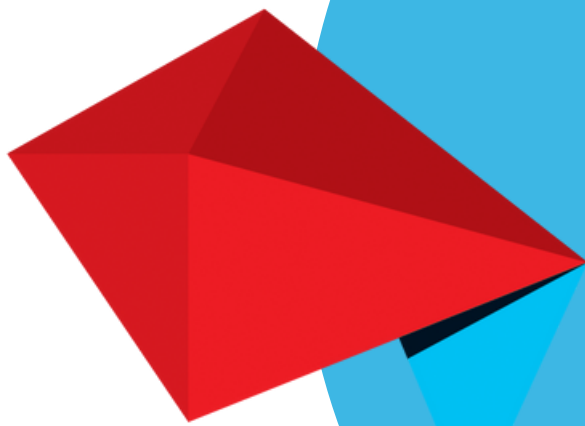


SHELTER SA

ANNUAL REPORT 2021



ShelterSA

Housing: a basic human right!

MINUTES OF 2020 AGM

22 October 2020, 78 Currie Street, Adelaide SA 5000

The meeting opened at 12:45 pm.

Paul Astley, Shelter SA Chairperson, welcomed members, guests and distinguished guests. The Chairperson acknowledged the meeting was being held on Kaurna land and paid his respects to Elders past and present.

1. Present

Individual Members

Paul Astley, Shelter SA Board, Chairperson
Tom Earls, Shelter SA Board, Public Officer
Michael George, Shelter SA Board, Treasurer
John Smith, Shelter SA Board, Secretary
Rob Edwards, Shelter SA Board
Lyn Guerin. Shelter SA Board
Patrick Kukla
Michelle Lindblom
Andrew Davis

Organisational Members

Nicole Chaplin, St John's Youth Services
Nathan Elliot, Uniting SA
Brendon Liddicoat, Uniting SA

Guests

Michael Van Mannen
Anne Bainbridge, Youth Affairs Council SA
Helena Kyriazopoulos, Multicultural Community Centres SA
Michelle Lensink, Minister for Human Services
Zoe Darling, Housing Advisor to Minister Lensink
Hannah Southcombe, Office of Irene Pnevmatikoz MLC
Ben Waters, Office of Nat Cook, Shadow Minister
Jessica Stevens, Office of Rebekah Sharkie, Federal MP
Christie Marrot, Grandparents for Grandchildren SA
Deb Nardecchia, Grandparents for Grandchildren SA
Kerry Daly, Grandparents for Grandchildren SA
Kayla McLean, Women's Community Centres SA
Reeva Brice

Staff

Alice Clark, Executive Director

2. Apologies

Clare MacAdam, Shelter SA Board Member

Dale West, Centacare

Evelyn O'Loughlin, Volunteering SA & NT

Frances Bedford, Member of Parliament

Irene Pnevmatikos, Member of the Legislative Council, Labor SA

Joanne Fox, Shelter SA Board Member

Mark Parnell, Leader of the South Australian Greens

Michael Buchan, Housing Authority

Nat Cook, Shadow Minister for Human Services, Labor SA

Peter Malinauskas, Leader of the Opposition, Labor SA

Sandy Verschoor, Lord Mayor, City of Adelaide

Tammy Franks, Member of the Legislative Council, South Australian Greens

3. Minutes of the 2019 AGM

Minutes of the 2019 AGM were included in the 2019-2020 Annual Report.

Motion: That the minutes of the Shelter SA 2019 AGM held 22 October 2019 be accepted as a true and correct record.

Moved: Lyn Guerin Seconded: Rob Edwards **Carried**

4. Chairperson's Report

The Chairperson, Paul Astley acknowledged the achievements of Shelter SA over the past year, noting the highlights, dedicated work of staff and the commitment and support of our members. Paul Astley's full report is included in the Annual Report.

Motion: That the Chairperson's Report for 2019-2020 be accepted.

Moved: Paul Astley Seconded: Rob Edwards **Carried**

5. Executive Director's Report

The Executive Director's Report was presented in the Annual Report. The Chairperson invited the Executive Director to present a summary of her report and expressed appreciation of her efforts.

6. Treasurer's Report

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

Motion: That the Treasurer's report for 2019-2020 be accepted.

Moved: Michael George Seconded: Rob Edwards **Carried**



Pictured L-R, Minister Lensink, Paul Astley, Alice Clark, Rob Edwards

7. Audited Financial Statement

The full Audited Statement is included in the Annual Report.

Motion: That the Auditor's Statement for 2019-2020 be accepted.

Moved: Michael George Seconded: Lyn Guerin **Carried**

8. Appointment of Auditor

Motion: That VM Accounting be appointed as auditor for the financial year 2020-2021.

Moved: Michael George Seconded: Tom Earls **Carried**

9. Election of Board Members

The Chairperson acknowledged retired and retiring Board Members Fiona Kelly, John Smith and Patrick Kukla and noted that five current Board Members are not for re-election this year: Michael George (individual member), Tom Earls (individual member), Rob Edwards (individual member), Lyn Guerin (individual member) and Clare MacAdam (individual member). Two Board Members, Paul Astley and Joanne Fox have been nominated for re-election to the Board for a further three years and one year, respectively.

The Chairperson declared that the 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 1.10pm.

SHELTER SA OBJECTS

The Association is formed with the principal object of working towards benevolent relief of poverty, distress and disadvantage by individuals and families in South Australia by:

- Promoting and maintaining the right of people living on low incomes and in need of benevolent relief to access affordable, safe and secure long-term housing that they identify as appropriate to their needs.
- Promoting and maintaining the right of people living on low incomes and in need of benevolent relief to housing of a quality which enhances people's health, well-being, dignity and life opportunities.
- Promoting the benefits of public and community housing in the community for people living on low incomes and all spheres of government.
- Publishing, researching, collecting or otherwise disseminating information on matters relating to the provision of housing, particularly for people living on low incomes, for public benefit and the relief of housing poverty.
- Establishing, supporting, resourcing and coordinating non-government organisations and agencies with similar interests and objectives to the Association.
- Promoting opportunities for disadvantaged members of the community to access housing provision free from discrimination as a result of factors such as age, gender, ethnicity, health status or disability.
- Promoting and supporting consumer and community participation in decision making in relation to housing for people living on low incomes and to promote access to avenues of appeal across all housing tenures.
- Doing all such other things as may be incidental to the attainment of these Objectives.
- The Association is a non-profit organisation operating to achieve the above benevolent purposes.

STRATEGIC PLAN

We were delighted to work with Dr Kylie Heneker to develop a new strategic plan for Shelter SA and acknowledge her expert guidance - thank you Kylie.



STRATEGIC PLAN CONTINUED



Shelter SA is very proud to be a registered charity, satisfying criteria that through our housing policy and advocacy work we have a link to the direct client work conducted by our member organisations in the benevolent relief of poverty and we have full accreditation under the Australian Service Excellence Standards.



CHAIRPERSON'S REPORT

I am pleased to present the 2021 Annual Report for Shelter SA following our challenging but successful year. We spent the first part of the last year focussing on our organisational and associate members and securing their support following the unexpected loss of our government funding.

The trust our members place in Shelter SA, the regard for our advocacy and our credibility is very important to us and we look forward to retaining and expanding these attributes. I thank our long term members and welcome our new members. I acknowledge the work you have done throughout the pandemic and the critical assistance you have provided to members of the community. I thank you for your support.

This year our focus is on three strategic areas: social housing advocacy and innovation, forming and maintaining strategic partnerships and achieving financial stability.

We continue to advocate for State Government investment to increase the net supply of social housing while also trying to facilitate new projects and develop innovative models of practice to create and provide housing that is truly affordable for people living on low incomes.

Our strategic partnerships will be maintained and developed so that we can influence social outcomes while sharing our advocacy with our partners. We are also developing new relationships through our fee for service activities utilising the extensive skills and networks of Shelter SA.

We currently have a secure financial position that allows the ongoing development of strategies that will bring consistent and sustainable income to the organisation.



CHAIRPERSON'S REPORT

Fee for service income generated through our strategic partnerships is a key component of our vision for the future and I encourage you to speak with us about how we may add value to your organisation and your work.

Systemic advocacy in a political environment is one of Shelter SA's strengths, and the organisation has launched its election platform leading up to the next South Australian election. Shelter SA keeps the housing affordability crisis on the public agenda, advocating for social housing, a fairer private rental system and ending homelessness.

The Shelter SA Board Members and staff remain strongly committed to Shelter SA and our mission, with the right of every South Australian to have a safe, affordable place to call home, understanding how important advocacy is to an improved life for our children and families. Shelter SA is determined to remain an important voice for housing affordability well into the future.

I acknowledge the invaluable contribution of all Board Members who have served during the past year and have been generous in contributing their extensive expertise and time to ensure the future for the organisation.

I wish to thank our retiring Board member Joanne Fox for her valued contribution to Shelter SA over the past three years and wish her well. Also, Clare MacAdam who retired earlier this year in February after four years as a valued Board Member

Finally, my sincerest thanks to Alice Clark who has carried the organisation through one of the most difficult periods in Shelter SA's long history. We look forward to working with you in the coming year.

PAUL ASTLEY
Chairperson

TREASURER'S REPORT

I am pleased to present the Shelter SA Treasurer's report for the year ending 30 June 2021. The 2020-2021 financial year was an important year for Shelter SA which transitioned from a government funded operation, after the cessation of funding on 30 September 2020, to a self-funded association with a strong membership base and the initiation of new revenue streams including fee for service activities.

The Shelter SA Board of Directors and management are intent on securing the longevity of Shelter SA to continue to deliver exceptional outcomes for the housing and homelessness sectors.

For the 2020-2021 financial year, Shelter SA performed well against budget and has improved on it's strong cash position which will assist in our continued advocacy for fairer housing outcomes for South Australians who are living on low incomes and in housing need 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.

MICHAEL GEORGE

Treasurer



EXECUTIVE DIRECTOR'S REPORT

It is an exciting time to be working for Shelter SA and we are optimistic about our future. With a strong Board in place providing leadership and governance, Shelter SA is innovating and leading the way in developing a new, independent business model.

We have drawn on our experiences with National Shelter and other sources, tapped into staff skills and expertise and continued to work with our members to forge ahead to 2022.

The reach and impact of our work did not slow down during the last financial year and we remain focussed on our core business – working on housing systems, policy, legislation and advocacy – while we are committed to enabling the increased supply of social housing.

Through the pandemic we have continued to engage with our members and stakeholders, meeting the many new leaders among our member organisations, expanding our associate memberships and working with the new homelessness alliances.

Shelter SA undertook many public speaking engagements in the past year reaching hundreds of people across South Australia and I am frequently invited as a guest speaker to conferences, university lectures, workshops and other forums, reflecting our healthy profile and the growing awareness in the community of the need to address housing affordability and homelessness.



We have completed three major projects this year – our Empty Homes project looking at vacant residential properties in Adelaide, our first Moving On report looking at how residential tenancies end, and our Election Platform – there is information about each of them in this report. Our Homes4Good platform, in partnership with Cornerstone Housing, has grown to thirteen properties at the time of writing. Homes4Good provides housing for people and families who are waiting for social housing. We are looking forward to sharing exciting news with you about an expansion of the program to the regions and more community housing partners in the near future.

We were excited to launch our new social enterprise, Uniquely Adelaide, and have received excellent feedback from our first customers. We are currently speaking with employment and education providers, to explore how we can apply our skills in this area to people living with disadvantage, especially young people, through their journeys to learning and employment.

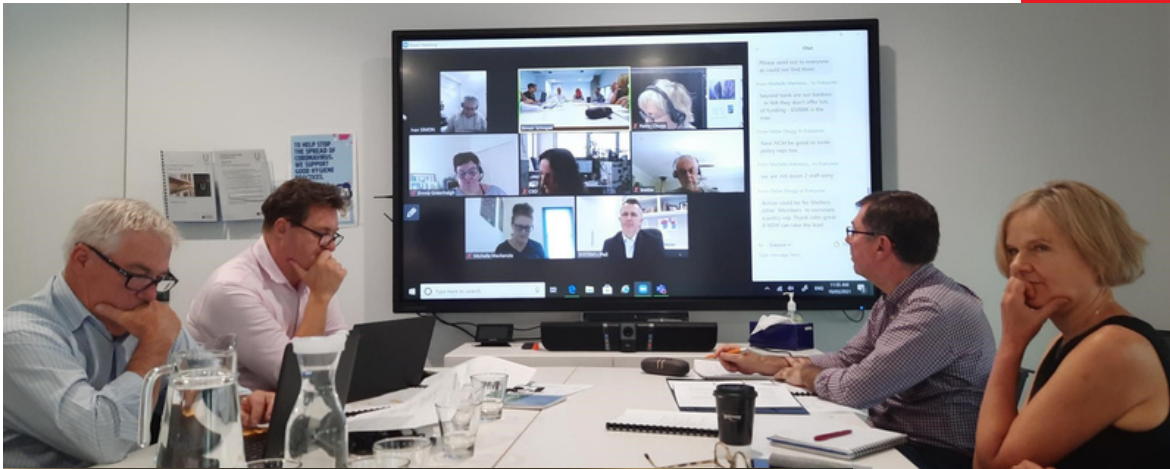
We have released our election platform, with the objectives of improving access to affordable, safe, secure and appropriate accommodation for people living on low incomes in South Australia and we are engaging with all the political parties and independents to share their commitments to housing and homelessness leading up to the 2022 election.

I thank the members of our Board for their strong commitment to a healthy future for Shelter SA and their excellent governance. Our Chairperson, Paul Astley, has shown extraordinary leadership during this time of change and I thank him for the time and experience he dedicates to Shelter SA. Thank you to our retiring Board Member, Joanne Fox, and our previous Board Member, Clare MacAdam, for the expertise and commitment they have provided to us.

I thank past staff members, Michelle Lindblom and Caitlin Smith, who we farwelled towards the end of 2020. I also acknowledge and thank our bookkeeper, Kelley Reay, for her services, assisting us to monitor our finances and provide financial reporting to our Board. Last but not least, thank you to our members and colleagues, for your support and encouragement, I am looking forward to a bright future for you and the citizens you serve, continuing to speak out about housing and advocating for a fairer society.

ALICE CLARK
Executive Director

NATIONAL SHELTER



Shelter SA was pleased to welcome colleagues from the National Shelter Council to Adelaide in 2021 where Federal Member of Parliament Jason Clare joined us online and our Shadow Minister Nat Cook met with us in person to discuss housing policy.

ACHIEVEMENTS ENGAGEMENT & REACH

74



Meetings &
Networks

9



Research
Publications

47



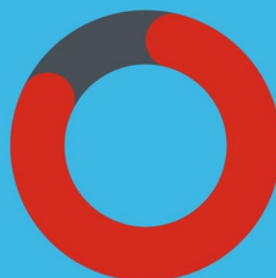
Mainstream
media

ACHIEVEMENTS FOR 2021-20

SATISFACTION RATING

Advice	87%
Advocacy	89%
Policy	87%
Research	79%
Overall	86%

2021-22



50,000
Facebook



614,000
Twitter



9,820
Linkedin

SOCIAL MEDIA REACH 2020-21

PROJECTS



We launched our Homes4Good platform, for private landlords to rent their properties at below market rents to people living on low incomes, with property management by community housing provider Cornerstone Housing and we now have thirteen properties!

Our First Moving On report was published in 2021.

"MOVING ON" RENTAL PROPERTY SURVEY



**Was it heaps good?
Please take our quick survey!**



Our Empty Homes research report was published containing recommendations (presented on page 16) for governments to support our advocacy.

In the City of Adelaide

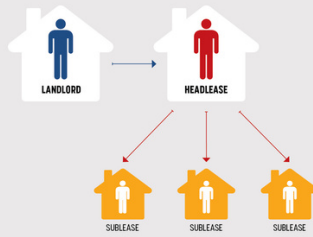
What can the **South Australian Government** do to activate empty homes?

Collect data



What can the **South Australian Government** do to activate empty homes?

Headlease empty homes and buildings



What can the **South Australian Government** do to activate empty homes?

Support Homes4Good



What can the **South Australian Government** do to activate empty homes?

Start a rental voucher scheme like New York City



What can the **South Australian Government** do to activate empty homes?

Purchase empty homes and buildings



What can the **South Australian Government** do to activate empty homes?

Partner with AirBnB

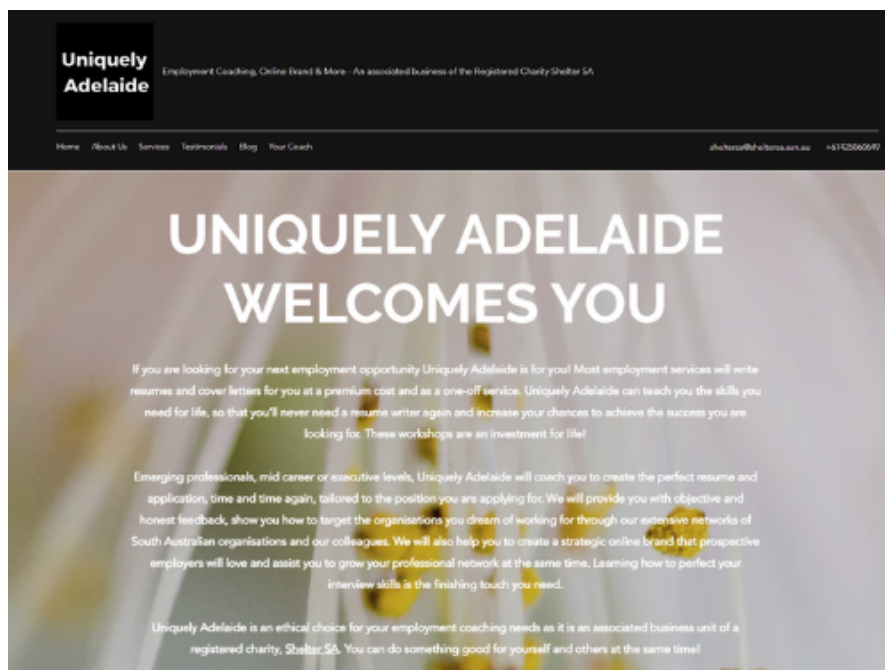


What can the **South Australian Government** do to activate empty homes?

Explore legislative tools



UNIQUELY ADELAIDE



**Uniquely
Adelaide**

We launched our new social enterprise, Uniquely Adelaide, in 2021. An employment and education coaching service, 100% of income funds our core business and advocacy.

"Alice was very encouraging and helped me to craft a resume that highlighted my achievements. It was helpful to have advice from someone who has knowledge and experience in the fields I am applying for. The session also gave great advice on how to use the tips across different applications, so I don't have to re-write my resume from scratch each time."

UNIQUELY ADELAIDE
TESTIMONIAL

**Uniquely
Adelaide**

"Intelligent and insightful advice that was encouraging and supportive - Alice is great to work with and I left the session feeling confident about ways I can show my future employers what I have to offer."

UNIQUELY ADELAIDE
TESTIMONIAL

ABORIGINAL HOUSING STRATEGY

Shelter SA was delighted to contribute to the development of the South Australian Aboriginal Housing Strategy building on our work with Aboriginal and Torres Strait Islander peoples and non-Aboriginal people over many years. We welcome this initiative by the South Australian Housing Authority and look forward to its implementation and improved housing outcomes for Aboriginal peoples.



OUR WORK WITH RESTHAVEN

Shelter SA offers services to our members and other organisations who wish to draw upon our skills, knowledge and expertise.

We have been pleased to work with Resthaven who provide accommodation for older people and home care services in the community. Resthaven realised the importance of safe, secure and affordable homes for their home care clients. Shelter SA has provided training and developed practical tools in a co-design process to assist people to maintain their accommodation. The products will be offered to other aged care accommodation and home services providers. Please contact us if you require additional resources to add value to your organisation.

Some of the areas we can assist you with include: research, writing, proofreading, editing, training, internal policy review and development, service excellence accreditation, communications and strategy. Please speak with us if we can add value to your work.

ADDING TO THE SUPPLY OF SOCIAL HOUSING

Shelter SA undertakes a number of activities with our members, associate members, other not for profits, governments and industry that aim to increase the supply of social housing.



Our Homes4Good platform in partnership with Cornerstone Housing now has thirteen properties and we are looking to expand into the regions and invite new partners.



We support innovation in housing to achieve greater affordability through harnessing not for profit land, modular design and build to rent concepts.



We regularly connect stakeholders to explore partnerships to produce housing that is affordable for people living on low incomes.



We educate residential property owners and property managers about rental affordability for people living on low incomes.



We work with our colleagues including economists, developers, architects, bankers and builders who contribute their knowledge to innovative financial models and mixed use developments.



We acknowledge and thank Darryl Gobbet and David Homburg who have provided their expertise in these areas for several years.

BOARD MEMBERS 2020-2021



Paul Astley
Chairperson



Lyn Guerin
Vice-Chairperson



Michael George
Treasurer



Rob Edwards
Secretary



Joanne Fox



Tom Earls
Public Officer



Greg Black



Michelle Gander

STAFF



Alice Clark
Executive Director



Michelle Lindblom
Bookkeeper and
Projects Officer



Caitlin Smith
Projects Officer

SHELTER SA MEMBERS 20-21

Organisational Members

Access 2 Place	Junction Australia
Adelaide Benevolent Society	Neami National
Adelaide Day Centre	Relationships Australia SA
Anglicare SA & Anglicare Housing	Red Cross
Australian Migrant Resource Centre	Resthaven
Baptist Care SA	Salvation Army – Adelaide
Catalyst Foundation	Salvation Army – Ingle Farm
Catherine House	Salvation Army – Port Augusta
Centacare SA	St John's Youth Service
Centre for Housing, Urban and Regional Planning	SYC HYPA
City of Adelaide	Uniting Communities
Helping Hand	Uniting Country SA
Housing Choices	Uniting SA & Portway Housing
Hutt St Centre	Uniting Care Wesley Bowden
	Westside Housing Association
	Women's Legal Service

Donors

Jo Harrison
Margaret Collins
Ruth Fazakerly
Child and Family Focus SA
David Kilner

Associate Members

Housing Renewal Australia
Magain Real Estate
Qattro
Tesla
YAS Developments

Reciprocal Members

Aboriginal Family Support Services	Landlords Association SA
Australian Migrant Resource Centre	Residential Parks Residents Association
Child and Family Focus SA	
Community Centres SA	South Australian Network of Drug and Alcohol Services
Community Housing Council SA	Volunteering SA & NT
Council of the Ageing	Youth Affairs Council SA
Grandparents for Grandchildren	SACOSS
Homelessness SA	

**We thank
our
members
and donors
for their
support - we
need you to
continue
our housing
advocacy
and look
forward to
working
with you in
the coming
year.**

SHELTER SA MEMBERS 20-21

Individual Members

Andrew Davis
Andrew Derrington
Care MacAdam
David Kilner
Diplata Shah
Greg Black
Jackie Mott
Jayne Wrigley
Joanne Fox
Julie Conway
Leon Cermak
Lyn Guerin
Matthew Woodward
Melissa Klenke
Michael George
Michelle Gander
Michelle Lindblom
Muyaya Diessa
Neil Titterington
Patricia Kerwood
Paul Astley
Peter Heron
Peter Rossini
Phil Davies
Rebecca Coxon
Rob Edwards
Sorcha Morrison
Susan van Dierman
Tom Earls

**Moving
On
2021**

**It was
harder to
get a rental**

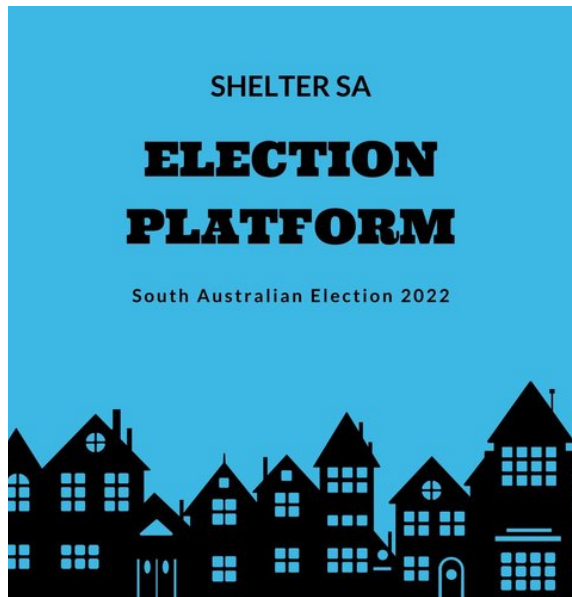
**The pandemic
hurt renters
AND
landlords**

**We were
told if you
can't afford
it leave**

**I couldn't
afford the
rent and I
got evicted**

**We thank
our
members
and donors
for their
support - we
need you to
continue
our housing
advocacy
and look
forward to
working
with you in
the coming
year.**

ELECTION PLATFORM



Shelter SA has launched an Election Platform leading up to the 2022 State Election with the objective of seeking election commitments from all the parties and independents. The focus of the Platform is to improve the supply of social housing, housing affordability and reduce the number of South Australians experiencing homelessness.

The Platform is intended to add to the discussions we are already having about housing need and to start a conversation about strong, structural reform of our inclusionary zoning policy, to move away from the construction and sale of affordable housing towards social housing outcomes.

We are calling for an investment in social housing, better housing outcomes for children experiencing homelessness and a range of other measures to relieve the housing stress and poverty that exists in our State.

One of our many public speaking engagements in 2021 at the leadership conference hosted by University of South Australia, Helping Hand, Uniting Communities and Anglicare SA.





STAKEHOLDER QUOTES

I found this presentation absolutely amazing, to the point that I am so invested in pursuing anything in the homeless sector. Alice is incredibly passionate and it had me completely engaged.

Love the conversation.

This was an amazing, powerful presentation about vulnerable groups in society. It brought up emotions that more needs to be done and I would love to be a powerful advocate in this year.

A comprehensive presentation of the complexities of homelessness. You are a great role model for budding social workers and showed how to actively advocate.

Relevant information re social and political issues, the experiences and information were useful, points useful, powerful (images/facts/diagrams).

Alice is passionate, it shows real advocacy and work to practice in the industry.

Really good insight to understand the passion you had in entering the program is still going even though the lack of funding.

Alice was great at explaining the content a very engaging lecture and you could see the passion in her presentation which brought out the passion in the room.

Mind-blowing information about the hidden causes of homelessness. Government should be committed to addressing root causes and provide housing support and invest in community/health services.

The stats were very helpful in understanding the reach of the issue. Very good, engaging lecture. Nicely presented, warm and patient with student questions. Informative.

A great conversation about the relationship between government and its effect on housing policy and funding.

Very influential, really important, thank you for educating me.

Well presented, fantastic engagement and wide empathy of situations and circumstances. Would appreciate further discussion on what future predictions are for housing for specific population groups.

The presentation was very informative. The allowance of group presentation and participation was super helpful.

Thank you heaps, very insightful and youth homelessness is one of the sections I'm hoping to explore in employment opportunities.

