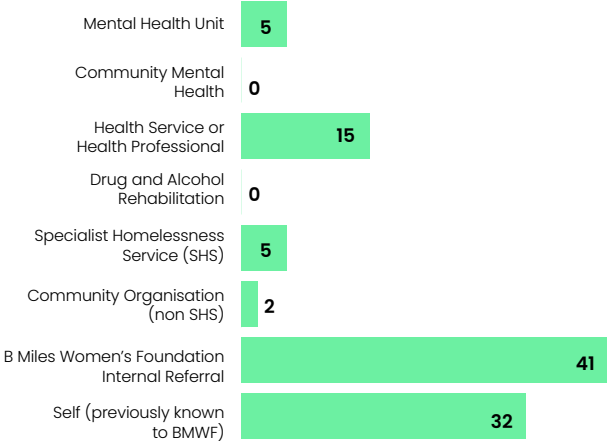
How were women referred to B Miles Rapid Rehousing Emergency Accommodation Program (RREAP)? (%)



How were women referred to B Miles Transitional Housing Program? (%)



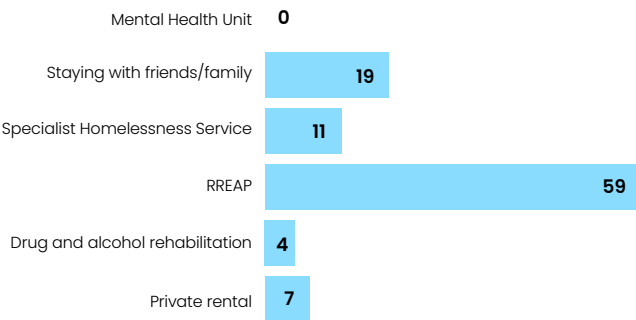
How were women referred to B Miles Outreach Case Management? (%)



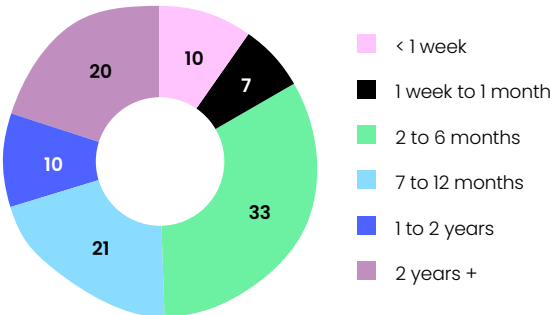
Where were women staying immediately prior to their stays in RREAP? (%)



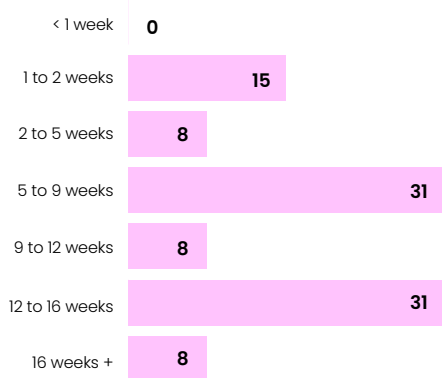
Where were women staying immediately prior to their stays in BMWF Transitional Housing? (%)



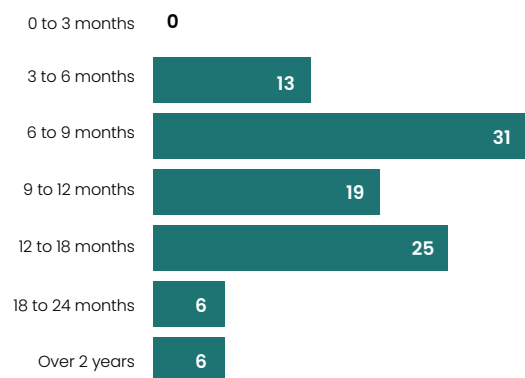
How long were women experiencing homelessness prior to their accommodation with B Miles Women’s Foundation? (%)



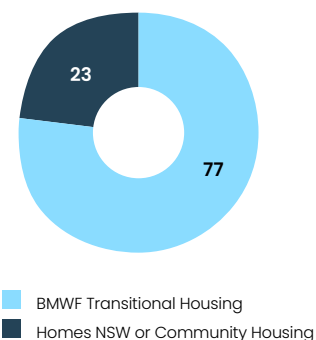
How long did women stay in RREAP? (%)



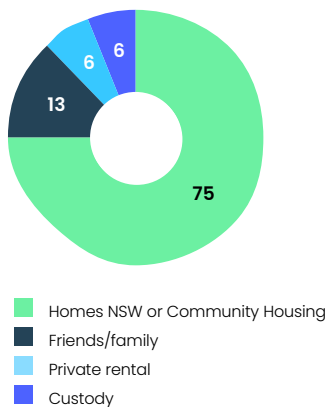
How long were women's tenancies with B Miles Transitional Housing? (%)



Where did women move to after their stays in RREAP? (%)



Where did women move to after their tenancies with B Miles Transitional Housing? (%)



Financials at a glance

For the year ended 30 June 2025

B Miles Women's Foundation (BMWF) is committed to transparency and accountability in the use of public and donated funds.

Total Revenue:

\$2,566,841

Total Expenditure:

\$2,469,969

Net Result:

\$96,872

Total Assets:

\$1,458,823

Total Liabilities:

\$871,898

Net Assets / Equity:

\$586,925

Major Funding Sources

- NSW Department of Communities and Justice (Specialist Homelessness Services Program)
- Philanthropic grants and donations
- Other income (interest, partnerships, etc.)

How Funds Were Spent

- Direct client services (accommodation, support programs): 42%
- Human resources; 45%
- Administration and governance: 13%

Audit and Compliance

Our financial statements have been independently audited in accordance with Australian Accounting Standards and the Australian Charities and Not-for-profits Commission Act 2012.

- **The full audited financial statements** (including notes and the auditor's report) are available on the ACNC Charity Register; <https://www.acnc.gov.au/charity/charities/68b46984-39af-e811-a962-000d3ad24a0d/profile>
- BMWF also submits detailed financial accountability statements annually to the NSW Department of Communities and Justice.

Treasurer’s report

B Miles Women’s Foundation continues to deliver critical and impactful support to women experiencing homelessness and related challenges. As we reflect on 2025, the demand for our services remains significant, underscoring the urgent need for greater government action to address housing affordability and availability, as well as the broader systemic issues impacting the vulnerable women we serve.

The Foundation remains primarily funded by the NSW Department of Communities and Justice (DCJ) through the Specialist Homelessness Services Program. This funding ensures the delivery of essential services to our clients. While the recurrent funding from DCJ remains secure, our continued success relies on adhering to high service standards, maintaining fiscal discipline, and executing our Strategic Plan to ensure sustainable funding and long-term stability.

The Foundation made major progress in expanding our housing assets and strengthening financial sustainability through successful capital projects and strategic partnerships. Under City of Sydney Council’s Affordable and Diverse Housing initiative, we purchased two City of Sydney Council properties for long-term delivery of safe, affordable homes for women. In addition, our successful Lendlease Future Steps grant further enhanced our capacity and formalised a new corporate partnership, supporting refurbishment and fit-out works to bring these properties online. Via Homes NSW’s Housing and Innovation Funds (HIF), we were supported to refurbish and repurpose a property to establish an integrated therapeutic space and fund clinical psychology services that address trauma as a key driver of homelessness. The combination of these funded initiatives are enabling us to deliver trauma-informed therapy on-site, improving outcomes and reducing crisis returns for the women we support. These achievements represent strong financial stewardship and long-term asset building for the Foundation, while directly increasing housing supply for women experiencing homelessness.

Over the past year, we have deepened our efforts to enhance marketing and communication strategies, enabling us to broaden our donor base and strengthen relationships with supporters. We express our heartfelt gratitude to all contributors, including Homes NSW (HIF), City of Sydney Council, Inner West Council, Clubs NSW, Dykes on Bikes, Lendlease, and private donors who have supported us through platforms such as Give Now. Their generosity has been instrumental in enabling us to fund vital programs. These contributions directly support initiatives such as the Clinical Support Program (Clinical Psychologist) and other critical client-related expenses, including removalist services, storage, furniture, home internet, essential dental and medical care, and programs promoting healthy lifestyles. These initiatives provide a foundation for recovery and empowerment for the women we serve.

In 2025, we are proud to continue collaborating with a diverse range of community partners who value and amplify the work of the Foundation. Their ongoing support is a testament to the trust and impact we have built over the years.

I would like to extend my gratitude to the dedicated staff and Board members of

Treasurer’s report

the B Miles Women’s Foundation. Their professionalism, resilience, and unwavering commitment drive our mission forward. Special thanks go to our CEO and Finance Manager for their meticulous stewardship of the Foundation’s financial systems, ensuring compliance with government policies, reporting requirements, and accounting standards.

As we look to the future, the Foundation remains committed to meeting the growing needs of our client base while advocating for systemic change to create a more equitable and supportive society for all women. Together, we continue to make a difference.

I recommend our audited 2024-25 financial statements to B Miles Women’s Foundation staff and management.



Brendan Dunne
Treasurer

B Miles Women’s Foundation Incorporated ABN: 31 323 982 619

Committee’s report

Your committee members submit the financial report of B MILES WOMENS FOUNDATION INCORPORATED for the financial year ended 30 June 2025..

Committee members

The names of the committee members throughout the year and at the date of this report are:

Renée Bianchi (Chairperson)	Brendan Dunne (Treasurer)
Kate Dennis (Secretary)	George Quinn
Kate Dennis	Simon Chapple
Sarah Michael	

Principal activities

The principal activities of the association during the financial year were the provision of affordable accommodation, case management, emotional and social support to women at risk of homelessness and living with a mental illness.

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Auditor’s independence declaration

Operating result

The profit of the Association for the financial year after providing for income tax amounted to \$96,872.

Significant changes in state of affairs

There have been no significant changes in the state of affairs of the association during the year. .

Events after the reporting date

No matters or circumstances have arisen since the end of the financial year which significantly affected or may significantly affect the operations of the association, the results of those operations or the state of affairs of the association in future financial years.

Environmental issues

The association’s operations are not regulated by any significant environmental regulations under a law of the commonwealth or of a state or territory of Australia.

Indemnification and insurance of officers and auditors

No indemnities have been given or insurance premiums paid, during or since the end of the financial year, for any person who is or has been an officer or auditor of B Miles Women’s Foundation Incorporated.

B Miles Women’s Foundation

PO Box 729 Edgecliff NSW 2027

B Miles Women’s Foundation hotline:

Ph: 1800 274 984



bmiles.org.au