



2015-2016

ShelterSA

Housing: a basic human right!



Annual Report



Cover Photo:

Homelessness Connect: Homelessness, Health & Housing Expo 2015

**Shelter SA
Annual Report
July 2015 – June 2016**

Shelter SA vision: every South Australian has a safe, affordable, secure and appropriate place to call home, especially people living on low incomes.

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Annual General Meeting - Minutes 22nd October 2015

Shelter SA, 44/81 Carrington Street, Adelaide

The meeting was opened at 4.00pm.

Andrew Davis Chair, welcomed members, guests and distinguished guests.

The Chair acknowledged the Kurna people as the traditional custodians of the land in Adelaide and paid respects to the Kurna people, their culture and to their Elders past and present.

1. Present

Individual Members

Paul Astley	(Shelter SA Board)
Andrew Beer	(Shelter SA Board)
Mel Blondell	(Shelter SA Board, Treasurer)
Andrew Davis	(Shelter SA Board, Chair)
Julie Duncan	
Tom Earls	
Marlene Littlewood	
John Smith	
Paul Turnbull	(Shelter SA Board)
Gary Wilson	

Organisational Members

Peter Allen	Landlord's Association	
Anne Bainbridge	Youth Affairs Council SA	
Peter Biber, John Langton	Grandparents for Grandchildren	
Joe Gannon, Meredith Perry	Uniting Care Wesley Port Adelaide	
Karen Harvey	Life Without Barriers	
Mary-Jane Honner	Neami National	
Fiona Kelly	Uniting Care Wesley Bowden	(Shelter SA Board)
Patrick Kukla	Towards Independence	(Shelter SA Board)
Helen Lockwood	Lutheran Community Care	
Kate McGarry	Anglicare SA	
Sam Raven	SA Network of Drug and Alcohol Services	
Sarah Watson	Uniting Communities	(Shelter SA Board)
Martin Ward	Junction Australia	

Guests

Julia Arboit	
Hon. Zoe Bettison MP	Minister for Social Housing
Phil Fagan-Schmidt	Housing SA
Mark Groote	Prospect Council
Phoebe Lee	Iris Property Management Pty Ltd
Jeremy Makin	Housing Advisor, Minister for Social Housing



Olivia Piper
Rachel Sanderson MP

Qattro
State Member for Adelaide, Shadow Minister for Social
Housing

Staff

Alice Clark	Shelter SA
Amanda Taylor	Shelter SA
Sean Sheehy	Shelter SA
Pam Watts	Shelter SA Bookkeeper

2. Apologies

Hon. Michael Atkinson MP

Andris Banders

Frances Bedford MP

Troy Bell MP

Hon. Geoff Brock MP

Robert Brokenshire MP

Vickie Chapman MP

Hon. Susan Close MP

Beth Davidson-Park

Deb Faulkner

Senator David Fawcett

Senator Alex Gallacher

Jon Gee MP

Con Hadjicostantis

Ray Johnson

Patricia Kerwood

David Kilner

Hon. Jing Lee MLC

Jane Longbottom

Wendy Malycha

Steven Marshall MP

Duncan McFettridge MP

Neil Murphy

David O'Loughlin

Frank O'Neill

Mark Parnell MLC

Adrian Pederick MP

Michael Pengilly MP

Chris Picton MP

David Pisoni MP

Hon. Jennifer Rankine MP

Julie Rehn

Leah Sarkanj

Pam Simmons

Hon. Jack Snelling MP

Peter Treloar MP

Fuzzy Trojan

Dan van Holst Pellekaan MP

Kelly Vincent MLC

Anglicare SA
CHURP, Adelaide University

Portway Housing Association
Life Without Barriers
Individual Member

Life Without Barriers
St. John's Youth Service

Shelter SA Board
Prospect Council
Rotary Club Adelaide

Westside Housing Association
Multicultural Youth SA
Individual Member

Individual Member



Special Guest Minister Zoe Bettison MP, Minister for Social Housing acknowledged the meeting was being held on Kurna land, she also acknowledged distinguished guests, other organisational representatives and Shelter SA Board members and staff. Minister Bettison spoke on several key issues affecting housing and homelessness in South Australia. She also briefly mentioned the Shelter SA Community Led Development initiative and the valuable work and engagement undertaken by Shelter SA throughout the year.

3. Minutes of the 2014 AGM

Minutes of the 2014 AGM were included in the 2014-2015 Annual Report.

Motion: That the minutes of the Shelter SA 2014 AGM held October 28 2014 be accepted as a true and correct record.

Moved: Mel Blondell **Seconded:** Sarah Watson **Carried**

4. Chairperson's Report

The Chair, Andrew Davis acknowledged the achievements of Shelter SA over the past year, noting both the highlights as well as some concerns regarding future funding. Andrew Davis' full report is included in the Annual Report.

Motion: That the Chairperson's Report for 2014-2015 be accepted.

Moved: Andrew Davis **Seconded:** Andrew Beer **Carried**

5. Executive Director's Report

The Executive Director's Report was presented in the Annual Report.

6. Treasurer's Report

The Treasurer's Report was included in the Annual Report. The Chair invited the Treasurer to present a summary of the report and expressed appreciation of her efforts.

Motion: That the Treasurer's report for 2014-2015 be accepted.

Moved: Mel Blondell **Seconded:** Paul Astley **Carried**

7. Audited Financial Statement

The full Audited Statement is included in the Annual Report.

Motion: That the Auditor's Statement for 2014-2015 be accepted.

Moved: Mel Blondell **Seconded:** Paul Astley **Carried**

8. Appointment of Auditor

Motion: That VM Accounting be appointed as auditor for the financial year 2015-2016.

Moved: Paul Astley **Seconded:** Paul Turnbull **Carried**



9. Election of Board Members

The Chair noted that Board Members elected at the 2014 AGM and who will continue until 2016 are Andrew Davis (Individual Member), Mel Blondell (Individual Member), Patrick Kukla (Salvation Army), Paul Astley (Individual Member), Professor Andrew Beer (Individual Member), Fiona Kelly (Uniting Care Wesley Bowden).

It was also noted that there are three retiring board members this year and they are Sarah Watson (Uniting Communities), Paul Turnbull (Helping Hand Inc.), and Neil Murphy. The Chair thanked the retiring Board members for their valuable contribution to Shelter SA.

Three positions are vacant for a two year term and nominations for those vacancies were invited prior to the AGM. Three nominations were received from Julie Duncan (Individual Member), Tom Earls (Individual Member), and John Smith (Individual Member).

The Chair declared that all three nominees were elected unopposed to the Board of Shelter SA and congratulated them.

The new Board met briefly at the conclusion of the AGM to elect officers of the Association and the results will be communicated via e-bulletin.

10. Close of AGM

Meeting closed at 4.30pm.



Chair's Report

I am pleased to present the 2016 Shelter SA Annual Report, my second as the Chairperson of Shelter SA. Shelter SA's past year has been one of very positive outcomes and innovation. In a complex and rapidly changing housing environment, the Board set itself a key objective of better supporting and enabling our excellent operational team to perform their important work.

This has been a year of important achievements for Shelter SA, for which the credit and thanks go to our Executive Director, Dr Alice Clark and her colleagues, Amanda Taylor and Sean Sheehy. Alice, Amanda and Sean have delivered a year of new initiatives, positive outcomes and forged stronger networks with our key stakeholders. We are also pleased that Andris Banders continues to undertake special project work (on a contract basis) in relation to some important emerging issues.

This year Alice and her team have tirelessly informed, advised, and advocated on important housing issues. They have posted and shared stories and information about housing using social media to more effectively reach a broader audience. Over the past 12 months, the team has raised community awareness about housing and homelessness by creating YouTube clips, conducting community forums and engaging with mainstream media. Most importantly they have worked closely with Minister Zoe Bettison and her staff, Shadow Minister Rachel Sanderson and other key supporters to help inform and shape government housing policy and direction. Shelter SA is in a strong position to move ahead and the Board has made significant improvements to various aspects of organisational governance.



Andrew Davis, Shelter SA Chair with Minister Zoe Bettison

With re-structured financial processes and the continued work of our book-keeper, budget provisions have been made to resource some important special project work, and broaden the strategic focus of Shelter SA.

I acknowledge the invaluable contributions of all the Board members who have served during the past year. They have contributed their skills which include governance, corporate business, financial expertise, community and housing sector experience and knowledge. I would like to commend Deputy Chair and Secretary Patrick Kukla (Towards Independence, Salvation Army) and Treasurer Mel Blondell, who have both gone above and beyond the call of duty in their efforts to progress Shelter SA's strategic plan and provide me with their support and advice. Secondly I would like to acknowledge and sincerely thank my retiring Board colleague, Professor Andrew Beer for his contribution over the past 12 months.



All Board Members have willingly volunteered their time and expertise and have made important contributions during a very challenging period for Shelter SA and the broader housing sector. Each person has used their different experiences and insights to enhance strategy and the Board's governance and decision-making.

My final, but very important acknowledgement and thanks goes to our State Government funding partners for recognising the important and innovative work that Shelter SA undertakes and for continuing to support and fund Shelter SA in a challenging funding environment.

Unfortunately, I have not sought to renominate this year as my family and work commitments are very full however I am confident that Shelter SA is strongly placed to continue the important work it undertakes on behalf of those who support our organisation and to build on our achievements in the coming year.

Andrew Davis
Chairperson



Executive Director's Report

Out & About

Shelter SA continues to facilitate and attend a wide range of events and meetings to advocate for the housing needs of low income and disadvantaged people and to keep housing and homelessness in the spotlight. Shelter SA has also undertaken activities and achieved milestones in support of its Strategic Plan and fulfilled its Service Level Agreement with the Department of Communities and Social Inclusion. I am very proud to share with you some of our notable achievements below.

Housing Matters

Social media is a proven popular and effective way of sharing news and information with a wide range of people across South Australia, nationally and even internationally. Shelter SA has adopted this mode of communication and during the last financial year disseminated to its members and supporters a total of 38 bulletins and 13 YouTube videos. A total of 722,915 people via Twitter were reached and 52,117 hits on the Shelter SA Facebook page. Website access exceeded expectations with 16,116 views registered. Shelter SA supporters and others, who accessed the online communications, were provided with a range of housing and homeless information and resources as well as updates about Shelter SA activities, written reports, submissions and research projects.

Pickle



From a Shelter SA intern student's project 3 years ago entitled Can iHelp? to a funded tangible App, named Pickle, this exciting project is in its final developmental stages with plans to launch it to the public in November 2016. The App's purpose is specifically to assist young people at risk of homelessness and to connect them to the nearest possible service - ensuring that they get the help they need.

There are a lot of young people experiencing homelessness, and a lot of confusion about where to go for emergency help. This App is a tool that young people will use linking them to the right service the first time.

Pickle also compiles user inputs and data so Shelter SA will be able to report on where vulnerable young people are, what they are looking for, and how they interact with services. This information will be valuable for governments, community services, research bodies and advocacy associations.

Aboriginal Advisory Panel

In response to the growing concerns and problems of Aboriginal housing and homelessness across South Australia, Shelter SA established an Aboriginal Advisory Panel which held its inaugural meeting on 25 August 2016. The panel members are Latoya Rule (Chair), Rebecca Stanway, Dwayne Coulthard and Malcolm Gollan. The Panel will help ensure we provide culturally informed advice to the Minister, stakeholders and our sector. The work of the Panel will include but not be limited to policy positions on Aboriginal housing and homelessness and related issues and Shelter SA's work to monitor and evaluate performance of our Reconciliation Action Plan (RAP) and support the National Shelter RAP.



Homeless Connect Expo



The annual Homeless Connect: Homelessness, Health and Housing Expo was held at Whitmore Square on Thursday 20 October with over 600 people and 50 agencies actively taking part.

This year's Expo again used a local Aboriginal artists' painting as its masthead and poster. Raylene Snow provided this year's stunning artwork and Shelter SA thanks Raylene for allowing us to use this artwork entitled Meeting Ground for Homeless Connect. Shelter SA also acknowledges and thanks the major sponsors of the Expo the Adelaide City Council and Housing SA for their continued support of the Expo.

Shelter SA continues to speak publicly on issues that are important to our members, advocating for evidence-based policies, legislation and service delivery, consultation in the community and participation in the development of public policy. We look forward to your continuing support.

CapitalAsset

Created by Shelter SA, CapitalAsset which is a bold, ethical and socially responsible innovation in housing was launched to stakeholders and interested parties on 29 September. It is an example of housing that offers affordability and responds to sustainability in design. By creating unique partnerships between not-for-profit landowners, developers and social impact investors, CapitalAsset developments safely unlock land and under-used buildings, adding value while achieving both social outcomes and market rate returns.



Shelter SA has built a strong network of stakeholders and supporters of community-led developments that include positive relationships with architects, social investors, builders, economists, land owners, media and community leaders. While the CapitalAsset concept is progressing, discussions are already underway earmarking the first potential CapitalAsset Development in the city of Prospect and this demonstration project will be the first of its kind in South Australia.

Rooming House Research

Shelter SA has been conducting research into boarding housing in South Australia in relation to the Residential Tenancies Act and issues impacting residents and landlords. The Shelter SA team invited rooming and boarding house landlords to a focus group, have also met with rooming house residents and held a consultation with social workers who work with residents. The purpose of the research is to collect data directly from residents, service providers and landlords to examine the effectiveness of legislative and regulatory measures currently in place for rooming houses. Analysis of the data will determine what changes or recommendations are possible to ensure improved social



and health outcomes for rooming house residents. The research will also provide evidence and a reference point to inform government, policy-makers, services providers and the community.

Australian Service Excellence Standards (ASES)

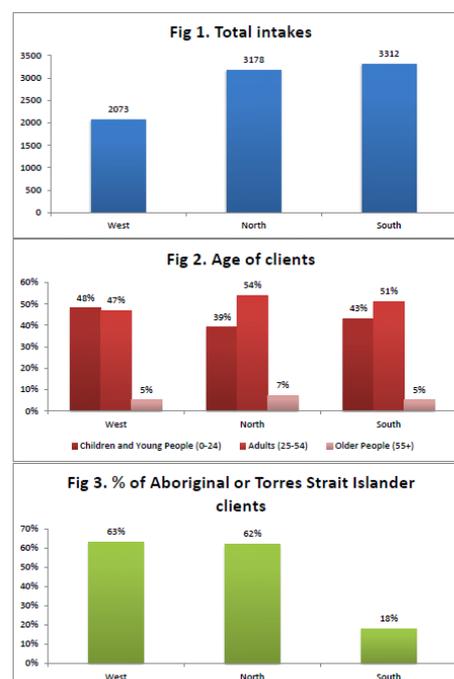
The Shelter SA team is currently in the process of preparing for its second ASES re-accreditation with the last one occurring back in 2013. ASES aims to support non-government organisations (NGO's) in the Community Services Sector across Australia. Being successfully accredited enables Shelter SA to apply for grants and funding to continue its projects and innovations and provides a consistent quality management framework for engaging in quality and organisational development activities and building the capacity.

Regional Engagement Strategy & H2H Summary

Under the National Partnership Agreement on Homelessness, all specialist homelessness agencies in South Australia are required to use the Homeless 2 Home (H2H) client and case management system. The system tracks demographic, needs and exit information about clients who present to Specialist Homelessness Services (SHS) in particular regions.

H2H data is not publically available and only authorised staff members from specialist homelessness agencies and the Department for Communities and Social Inclusion (DCSI) have access to H2H data.

Shelter SA obtained the data via a special request and as a result of analysing the data provided, developed a data summary. The summary is a collection of data from three South Australian regions; Regional West, Region North and Region South and the statistics cover the period of Jan-01-2015 to Dec-31-2015.



Taken from the Shelter SA H2H Data Summary

This document complements the Regional Engagement Strategy Consultation Reports developed as a result of the regional consultations Shelter SA held in the Riverland, Port Augusta and Port Lincoln. The consultations provided the opportunity to discuss all things housing that affect people living and working in rural and remote areas. Shelter SA's consultations with housing agencies and housing support providers enabled us to include regional voices in our policy and advocacy work.

Children in Detention

Through its Regional Engagement Strategy, Shelter SA discovered that young people leaving detention often experience very negative housing outcomes. Shelter SA organised two in-house group consultations with key service providers in Adelaide to discuss sector knowledge, experiences and potential solutions and actions going forward to lessen the impacts of this issue.



Dashboard

The Dashboard implemented by Shelter SA is an accurate and easy way to report its Key Performance Indicators (KPIs) to the Department of Communities and Social Inclusion (DCSI) by representing all factors in the one table. The Dashboard below cross references Shelter SA's outputs and outcomes over 12 months in a visual representation of how Shelter SA has satisfied its funding requirements contained in the Service Agreement.

Annual Metrics	Quantities		People Reached		Representations				Advice, Advocacy, Policy, Research				Information	Sector Development
	Annual Target	Report Period Total	Annual Target	Report Period Total	Housing Consumers	Members	Governments	Constituents	Advice	Advocacy	Policy	Research		
(Ctrl + click to go to details)			Counted per individual output											
E bulletins	50	38	1254+	1254+	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Consultations and Events	10	20	1000	1250+		✓	✓	✓	✓	✓	✓	✓	✓	✓
Publications	15	11	1000	1250+	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Research Summaries	5	4	1000	1250+	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Mainstream Media	12	18			✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Social Media:			Counted as total of all outputs											
YouTube	10	13	200	2268	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Facebook			2500	52117										
LinkedIn			200	2162										
Twitter			10000	722915										
Website			1000	16116	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Briefings	20	138		135		✓	✓		✓	✓	✓	✓	✓	✓
Public Speaking	10	13		316		✓	✓	✓	✓	✓	✓	✓	✓	✓
Media Releases	5	7		1250+	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Meetings/ Networks	25	74		120+	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Total:														
Satisfaction Rating:					Advice: 87%; Advocacy: 78%; Policy: 72%; Research: 76%									
Sector Development Rating:					79%									



Reconciliation Day Event

To celebrate and recognise National Reconciliation Week and as part of our strong commitment to Reconciliation, the Shelter SA team attended a celebration of Aboriginal culture at Tauondi College in Port Adelaide with Reconciliation SA.

National RAP

On behalf of National Shelter and the State Shelters, Shelter SA developed and implemented a National Reconciliation Action Plan (RAP). We are proud to announce that Reconciliation Australia endorsed the Innovate RAP in March 2016. National Shelter together with the council of Shelter organisations that make up National Shelter are committed to action on reconciliation between Aboriginal and Torres Strait Islander and non-Aboriginal people in Australia.



Capability Statement

Shelter SA has recently developed its Capability Statement which is designed to provide readers with an informative, current and solid picture of the organisation. The Capability Statement is available on the Shelter SA website: www.sheltersa.asn.au

Thanks

I take this opportunity to thank our operational staff, Board Members and a range of students and volunteers for their continued efforts, support and dedication to Shelter SA over the past 12 months and into the future. Amanda Taylor and Sean Sheehy are a vital part of our small but effective team and it is my view that we produce a volume and quality of work that far exceeds the output of three people working alone. We have said farewell to Sean who is continuing his career in the human services sector with a new position at the Youth Affairs Council of SA and wish him well for his future. In the meantime, Amanda and I will refresh next year's focus and potentially recruit new staff. I also thank our Board Members for their dedication to good governance at Shelter SA. Each Board Member has contributed their specialist knowledge and time and I thank Paul Astley, who while not holding an office bearer position, has spent many hours leading the way in terms of our financial reporting and budgeting.

I must also mention Andrew Davis, who has been our Chairperson for the last two years, and note my gratitude to him for providing strong leadership at a time when it was particularly needed and his willing attitude to that role across a range of settings. Thank you Andrew for your integrity.

Alice Clark
Executive Director



Treasurer's Report

I am pleased to present the Shelter SA Treasurer's report for the year ending 30 June 2016.

The 2015-2016 financial year was a busy and eventful year for Shelter SA. We are pleased to announce that the funding contract signed in early 2016 has been secured until mid 2018. The longer funding term better allows for planning, resourcing and delivery of exceptional outcomes.

Our financial management structures are frequently reviewed, with a focus on budget outcomes. At the end of the 2015 financial year the Board restructured the bookkeeping function and as a result we have budgeted for a reduction in this expense category for the 2016 financial year.

For the 2015-2016 financial year, Shelter SA performed well against the budget, returning an operating surplus. A strong cash position has been maintained which will assist in the delivery of key projects in the new financial year.

The Financial Statements have been audited without qualification. I hereby move that the Audited Financial Statements be accepted as presented.

Mel Blondell
Treasurer



Board Members 2015 – 2016

Andrew Davis	2012-16	Chair 2014-16, Public Officer
*Patrick Kukla (Secretary)	2010-16	Deputy Chair, Secretary
Mel Blondell	2013-16	Treasurer
Andrew Beer	2014-16	
Paul Astley	2014-16	
*Fiona Kelly	2014-16	
Julie Duncan	2015-17	
Tom Earls	2015-17	
John Smith	2015-17	

*Denotes organisational representative

Staff

Alice Clark	Executive Director
Amanda Taylor	Stakeholder Engagement Manager (0.9 FTE)
Sean Sheehy	Research Assistant (0.8 FTE)
Andris Banders	Consultant
Pam Watts	Bookkeeper
Olivia Taylor & Bonnie Keates	Expo 2016 Team



Shelter SA Members 2015-2016

Organisational Members

Aboriginal Health Services Southern Adelaide
Adelaide City Council
Anglicare SA
Baptist Care (SA)
Centacare Catholic Family Services Country SA
Centre for Housing, Urban and Regional Dev.
City of Port Adelaide Enfield
Common Ground
Community Centres SA
Community Housing Council of SA
Exceptional Needs Unit
Grandparents for Grandchildren
Helping Hand Housing Inc
Homelessness SA
Hutt Street Centre
Intract Australia Pty. Ltd.
Junction Australia
Landlord's Association (SA) Inc
Life Without Barriers
Lutheran Community Care
McMahon Services Pty. Ltd.
Master Builder's Association
Mental Illness Fellowship SA
Migrant Resource Centre of SA
Neami National
Pilgrim Uniting Church
Portway Housing Association
Red Shield Housing
Relationships Australia (SA)
Salvation Army – Ingle Farm
SA Network of Drug & Alcohol Services
SA Residential Parks Residents Association
Service to Youth Council
Sanderson Smallacombe Pty. Ltd.
Southern Domestic Violence Service
St John's Youth Service
Towards Independence
UniSA Accommodation Services
UniSA Commerce
Uniting Communities
Uniting Care Wesley Bowden
Uniting Care Wesley Country SA Inc
Uniting Care Wesley Port Adelaide
Wyatt Benevolent Institution
Youth Affairs Council SA

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James Gardiner
Kay Johnson
Patricia Kerwood
Marlene Littlewood
Noel Maddock
Shirley Maddock
David Scougall
Pam Simmons
John Smith
Anna Teleki
Fuzzy Trojan
Gary Wilson

Total Mailing List Contacts

907



We encourage everyone to subscribe to Shelter's You Tube channel and visit Shelter's Facebook page to view our library of informative You Tube videos, links, resources and updates.



ShelterSA
Housing: a basic human right!

Sheltersa.asn.au

