



THE
LADY MUSGRAVE
TRUST

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

ANNUAL REPORT 2020

The Lady Musgrave Trust - A Company Limited by Guarantee - ACN 010612272

Contents

Our History	02	Who We Are	11
Our Patron	03	Our Achievements	12
Our Champion and Ambassador	04	Accommodation and Support	12
Our Board and Youth Advisory	05	Empowering Women	14
Our Chair's Message	06	Strengthening Community	16
Our CEO's Message	07	2020 Our Finances - Treasurer's Message	18
Our Value to Homeless Women	08	Financial Results	19
Special Thank You!	09	2020 Highlights	20
The Handy Guide recipients	10		

The Lady Musgrave Trust | A Company Limited by Guarantee | ACN 010 612 272
Annual Report | Financial Year Ended 31st December, 2020

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 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.

[See Lady of the Lodge takes a stroll down memory lane.](#)

Our Patron



His Excellency donating historical print of "The Lodge" to Trust Chair Patricia McCormack.

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.

Key Roles



Our Champion

Joy Chambers-Grundy

Joy 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. 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 founded the successful RG Capital with Reg Grundy of which she is now the Chairman.



Our Ambassador

Nikki Parkinson

Nikki is a former-journalist, turned stylist, and now author and full-time blogger behind Styling You – an advice-driven fashion, beauty and lifestyle blog that helps busy women find confidence through their personal style.



Our Corporate Partner

Keystone Private

Queensland's leading multi-family office partnering with families and business owners to help build dynamic and secure future for generations.

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 as at May 21



Patricia McCormack
President/Chair



Jocelyn Manique
Treasurer



Jeannette Scott
Company Secretary



David Callaghan
Director



Louise Kelly
Director



Jennifer Clark
Director



Allison McKelvie
Director



Belinda Carroll
Director

CEO

Karen Lyon Reid

Business Advisor

Pixie Annat MBE OAM

Our Youth Advisory Committee

The Lady Musgrave Trust appointed its first Youth Advisory Committee members in May 2019. The strategically selected members of the committee will provide insight from the viewpoint of younger people to help shape the Trust's various business functions.



Brianna Kelly



Bridget Clark



Brittanie Dreghorn



Georgia Amery



Kate Hudson

Our Chair's Message



Patricia McCormack
President and Chair



Throughout the 2020 year we have strategically addressed the alarming 31% increase in older women's homelessness.

Throughout 2020, the Board has remained committed to helping homeless women and children throughout Queensland by focusing on:

- Fighting women's homelessness
- Engaging and empowering women
- Driving conversations in community
- Inspiring change

I am particularly delighted to see the continual growth of the Trust's services to those in need in the community and our increased profile in the homelessness sector.

Our continual goal to reduce women's homelessness drives our research. In 2019, the Australian Bureau of Statistics announced that older women's homelessness had increased by 31% between the last two census periods. The Trust took decisive action to combat this increase. We have now completed an 18-month project to address the issues by producing new Handy Guide products for older women, creating a new website and undertaking a community-wide education campaign.

This vital work would not have been initiated without the Trust's partnership with the Cromwell Property Group Foundation, The Eastern Star Foundation and Watson and Associates who recognized our vision to address this community need and provided seed funding for this essential project.

We continued to have transformed our financial position and revenue generated in total in 2020 is \$606,197, or revenue growth of 299%. The main driver was a substantial increase in grants awarded in 2019 and 2020.

Going forward into 2021, we continue to challenge our thinking and progress carefully with the context of the impact of COVID-19 in the homelessness sector as well as sustainability for the business. The Board is continually exploring new property acquisitions that will deliver longer-term sustainable income and growth of our service to young women particularly. We remain focused on the services that mean the most to the women we serve today and tomorrow.

The Trust has a strong and dedicated volunteer Board of Directors who continue to provide strategic guidance whilst 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 committed service make our achievements possible. I also thank Joy Williams, who served as Treasurer for five years.

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 for helping to advance the vision of the Trust.

I look forward to celebrating our 136th year of service and our continual collaboration with key partners, the homelessness sector and our Board.

Patricia McCormack

President and Chair of the Board

Our CEO's Message



Karen Lyon Reid
Chief Executive Officer

“
We have witnessed many of these young women successfully transition from a life of disadvantaged to independence, jobs and secondary education.

We continue to leverage 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 located in Brisbane and most recently acquired townhouses in 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 successfully transition from a life of disadvantaged to independence, jobs and secondary education. Our collaboration with industry professionals that are the best in their fields ensures that the accommodation and client service component of our work is best practice and continually renewed. We have undertaken a number of building works in our properties and I thank ESP Development for their generous and skillful contribution to these works.

Our Handy Guide for Homeless Women products (in Brisbane and Regional Queensland) have been used by over 20,000 people throughout the year.

The COVID-19 pandemic, whilst challenging, did not stop us from delivering a major program of innovative products to directly combat the alarming increase in older women's homelessness. Throughout 2020 we:

- Undertook a major research project assessing what these women really need in terms of service;
- Developed the Handy Guide for older women, printing 25,000 copies and distributing across Queensland and Australia;
- Created a new website focuses on women of all ages and simplifying access to our tools and services; and
- Produced our Annual Forum on Women and Homelessness (specifically focusing on the topic of older women) with over 1,000 people viewing the Forum virtually (a record event).

I have been so fortunate to work closely with many dedicated individuals including our partners, sponsors, grant providers and particularly all of the volunteers that worked on the Forum, Handy Guide products, fundraising and our core delivery of accommodation. It is because of this vital network that we are able to build on the 135 years of success that the Trust has realized.

The Trust is well positioned to focus on its next phase of innovation, growth and delivery of our services to women in need, the sector and community. Continual leadership and deliver of leading edge services will ensure a very exciting 2021.

Karen Lyon Reid
Chief Executive Officer

2020 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



>20,000 (*Hard copy Books*)
>3,800 (*Downloads*)

Services shared to women across Queensland



>2,500, *includes accommodation, healthcare, welfare, facilities and more*

Organisations using the Handy Guide in Qld



>400, *includes hospitals, prisons, sector, government and non-profits*

Strengthening Community

Attendees at the 12th Annual Women and Homelessness Forum



>1000, *virtually representing community, government, universities and non-profits*

Ending Homelessness for Older Women project



Completed the 18 month project to combat the 31% increase in older women's homelessness

Feedback Survey Response from Attendees



>90% *positive*

Funds / Value Contributed

Volunteers



>1000 *hours*
**Does not include Board time*

Generated Support



>\$700,000
**Includes donations, in-kind support, sponsorships and grants.*

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 \$600,000. We send a special thank you and acknowledgement to them all.

Our Champion

- Joy Chambers-Grundy

Our Ambassador

- Nikki Parkinson

Corporate Sponsor

- Keystone Private

Youth Advisory Committee

- Brittanie Dreghorn
- Bridget Clark
- Brianna Kelly
- Georgia Amery
- Kate Hudson

Our Business Partners and Supporters

- Churches of Christ
- The Content Division
- Griffith University
- Office Logistics
- Allens
- IOOF Insurance Brokers Pty Ltd
- ESP Developments
- Galabids
- QPrint
- Keffords Removals

Our Grant Providers and Sponsors

- The Cory Foundation
- The Danks Trust
- Myer Pty Ltd
- Department of Housing and Public Works
- Office for Women
- Greenbank RSL
- City of Ipswich
- ANZ Staff Foundation
- Department of Child Safety, Youth and Women
- Cromwell Property Group Foundation

- Hocking Mackie Sub Fund at the APS Foundation
- Eastern Star Foundation
- Ecstra Foundation Ltd
- EJ Australia
- Morgans

Forum and Project Supporters

- The Honourable Mick de Brenni, Minister Department of Housing and Public Works
- Department of Housing and Public Works
- Centacare
- Zonta
- Susan Davies
- Rachel Watson Consultants
- Lucid Media
- The Hon Luke Howarth MP (Canberra)
- Dr Kay Patterson, Antl-discrimination Commissioner
- Charlotte Dillon, Community Housing, YWCA (Melbourne)
- Research Regional Australia
- Maria Brenton, Older Women's Cohousing London
- Jeanette Large, CEO Women's Property Initiative
- Melissa Bull, QUT
- Michael Eales, Housing Action Lab

Cocktail Event Sponsors & Donors

- Blackbird Bar and Grill (Sponsor)
- Keystone Private (Sponsor)
- Brisbane Markets Limited (Sponsor)
- The Brokerage (Sponsor)

- Hopgood Ganim (Sponsor)
- Leigh Muirhead (MC)
- BlackBird Bar and Grill
- Elevation Duo Band
- Craig St John
- David Hinchliffe
- French Door Jewellery Indooroopilly
- Lesa Jackson
- David Jackson
- Anthony John Group
- L'Oreal Paris, Melbourne
- Pia Du Pradal Fashion
- Artisan Clinics, Gasworks
- Stephen Scott
- B & G Jewellery
- Brinkley Resorts New Zealand
- Mitchell Ogilvie Menswear
- Lexus Indooroopilly
- Playne Success Coaching
- Brisbane Broncos
- Nikki Parkinson
- Aesop Indooroopilly
- Australian Skin Clinics Chermside

Our Donors

- Voyageur Pty. Ltd.
- Ross Anderson
- Paypal Giving Fund Australia Company Ltd
- Alessandra Hall
- Styling You With Nikki Parkinson
- Andrew Whyte
- Nancy Reid
- Ross Anderson
- Julianne Unsworth Smith
- Sue Boyce
- Emma O'Ryan
- Lorraine Hood
- Lee Tyerman
- Allens
- Apostolos Trust
- Play For Purpose
- Bercye Nelson
- Alice Thompson
- Allens
- Christine Poole
- Barbara Syassen
- Eliza Kelly
- Do Good Lifestyle
- Noelene Galloway
- Valmai Ryman
- Ganyor Therle
- Kurt Sanders
- Ian Poole
- Mt Gravatt Community Centre
- David Ingram
- Catherine Holland
- Bar Association of Queensland
- Ellen Morahan
- Dana Socal
- Janelle Savage
- Jameson Charitable Foundation
- Louise Kelly
- Ganyor Therle
- Peta Seymour Foundation
- Mr & Mrs A Wellwood
- Lynette Havas
- Marie Jameson
- Linda Cooke
- Suzanne Albany
- Danae Killian
- Janita Radford
- Sandra Vigar
- Sharouni
- Ganyor Therle
- Janita Radford
- Kerri Ann Lunne
- Play For Purpose
- Betty Baram
- Zonta Brisbane
- Ebony Okeefe
- Myer Indooroopilly
- Lynette Staunton
- Leon Traves
- Christopher Isaacs
- Linda Campbell
- Patricia McDonnell
- Tafe South Bank
- Bruce Campbell
- Courtney Crawford
- Sandra Mueller
- The William Angliss Charitable Fund
- Fay Mansell
- Paul R Rees
- Dana Socal
- Karla Scutt
- Suzanne Kleinschmidt
- Rachel McNeil
- Stephanie Boxsell
- Heather Killen

Companies that have ordered the Brisbane and Regional Handy Guides in 2020:

3rd Space	Centre	Hannah's House Crisis Accommodation
Act for Kids - Assessment and Service Connect Team	Centrelink	Hart4000 - Communityfy
Addiction Services	Charleville & District Community Support Association Inc	Headspace Ipswich
ADF Transition Centre	Chisholm Inc	Headspace Meadowbrook
Albert Park Flexible Learning Centre	Churches of Christ - Youth Connect	Help Employment & Training
Alcohol & other Drugs [AODS]	Churches of Christ Care - Families	Hope Centre International
Alcohol & other Drugs [aods]	Churches of Christ QLD	Hope Project
Anglicare	Cimas Home Nursing & Support Services	IFYS
Anglicare Alina Service	Cleveland Youth Detention Centre	Immigrant Women's Support Service
Anglicare Southern Queensland	Community Intensive Family Support	Inala Community House
APM employment Services	Community Recovery and Discovery Centre	Indigenous Mental Health Intervention Program, Queensland
ASQ MHFW	Community Corrections	Forensic Mental Health
Assistant Minister for Housing, Homelessness & CS	Community Friends	Indooroopilly Uniting Church - Asylum Seeker Visa Clinic and Welfare Hub
ATODS - Dual Diagnosis, CHHHHS	Community Housing Limited (Qld)	Inhabit Health
ATSICHS	Community Solutions	Inspirational Connections / SIMNI
ATSICHS Brisbane	Compass Housing Services	Ipswich Accommodation Support Service - SVdP
Australian Red Cross	Court Link - Southport	Ipswich Child Health
Autism Qld	Crafting Your Aspirations	Ipswich Community Corrections
Autism Queensland	CRAICCHS	Ipswich Health Plaza
Bahloo Womens Youth Shelter	CTM Links	Ipswich Hospital
Banana Shire Emergency Accommodation and Support Centre	CYMHS	Ipswich Hospital - Social Work Department
Banana Shire Support Centre	Danks Trust	Ipswich Regional Advocacy Services Inc
BASE SERVICES INC	Deception Bay neighbourhood Centre	Ipswich Suicide Prevention and Awareness Network
Beaucare	Defence Community Organisation	IUIH
Beaudesert Hospital	Defence community Organisation - Amberley	IUIH - Social Health Deception Bay
Benarrawa Community Development Association	Department of Communities, Disability Services & Seniors	Jacaranda Housing
Benevolent Society	Department of Housing and Public Works	Jim Chalmers MP
Biala City Community Health Centre	Department of Human Services	Joyce Wilding Hostel
Breast & Prostate Cancer Assn of Qld Inc	Diabetes Service Caboolture	Just Better Care Brisbane North
Bric Housing	Drug ARM	Kambu Aboriginal & Torres Strait Islander Corporation for Health
Brisbane Central Community Corrections	DV Connect	Kambu Health
Brisbane City Council	Early Years Place	Kambu Medical Centre Laidley
Brisbane Council of Elders	EcoStrategy Consulting	Kingston East Neighbourhood Group Inc
Brisbane Family and Child Connect	Ecumenical Coffee Brigade	knowmore Legal Service
Brisbane Magistrates Court	Education Queensland	Koongoora Inc.
Brisbane Women's Correctional Centre	Encircle Homestay Pine Rivers	Kummara Association Inc.
Brisbane Youth Education & Training Centre	Encircle Homestay Program Brisbane North	Kurbingui Youth Development
Brisbane Youth Service	Encircle, Brisbane North Homestay Program	Latin American Catholic Community of Brisbane
Broken to Brilliant Ltd	Enhance Family Day Care Capricornia	Life Communities
Bundaberg Hospital	EPIC Assist	Light Street Care
Burpengary Police Station	Ethical Caring Group	Link-Up (QLD)
BUSY At Work	Family Services Australia	Logan City PCYC
Numinbah Correctional Centre	Family Services Australia	Logan City Probation & Parole
Caboolture Adult Mental Health	Federal Member for Longman	Logan District Elders
Caboolture Community Care	Federal Member for Petrie, Assistant Minister for Community	Logan Hospital
Caboolture Community Corrections	Housing, Homelessness	Loganlea Community Centre
Caboolture Youth Step Up Step Down	Gailes Community House	Mackay Base Hospital - social work
Cairns Community Legal Centre	Gallang Place	Mangrove House Ltd
Caloundra Community Centre	Gateway Community Group Inc	Mangrove Housing Ltd
Campsite Rescue Inc	Gladstone Women's Health Centre	MARA Project
Carers QLD	Gold Coast Hospital and Health Service	Marist180
Carseldine Family Clinic	Gold Coast University Hospital	Marsden Families Program
Centacare	Goldbridge	Mary and Martha's Refuge
Centacare Prisoners Services	Granite Belt Neighbourhood Centre	Max Employment
Central Highlands Healthcare	Gumbi Gumbi Aboriginal & Torres Strait Islander Corporation	
Central QLD Community Legal Centre	Gunya Meta	
Central Queensland Community Legal		

Member for Petrie	Queensland Health - Addiction and Access Services	TAFE Queensland
Mercy Community Services	Quota Club of Brisbane Inc.	TAFE Student Services
Metro South Addiction and Mental Health Services	QUT - Student	Teen Challenge Qld
Micah Projects	RBWH - Social Work Department	Tenants QLD
Mindle Bygul Aboriginal Corporation	RBWH Social Work Department	The Base Support Service
Mission Australia	REACH Limited	The Benevolent Society
Mission Australia Disability Employment Services Ipswich	Red Cross	The Breakfast Club Redcliffe Inc
Mission Australia Intensive Family Support	Redcliffe Hospital Social Work Department	The Centre for Women & Co.
MNMHS	Redcliffe Uniting Church	The Cory Charitable Foundation
MNMHS, RBWH	Redland Community Centre	The Department of Child Safety, Youth and Women
Moonyah Rehabilitation Salvation Army	Redland Community Centre	The Lodge Youth Support Service
Moreton Bay Housing Service Centre	Relationships Australia	The Salvation Army
Moreton Bay Regional Council	Richmond Fellowship Qld	The Salvation Army Moneycare
Mount Gravatt East State School	Robina Hospital	The Salvation Army 'Still Waters
Mpower You	Rosies	The Salvation Army Supported Accommodation Caboolture
Mt Gravatt Community Centre	Rosies - Friends on the Street	The Salvation Army Youth Outreach Service
Myer Indooroopilly	Ross Vasta MP	The University of Southern Queensland
Mylestones	Safe Haven Community	The Yeronga Community Centre
Nambour Community Centre	Salvation Army	Toowoomba Hospital - Fountain House 1
Neami National Health Service Navigator	Salvation Army - Pindari Services	Townsville Community Corrections
New Farm Clinic	SANDBAG Inc	Townsville Housing Service Centre
Newlife Care	Sarina Russo Job Access	Townsville Women's Correctional Centre
North West Youth Accommodation Service Inc.	Save the Children	Trinity Centre Pantry
Northgate ATSICHS Clinic	Services Australia (Centrelink)	Tursa Employment & Training
Northshore Community Centre	Services Australia North West Social Work	Twin Rivers Centre
Office of Fair Trading	Services Australia Sunshine Coast	Ubiation Pty Ltd
Older Women's Network Qld Inc	Services Australia, Face to Face Services - Northern Queensland	UnitingCare Community
Open Arms Families Veteran and Family Counselling Service	Shadow Women	Victim Assist Queensland
Open Arms Veterans @ Families Counselling	Shelter Housing Action Cairns	Vietnamese Community in Australia (QLD)
Open Doors Youth Service	Sherwood Neighbourhood Centre	Walk With Us
Openminds	Silky Oaks Childrens Haven	WDVCAS
Oxenford/Coomera Community & Youth Centre	Singal Flare	Wesbro Services
Parents on a Mission	Singal Flare	Wesley Mission Qld - YHARS Program
Pine Rivers Neighbourhood Centre	Social Work Dept @ West Moreton Hospital and Health Service	Wesley Mission Qld- Albert Street Uniting
Plus One Care	Somerset Regional Council	Wesley Mission Qld T/A Laidley Crisis Care and Accommodation
Positive Pathways OT Service	Somerset Villa's	Wesley Mission Queensland
Pregnancy Counselling Link	Soroptimist International of Logan	Wesley Mission Queensland - STARH Project
Princess Alexandra Hospital	South Burnett CTC Inc.	Wesley Mission Queensland - YHARS Program
Prison Chaplain	Southern QLD Correctional Centre	Whitsunday Counselling & Support
Prison Fellowship Chaplain	St Davids Neighbourhood Centre	Whitsunday Counselling & Support Inc.
Prosperosa	St Johns Crisis Centre	Whitsunday Counselling and Support
Pryana Rose	St Joseph's Conference (St vinnies)	Whitsunday Counselling and Support
Pye House - Royal Brisbane and Women's Hospital	St Margaret's House Anglicare	Wide Bay Womens Health Centre
Q Shelter	St Paul's Anglican Church	Women's Crisis Support Service
QAIHC	St Vincent de Paul	Women's Health Centre Information and Referral Service CQ
QLD Health	St Vincent de Paul OLGC Conference	Inc.
Qld Police Service	St Williams social justice	Women's House Shelta
Queensland Children's Hospital	St. Paul's Ithaca-Ashgrove	Women's Legal Services
Queensland Corrective Services	Stanthorpe Hospital	Wynnum Primary Care Clinic
Queensland Health	Stride	YFS Housing 1st
Queensland Health Community Diversion Programs	Stride HUB Springwood	YFS Ltd
Queensland Health Homeless Health Outreach Team	Suited for Success	Yourtown
Queensland Injector Health Network	Sundale	Youth CONNECT
Queensland Injectors Health Network	Sunny street	Zonta Club of Maroochy Inc
	Sunshine Coast Hospital Mental Health Service	Zonta Club of Rockhampton Inc
	SVDP Acacia Ridge Conference	Zonta Club of Townsville Inc
	Tablelands Alcohol and Other Drug Service	

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. [For more information see The Lady Musgrave Trust - About Us](#)

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

2020 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 owned by 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."



2020 Our Achievements: Accommodation and Support



Thank you to BCC for supporting our accommodation costs



Our Partnerships

We have continued our excellent partnership with Churches of Christ Housing Services Limited for the property and tenant management in our properties.

In mid 2020, we were proud to recommit to our partnership for a further three year term.

Our Properties

Our diverse and strategically located property portfolio located in Brisbane and Ipswich is operating well and in accordance with our best practice, Strategic Asset Management approach. We continue to provide 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 successfully transition from a life of disadvantaged to independence, jobs and secondary education.

Our collaboration with industry professionals that are the best in their fields ensures that the accommodation and client service component of our work is best practice and continually renewed. We have undertaken a number of planned building works as well as emergency works. Our strong partnerships with Churches of Christ Housing Services and ESP Development have ensured the works were completed efficiently with minimal disruption and appropriate costs.

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.

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.



2020 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

Throughout 2020, the Trust produced and distributed the widely adopted Handy Guide products which are now available in four ways:

- » The Handy Guide for Homeless Women in Brisbane 2020-2021 (16,000 hardcopies printed and distribution commenced)
- » The Handy Guide for Homeless Women in Regional Queensland 2019-2021 (8,000 hardcopies printed in 2019 with distribution spread over 2019-2021);
- » The Handy Guide for Older Women (25,000 hardcopies printed in 2020 with distribution thanks to the Zonta network); 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

We thank the following for their significant support:

- » Yet Another Creative for research and content editing of the Brisbane Guide
- » Morgans Foundation for assisting with the distribution of the Brisbane product
- » The Cory Foundation, Danks Trust and Ecstra
- » All of the amazing sponsors



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:



**The
CORY CHARITABLE
Foundation**



Tackling the Big Issues: A Massive Growth in Older Women's Homelessness



The ABS Census Data identified a 31% increase in older women's homelessness over a 5-year period which was alarming. We knew we need to take action to address this critical issue

Commencing with an announcement in 2019 at our Annual Forum on Women and Homelessness, we launched a major project - Ending Homelessness for Older Women. Throughout 2020 we completed the project which included 4 phases - all of which are now complete.

1. Resources Research: We completed a major research project to source and pool together why women's homelessness was occurring and created a resource platform for at-risk and homeless women, so they are aware of where to go for help.

We consulted extensively with industry and clients via a formal survey of over 100 individuals and established a formal reference "Critical Friends Group" - a group of professionals from Centacare, Community, QShelter, St Vincent de Paul Society Queensland, The Salvation Army, United Care Community and Zonta.

2. Accommodation Pilot Project: We undertook a pilot project, using the Trust's property portfolio in Ipswich and our existing partnership with Churches of Christ, to collocate older women with our younger women clients. The purpose of the pilot is to test a new model of accommodation for the older women, opportunities for learning from each other, mentoring, etc. The pilot project would take place over a 12-month period.

3. Development of Tools: We compiled all information obtained from the research phase into easy to use tools including:

- The Handy Guide for Homeless Women (printing 25,000 hardcopies) - See link thehandyguide.com.au/older-women/
- A new section on The Trust's website for older women
- Preparation of brochures, videos, resource information/educational information to be distributed across the community and specifically to older women.



4. Marketing Campaign: We undertook a community awareness campaign that ensured we got the information to the women in need, to the homelessness sector, to women's organizations, retirements homes and more.

This project would not have been initiated without the Trust's partnership with the following:

Sponsor: Cromwell Property Group Foundation

Sponsor: The Eastern Star Foundation,

Supporter: Rachel Watson Group

Supporter: Zonta International (District 22) Clubs

Supporter: Zonta Club of Brisbane

2020 Our Achievements: Strengthening Community

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 2020 Forum – Ending Homelessness for Older Women

At the 2020 Forum we spoke about the 31% increase in older women's homelessness and the challenges the causes for this including low employment throughout their lives, less superannuation, domestic violence and more.

Due to the COVID-19 impacts in 2020, we took the Forum to a virtual format which resulted in a vast increase in our audience from 250 to over 1000 views across Queensland and Australia. We were able to connect with leading professionals from across Australia and London and present their ideas to address the vast increase in older women's homelessness. We presented real lived experiences, the challenges, practical solutions and tools. You can see the full forum on The Lady Musgrave Trust Youtube.

Lived Experience Video – Living on the Edge Stories by 5 Women

Older Women Across Australia – The Hon Dr Kay Patterson AO Age Anti Discrimination Commissioner

Women's Housing Needs in Regional Australia – Charlotte Dillon Senior Manager of Community Housing, YWCA

Federal Government Response – The Hon Luke Howarth MP, Assistant Minister

Queensland Government Response – The Hon Mick De Brenni, Minister for Public Works and Housing

Launch of The Handy Guide for Older Women – An innovative tool, website and booklet Presenters Karen Lyon Reid (CEO The Lady Musgrave Trust), Rachel Watson (Watson and Associates) and Jenny Clark (The Lady Musgrave Trust Board)

Older Women's Cohousing, London, United Kingdom – Maria Brenton, Ambassador UK Cohousing Initiative

Older Women's Housing Pilot Project – Jeanette Large, CEO, Women's Property Initiative

Launch of the Housing Action Lab – Michael Eales, Partner Business Models Inc

Preventing Homelessness amongst Mature Women – Melissa Bull, Director Centre for Justice, QUT

Special thanks to our Sponsors and supporters:

Sponsors:

Cromwell Property Group Foundation

Eastern Star Foundation

Keystone Private

Forum Working Group:

- The Lady Musgrave Trust (Mary Mealey/Jenny Clark)

- Centacare (Rosemary Poulgrain/Toni Janke)

- Queensland Health (Angela Martin)

- Department of Housing and Public Works (Suzette Robertson)

- Watson and Associates (Rachel Watson)

- Zonta (Susan Davies)

MC: Leigh Muirhead

Production and Technology: Lucid Media



Proudly sponsored by



2020 Our Achievements: Strengthening Community

Community awareness and fundraising Campaigns - Spreading the word to Community

Throughout 2020, the Trust have continued to build vital relationships with local business (such as Myer Indooroopilly and Styling You) corporate entities and more to ensure it can continue to deliver its services.

Our partners at The Content Division created several major videos and blogs throughout the year. Visit our website or Youtube to view.

The 2020 Annual ShelterHer Cocktail Party

In February 2020, 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.

For highlights see The Lady Musgrave Trust Cocktail Party page at ladymusgravetrust.org.au

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

Particularly we thank:

- Keystone Private and the Planning team Lesa Jackson, David Jackson and Alvin Leech
- Our sponsors Hopgood Ganim Lawyers, Brisbane Markets Limited, The Brokerage, Blackbird Bar and grill, Galabid
- Our MC Leigh Muirhead
- Elevation Duo - Amazing artists who were perfect for the day
- Our volunteers Jeannette, Scott, Donna, Verity, Trevor, Michelle, Bridget, Mackenzie, Natasha, Melissa, Kerrie

Proudly supported by



THE BROKERAGE



2020 Financial Highlights



Jocelyn Manique
Treasurer

Our Treasurer's Message

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

- » The Board would like to thank the outgoing Treasurer, Joy Williams, who served as Treasurer over a five-year period. Joy provided invaluable fiscal oversight and thoughtful guidance during her time on the Board.
- » The Board and CEO continued with the execution of the strategic plan in 2020 which resulted in a surplus for the year, excluding non cash items of \$100,520 (2019: Deficit \$5,705). This is the largest surplus recorded in the current reporting format which began in 2014.
- » Revenue and Other Income in 2020 grew by 43% when compared to 2019.
 - The growth in revenue was driven by an increase of 299% in grant income, which included \$39,011 in COVID assistance (growth excluding COVID assistance was 241%).
 - In a reflection of the Trust's commitment to providing accommodation to homeless women, rents to our tenants have been kept at the same level for the past 3 years. Despite record high rent prices and plummeting vacancy rates across South East Queensland, the Trust has not forecast to increase rents in 2021.
 - Over the past five years the interest earned on the Trust's term deposits has been impacted by the continual decline in interest rates, even though the capital available for investing has increased. In 2020 the income earned from interest fell by over 50%, however the reduction has been offset by increased success in the award of grants.
- » The property portfolio continues to be self-supporting, with the rental income covering the expenses incurred (when depreciation is excluded). This breakeven position is achievable due to the in-kind contributions made by our partners and supporters.
- » The Trust continues to fund all 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.
- » Detailed financial statements are available in the separate 2020 Finance Report.



THE
LADY MUSGRAVE
TRUST



www.ladymusgravetrust.org.au