SANCTUARY HOUSING

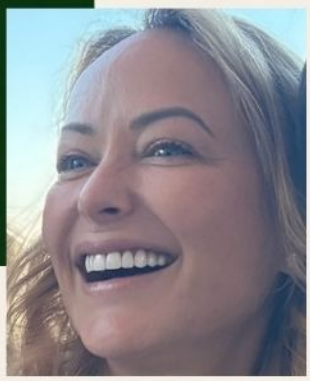
Year in Review 2026

Safe homes for women,
children and their pets.
100 people safe with us every night.



"They've given me hope and had my ultimate wellbeing at heart all the time."

A client, ASES assessment 2026



Nicole T. Harcourt
Founder and Chair

A note from our Founder

This year has been our busiest yet.

Housing pressure across NSW has not eased, and every one of our rooms has been needed.

Through it all, our sponsors, partners and volunteers kept showing up for the women, children and pets in our care.

> Every night, 100 people and their pets sleep safely with us.

Your generosity sustains every safe bed, every meal, every case management session and every new beginning. Wishing you peace and a very Merry Christmas.

Nicole T. Harcourt, Founder and Chair.







Our team and volunteers, who show up every week.



Justin Clarke
CEO

From our CEO



Here to protect and serve.

I'm a dad first. I have two young girls, so working beside the women we support means a lot to me. Every day I see mums keep going for their kids. Their courage is why I do this job.

Every night, 100 people sleep safely with us. This year we opened 30 more beds and finished our disability-accessible rooms.

I'm proud to announce we are opening a safe place for dads and their children. Some dads are raising kids on their own, and right now there are very few places that will take them together.

As a father, I know what a safe place means to a child. Next year I want every mum, every dad and every child who comes to us to feel that from the first night.

Thank you for standing with us. Merry Christmas.

> "Every child deserves a safe place.



Volunteer days keep our homes ready for every new arrival.

Justin Clarke, CEO.

Our case work



A safe bed is only the start.

Our case managers help with income, school, health and a lease of her own.

Working with Homes NSW, Link2Home and DCJ, we built the Working Together Agreement, “People @ the Heart”.

> “621 women and families moved on to a positive exit.

Assessors named our work with Homes NSW sector-leading practice.

Thank you for making it possible.

Our Case Management Team.

Her story

Three women. Three new beginnings.

Behind every number in this report is a woman who walked through our door with almost nothing. This is what your support made possible this year.

Mia, her two boys, and Biscuit

Mia arrived late on a Tuesday night with her two boys, one bag of clothes and Biscuit, the family dog. She had been told more than once that the dog could not come. Here, he could. The boys chose school shoes from our donation room and never missed a day of school. Eight months later, they moved into one of our Fund a Home units.

"Nobody made me choose. For the first time in years, someone was on my side."

Leanne, 58

After 30 years in the same house, Leanne was sleeping in her car. She came to us with a suitcase and a lot of shame. Her case manager helped her sort her paperwork and get back to part-time work at a local bakery. This spring, she signed a lease in her own name for the first time in her life.

"They treated me like a person, not a problem."

Priya and baby Asha

Priya came to us two weeks before Christmas with a four-month-old and nothing for her. Within an hour she had nappies, formula, a pram and a cot from our donation rooms, and a toiletries pack waiting on the bed. At our Christmas pizza night, Asha opened her very first present.

"It was the first Christmas I wasn't scared."

Stories are composites based on the experiences of women we support. Names, ages and details have been changed to protect their safety.

Thank you

None of this year happened alone. To every sponsor, club, council, volunteer and donor who stood with the women, children and pets in our care: thank you.





Our people, on site and behind the scenes.

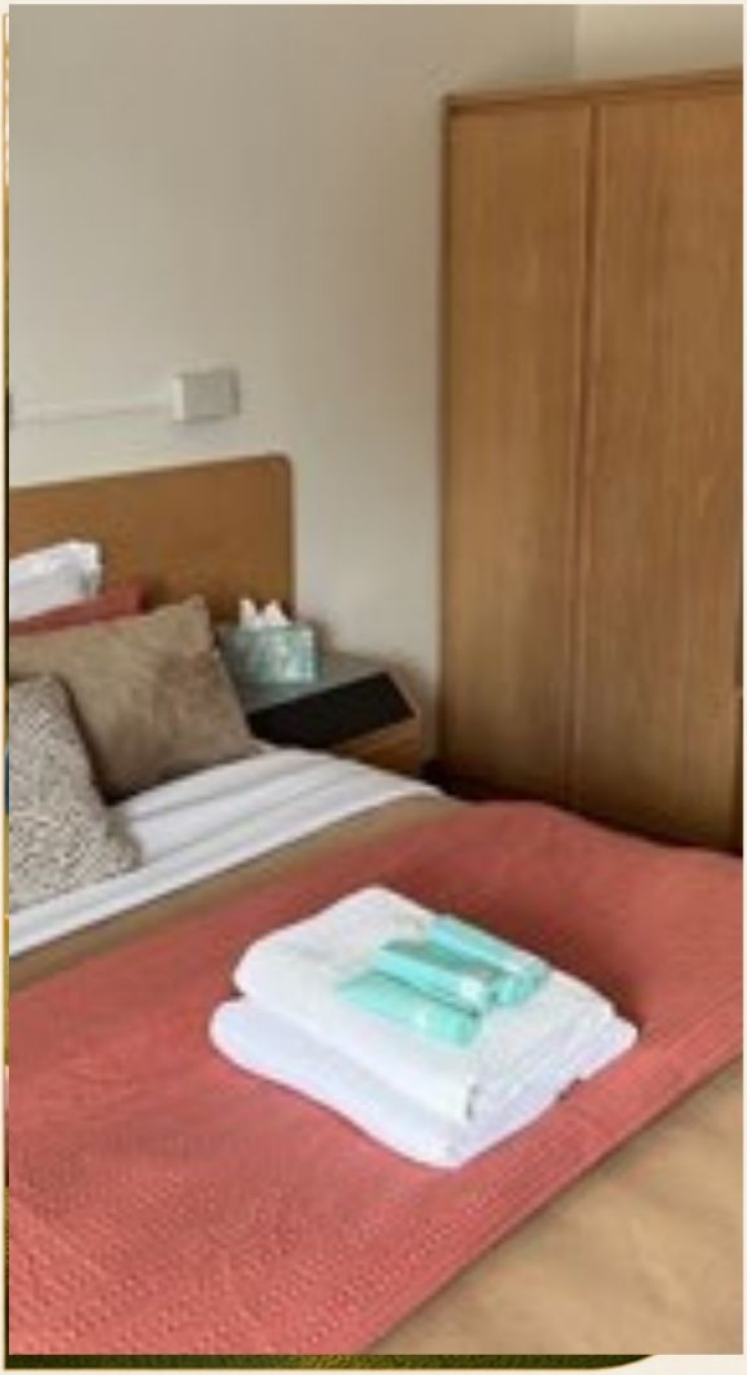
Our partners and supporters, past and present

Macquarie Bank
Resimac
ClubGRANTS
Honda
Homes NSW
Hanes Sharley
Club Burwood RSL
Club Ashfield
Inner West Council
One Meal
Helping Hands
Massey Park Golf

And everyone who gives quietly, without their name on it.

admin@shltd.org.au **02 9310 5050** **sanctuaryhousing.org.au**

Thank you, to everyone who gives: what you made possible



Our biggest step: Fund a Home

Five one-bedroom units in Ashfield, each giving a woman and her children 12 months of safe, furnished, supported housing. One is fully funded thanks to ClubGRANTS. Support is down on last year, and we urgently need sponsors for the other four.



This year our Ashfield apartments gave mums and their children, women rebuilding after losing their homes, and families with pets a full year to recover. Meals, bills and case management were covered while they got back to work or school and found a lease of their own. Help us keep these homes open.

Thank you:

a year of giving

Volunteers

Hands-on help: volunteers organised storerooms, gardened, cleaned windows, refreshed shared spaces, and packed Christmas presents and hampers.

Rooms

Sponsor a Room: a safe, furnished room for a family.

Fund a Home

1 funded by ClubGRANTS. 4 need sponsors.

Events

City to Surf and community fundraising.



> When I arrived, I felt broken. But walking into a clean, well-organised space made me feel like I mattered.



2026 highlights and numbers



100 people safe with us every night

Over **1,000** women housed in FY2025

621 women and families placed beyond SH in FY2025

- Opened 30 more beds
- 300 pets housed with their families
- ASES accredited again, 100% in Service Outcomes
- Registered Community Housing Provider
- Lockdown drills completed successfully
- All ClubGRANTS projects delivered in full
- One of the few services where families can bring their pets.

Photos are illustrative, to protect the privacy of the families we support.

Pets welcome here

No one should have to choose.

Very few crisis services take animals, so some women stay in danger rather than leave a pet behind. At Sanctuary, the whole family comes in, pets included.



Who has stayed with us

Dogs, cats, guinea pigs, even chickens. If it is part of the family, we find it a safe spot. Pets stay with their families, get fed, walked and cared for, and come along when the family moves on to a place of their own.

300 pets housed with their families in FY2025.

Why it matters

For a child who has lost their home, the family dog or a guinea pig is often the one thing that still feels normal. Keeping them together helps kids settle, and means a woman never has to leave an animal behind to get herself safe.

Pets stay. Families stay together.

How you can help

Pet food, bedding, leads, litter, chicken feed and vet bills all add up. Donations of pet supplies, or a gift towards vet care, go straight to the animals in our care.

Pet numbers from our FY2025 impact report. Photos are illustrative.

One of the few services in NSW where pets come too.

Accredited again, 100% in Service Outcomes

In July 2026, independent assessors reviewed every part of Sanctuary Housing against the Australian Service Excellence Standards (ASES). They interviewed clients, staff, our Board and community partners, and visited our sites. We scored 100% in Service Outcomes, and were granted a further three years of accreditation.

100%

in Service Outcomes, Consumer Outcomes, People, Partnerships and Financial Management

Sector leading

Assessors named our collaboration and advocacy with Homes NSW and partners as sector-leading practice

Open to all

"No client is excluded solely due to complexity." Pets, single men and couples are supported too.

In their words

"They've given me hope and had my ultimate wellbeing at heart all the time."
A client

"It's extraordinary what they helped me achieve."
A client

"They made me feel at home."
A client

"We couldn't do our job without Sanctuary Housing."
A community partner

"The attitude at Sanctuary Housing is always, 'If we can, we will.'"
A community partner

"Clients tell us they feel like they're in the bosom of love."
A community partner

Source: ASES External Assessment feedback, July 2026.

Built by our community, for our community

Our local clubs, council and community groups helped build Sanctuary Housing. Through ClubGRANTS, Club Burwood RSL and Club Ashfield have funded our accommodation and support services, helping women move from crisis into stable homes.

ClubGRANTS

Club Burwood RSL and Club Ashfield fund our accommodation and support services.

Local clubs

Club Burwood RSL and Club Ashfield: long-standing supporters of families in the Inner West.

Our neighbours

Inner West Council, One Meal, Foodbank, Helping Hands, Massey Park Golf and Jacks Cafe: meals, goods and events all year.

We can't keep doing local work without local support.

Every dollar raised in the Inner West stays in the Inner West, keeping women, children and their pets safe, close to their schools, work and support networks. To every club, council and community group who has stood with us: thank you. We would love you back with us in 2027.

admin@shltd.org.au 02 9310 5050 sanctuaryhousing.org.au

Sanctuary HOUSING

CHRISTMAS NEWS REPORT 2026

Opening soon:

dads and kids

We are opening a dedicated home for fathers and their children, with a case manager for every family.

Some children have no mum to care for them. When their dad loses his home, there is almost nowhere they can go together. Crisis services are built for mums, and men's services are not safe for children, so dads are turned away and kids can be split from the one parent they have.

There is no purpose-built housing for dads and their children in Sydney. Research has found that children who come to homelessness services with their dad are far more likely to miss out on a bed than children who come with their mum.



How your support helps

- A safe, furnished room, with meals and bills covered
- A case manager for every family from the first night
- Help to keep kids at school and settled
- Counselling, and support to find a permanent home

Help us open the doors. Email admin@shltd.org.au

Looking ahead to 2027

What we are working towards next year, with your help.

01 Room for more families
100 people and their pets sleep safely with us every night, and we are growing so fewer families are turned away.

02 Fund a Home, year two
One unit is fully funded thanks to ClubGRANTS. We urgently need sponsors for the other four.

03 Accessible rooms
Completing our disability-accessible rooms, so no woman is turned away for lack of one.

04 Closer partnerships
A quarterly update for every sponsor and partner, so you see exactly what your support does.



Partner with us in 2027: sponsor a room, join a volunteer day, or bring your club or workplace on board.

admin@shltd.org.au 02 9310 5050 sanctuaryhousing.org.au

Our Christmas Appeal.
Every item matters.

DV assaults in NSW are 78% higher on Christmas and Boxing Day. 100 people and pets sleep safely with us every night. Pick a gift or give any amount.



Fund a Home: $25,000

Urgent: one unit is funded thanks to ClubGRANTS, but support is down and four still need sponsors. 12 months in a furnished Ashfield unit.



Gifts for women

Pamper pack $40 | Pyjamas $25 | Candle $20 | Hair or nails $60 | Gift card $50. Women get overlooked at Christmas. Not here.



Pre-Christmas pizza party

A pizza $15 | Drinks $100 | The whole party $1,500. Pizza, decorations and a wrapped present for every child.



Hampers and gift cards

Christmas Day hamper $100 | Coles card $50 | A gift card for her $50, so she can choose something special for herself.



Presents for kids and teens

Girls and boys 0 to 12: $30 a present | Teen girls: Mecca gift card $50 | Teen boys: headphones or footy gear $50.



Christmas for pets

Toys $15 | Food $30 | Bed $50 | Lead $20. Dogs, cats, guinea pigs and chickens all stay with us.

Give where it is needed most

Safe beds, meals, case management and pet care need donations most. Workplaces: host a Giving Tree, match staff giving or book a volunteer day. Email admin@shltd.org.au.

DONATE VIA PAYPAL

Secure PayPal checkout. ACNC registered charity, ABN 89 620 704 332. Donations of $2 or more are tax deductible.