

# 2016-2017 Annual Report



**ShelterSA**  
*Housing: a basic human right!*





## About the Artwork

**Our Land** by artist Grant Wanganeen, age 15 years.

Grant has been researching the works of some street artists and came across work by contemporary Aboriginal artists Richard Bell, Tony Albert and Reko Rennie. Grant liked the way they communicated strength about Aboriginal culture.

When Grant first started developing ideas for his painting it was an image of Aboriginal and Torres Strait Islander hands joining together against racism. He looked at designs and symbols for different cultures and combined them to show how over generations he hopes different people can come together.

The strong lines in the painting symbolise his culture and the background colours represent a never-ending connection to land.





# Shelter SA Annual Report July 2016 – June 2017

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

## Contents

Minutes of 2016 Annual General Meeting	3
Minutes of 2017 Special General Meeting	6
Objects	8
Strategic Plan	9
Chairperson's Report	11
Executive Director's Report	12
Treasurer's Report	21
Board & Staff 2016-2017	22
Shelter SA Members 2016-2017	23



# Annual General Meeting - Minutes

## 25<sup>th</sup> October 2016

Sage Hotel, 208 South Terrace, Adelaide

The meeting was opened at 7.45am

Andrew Davis Chairperson, welcomed members, guests and distinguished guests. The Chair acknowledged the meeting was being held on Kurna land and paid his respects to Elders past and present.

### 1. Present

#### Individual Members

Paul Astley	(Shelter SA Board)
Andris Banders	Individual
Andrew Beer	(Shelter SA Board)
Mel Blondell	(Shelter SA Board, Treasurer)
Andrew Davis	(Shelter SA Board, Chairperson)
Julie Duncan	(Shelter SA Board)
Marlene Littlewood	Individual
Meredith Perry	Individual

#### Organisational Members

Anne Bainbridge	Youth Affairs Council SA
Sandra Bennett, Renae Kovacevic	Neami National
David Bolton	City South Association
Ken Henderson	Baptist Care
Fiona Kelly, Rosalyn Williams	Uniting Care Wesley Bowden (Shelter SA Board)
Renae Kovacevic	Neami National
Patrick Kukla	Towards Independence (Shelter SA Board, Deputy Chairperson)
Helen Lockwood	Lutheran Community Care
Jane Longbottom	Life Without Barriers
Wendy Malycha	St. John's Youth Service
Sam Raven	SA Network of Drug and Alcohol Services
Eugenia Tsoulis	Australian Migrant Resource Centre

#### Guests

Tricia Cash	Central Adelaide Local Health Network
Phil Fagan-Schmidt	Housing SA
Joe Gannon	Uniting Care Wesley Port Adelaide
Margot George	Unity Housing
Tony Harrison	DCSI
Janice Hoad, Tracey Kamp	SYC/HYPA
Gary Johanson	City of Port Adelaide Enfield
Zoe King	Cox Architecture
Rebecca Lucas	Community Sector Banking
Pam Watts	Watts the Solution



## Staff

Alice Clark	Executive Director
Amanda Taylor	Stakeholder Engagement Manager
Andris Banders	Consultant
Olivia Taylor	Expo Events

## 2. Apologies

Tom Earls	Shelter SA Board
Tracy Ingram	Centacare Catholic Family Services
Gill McFadden	Community Centres SA
Joe Capozza	Anglicare Housing
Fiona Boyle	City of Onkaparinga
Evelyn O'Loughlin	Volunteering SA & NT
Linda Matthews	Catherine House
Patricia Kerwood	Individual
Peter Russell	Individual
John Oliver	Homestart
Pam Simmons	Individual
Jane Mussared	Council on the Ageing
Stephen Marshall	Liberal State Leader
Kate Fox	Wyatt Benevolent Society
Genevieve Theseira-Haese	City of Adelaide Lady Mayoress

Special Guest speaker Tony Harrison, Chief Executive of DCSI, introduced himself and spoke about the large number of organisations servicing what is generally seen as the same target group. He raised the issue that all of these organisations, including government departments, are pulling in different directions and asked if we have the right configurations of organisations to best help or address the needs of specific groups. He also mentioned the massive injection of money into the South Australian services sector that will arise from the introduction and implementation of the National Disability Insurance Scheme including a major projected shortage of people with the right skills and qualifications to adequately service the needs of clients.

## 3. Minutes of the 2015 AGM

Minutes of the 2015 AGM were included in the 2015-2016 Annual Report.

**Motion:** That the minutes of the Shelter SA 2015 AGM held 22 October 2015 be accepted as a true and correct record.

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

## 4. Chairperson's Report

The Chairperson, Andrew Davis, acknowledged the achievements of Shelter SA over the past year, noting the highlights and dedicated work of staff. Andrew Davis' full report is included in the Annual Report.

**Motion:** That the Chairperson's Report for 2015-2016 be accepted.

**Moved:** Andrew Davis      **Seconded:** Julie Duncan      **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 Chairperson invited the Treasurer to present a summary of the report and expressed appreciation of her efforts.

**Motion:** That the Treasurer's report for 2015-2016 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 2015-2016 be accepted.

**Moved:** Mel Blondell                      **Seconded:** Fiona Kelly                      **Carried**

## 8. Appointment of Auditor

**Motion:** That VM Accounting be appointed as auditor for the financial year 2016-2017.

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

## 9. Election of Board Members

The Chairperson noted that Board Members elected at the 2015 AGM and who will continue until 2017 are Julie Duncan, Tom Earls and John Smith (all individual members). Other Board members who have completed their two year term but have been nominated for re-election to the Board are Mel Blondell (individual member), Patrick Kukla (Salvation Army), Paul Astley (individual member) and Fiona Kelly (Uniting Care Wesley Bowden).

It was noted that Professor Andrew Beer (individual member) and Andrew Davis (individual member) are both retiring board members this year and will not stand for re-election. The Chairperson thanked Professor Beer for his valuable contribution to Shelter SA.

The Chairperson declared that all four 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 8.15am.



# Special General Meeting - Minutes

## 3 May 2017

Shelter SA, 44/81 Carrington Street, Adelaide

The meeting opened at 4.00pm.

Paul Astley, Chairperson, welcomed members and guests to the Special General Meeting (SGM).

The Chairperson acknowledged the meeting was being held on Kurna land and paid his respects to Elders past and present.

### 1. Present

#### Individual Members

Paul Astley	(Shelter SA Board, Chairperson)
Mel Blondell	(Shelter SA Board, Treasurer)
Tom Earls	(Shelter SA Board, Public Officer)
John Smith	(Shelter SA Board)
David Scougall	Individual
Andris Banders	Individual

#### Organisational Members

Fiona Kelly	Uniting Care Wesley Bowden (Shelter SA Board)
Joe Gannon	Uniting Care Wesley Port Adelaide
Bill Miliotis	Neami National
Ken Henderson, Anna O'Connor	Baptist Care
Lara Johnson	Common Ground
Ryan Bullivant	St John's Youth Services
Victoria Cornell	Centre for Housing, Urban and Regional Planning

#### Staff

Alice Clark	Shelter SA
Amanda Taylor	Shelter SA
Bonnie Keates	Shelter SA

### 2. Apologies

Patricia Kerwood	
Community Housing Council of SA	
Volunteering SA/NT	
Andrew Davis	
Aboriginal Health Services	
Southern Adelaide	
Pam Simmons	
Patrick Kukla	Towards Independence (Shelter SA Board Deputy Chairperson)
Julie Duncan	(Shelter SA Board, Secretary)



### 3. **Item of Meeting**

The Chairperson requested a show of hands from members who agreed to endorse changes to the Shelter SA Constitution to support registration with the Australian Charities and Not-for-Profits Commission (ACNC).

**For: 14      Against: 0**

The Chairperson thanked members for attending the SGM and advised that the amended Constitution is available on the Shelter SA website.

### 4. **Close of SGM**

Meeting closed at 4.20pm.



## Objects

- To promote and maintain the right of every person to access affordable, safe and secure long term housing that they identify as appropriate to their needs.
- To promote and maintain the right of every person to housing of a quality which enhances people's health, well-being, dignity and life opportunities.
- To promote the benefits of public and community housing in the community and all spheres of government.
- To publish, research, collect or otherwise disseminate information on matters relating to the provision of housing, particularly for people on low to moderate incomes.
- To establish, support, resource and coordinate non-government organisations and agencies with similar interests and objectives to the Association.
- To promote opportunities for 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.
- To promote and support consumer and community participation in decision making in relation to their housing and to promote access to avenues of appeal across all housing tenures.
- To do all such other things as may be incidental to the attainment of these Objectives.



Shelter SA's vision is for all South Australians to have an affordable, safe place to call home, especially people living on low incomes and minority groups.

The policy context for the Shelter SA Strategic Plan includes: National Affordable Housing Agreement, National Partnership Agreement on Homelessness, South Australian State Strategic Plan, Housing Strategy for South Australia 2013-2018, Department for Communities and Social Inclusion Strategic Plan, Department for Communities and Social Inclusion Service Agreement with Shelter SA Shelter SA, Objects of the Association, Shelter SA Constitution.

### Goals and Objectives

#### Advocacy & Policy

Positively inform and influence government decisions about housing and homelessness policy, funding and service delivery:

1. Collaborate with governments, other peak bodies, service providers, business and community members to achieve advocacy goals through participation in consultations, joint submissions and letters and information-sharing on up to five current issues each calendar year.
2. Successfully utilise a range of advocacy tools and engagement methods to raise political and public awareness about systemic housing and homelessness policy, funding and service delivery issues using on-line metrics to monitor engagement and reach.
3. Consistently seek external evaluation of our policy and advocacy work to demonstrate a 75% or greater participant satisfaction rating.
4. Ensure representation of issues relevant to regional South Australia through visiting at least two regional centres annually and advocacy activities directly related to policy, funding and service delivery in the regions through briefings to senior public servants and the media.
5. Advocate on a Federal level regarding the housing and homelessness policy and funding frameworks that affect South Australia, both independently and collaboratively by participating in National Shelter and contributing to their relevant campaigns, submissions and planning, as allowed by our resources.

#### Stakeholder Engagement

Utilise a range of engagement and communication methods to increase the number of people we engage across South Australia, including people living in regional areas:

1. Participate in up to 25 external forums, consultations, committees and meetings to ensure Shelter SA representation each calendar year.
2. Develop and implement a social media strategy directly linked to Shelter SA's vision to build our supporter base and use on-line metrics to demonstrate growth in the reach of our work.
3. Maintain strong relationships with Shelter SA stakeholders including ministers, ministerial advisors, members of parliament, senior public servants, community leaders, business and the community sector and participate in at least 25 briefings and requests for advice each calendar year.
4. Continue to strengthen and build our networks, paid memberships and supporter base evidenced by the number of subscribers held on our database, number of paid memberships and supporters via social media and an overall increase of 10%, from 2015 levels, for the life of this Plan.
5. Develop a specific cultural advice strategy by December 2016 and undertake ongoing activities to consult with people from Aboriginal communities to ensure that Shelter SA's operations,



governance and engagement activities are culturally appropriate. SMART – Goals that are Specific Measurable Achievable Realistic Time-bound.

### **Leadership & Innovation**

Demonstrate leadership by exploring new ideas, policies and funding models and progressing innovative solutions related to housing and homelessness issues:

1. Keep up to date with technology and undertake innovative projects to ensure Shelter SA remains a relevant, credible and reliable source of knowledge and information.
2. Communicate our achievements through public and targeted electronic communication, website, media and social media at least four times annually.
3. Implement the use of the Shelter SA Dashboard and Advocacy Progress Planners and supply results to the Shelter SA Board twice annually.
4. Share innovative advocacy tools, sector development ideas and research with our members, supporters and other stakeholders at up to five workshops and forums each year

### **Reporting**

Shelter SA has developed a Dashboard to report to the Shelter SA Board (see page 19). The Dashboard is also used to report progress to the Department for Communities and Social Inclusion on the Shelter SA Service Agreement. Where the Shelter SA Strategic Plan contains objectives additional to the Service Agreement, <sup>1</sup>SMART benchmarks are contained within the Shelter SA Operational Plan and reported to the Board by exception.



---

<sup>1</sup> SMART – Goals that are Specific Measurable Achievable Realistic Time-bound



## Chairperson's Report

I am pleased to present the 2017 Shelter SA Annual Report, my first as Chairperson of the Shelter SA Board. Shelter SA's past year has been one of very positive outcomes and innovation while operating in a complex and rapidly changing housing environment. The Board's key objective has been to better support our excellent operational team to perform their important work.

This has been another year of important achievements for Shelter SA, and we acknowledge and thank our Executive Director, Dr Alice Clark and her colleagues Amanda Taylor, Bonnie Keates and former employee, Sean Sheehy and consultant Andris Banders. Alice, Amanda and Bonnie have delivered new and continuing initiatives, positive outcomes and forged stronger networks with our key stakeholders. Shelter SA has worked closely with Minister Zoe Bettison and her staff, Shadow Minister Michelle Lensink, and prior to her appointment Rachel Sanderson, and other key supporters to help inform and shape government housing policy and direction.

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 twelve months, the team has raised community awareness about housing and homelessness by writing submissions, letters and ebulletins, conducting community forums and engaging with mainstream media.

With a strong cash position and specific funding from the State Government, Shelter SA has resourced important special project work within our strategic focus. Shelter SA is in a strong position and the Board continues to seek organisational improvements so it better serves its role.

I acknowledge the invaluable contributions of all the Board members who have served during the past year. The Board operated with fewer members following the 2016 AGM and all Board Members have willingly volunteered their time and expertise and made important contributions during a very active period for Shelter SA and the broader housing sector. The Board instigated a formal selection process for new Board Members, which has resulted in the three nominations presented at this year's AGM.

I would like to acknowledge and sincerely thank my retiring Board colleague, Julie Duncan for her contribution over the past two years.

I also thank 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. Shelter SA's advocacy is needed now more than ever, as the housing affordability crisis facing South Australians living on low incomes worsens.

I am confident that Shelter SA is strongly positioned 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.

**Paul Astley**  
Chairperson



### 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. Over the past financial year, Shelter SA staff attended over 150 meetings and networking events including guest lecture and speaker invitations to universities, service providers and schools as well as over 25 appearances in, and written contributions to mainstream media across South Australia. I have also served as the Chairperson of the National Shelter Council and this is my second term in that role, attesting to the policy and advocacy knowledge that we hold here in South Australia. Involvement and influence at the National level is crucial to our State.

### Housing Matters

Electronic communication is an 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 2016/2017 disseminated a total of forty-one ebulletins to our members and supporters. Also during this time, a total of 138,862 people were reached via Twitter with a record 268,245 hits on the Shelter SA Facebook page. Website access also exceeded last year's count by almost 2,000 with 18,098 views registered. Shelter SA members, supporters and others, who accessed the online communications, were provided with a range of housing and homeless information, resources and guides as well as updates about Shelter SA activities, written reports, submissions and research projects.

### Pickle – Your first step to find help



Shelter SA's Pickle App was formally launched at the St. John's Youth Services Conference in Adelaide "Living the Dream" on 17 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. Shelter SA was successful in securing funding to develop and launch Pickle through Community Benefit SA. Shelter SA also acknowledges and thanks Minister Zoe Bettison for her support of Pickle.

Over the past 10 months, Pickle promotion occurred through the following methods:

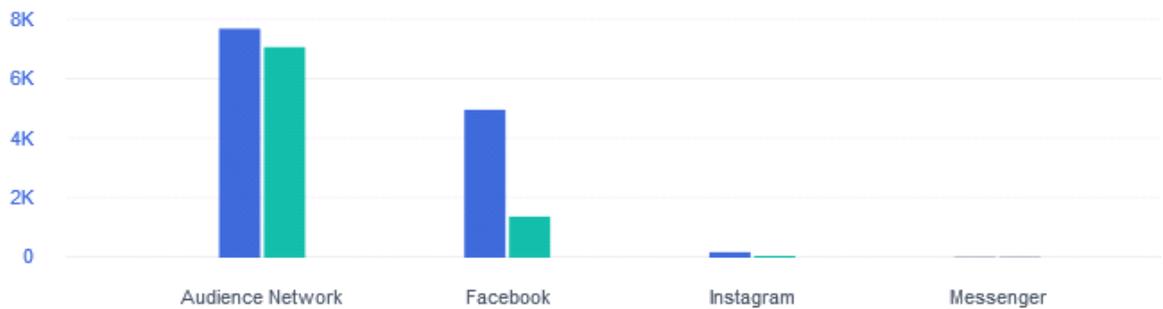
- Radio interviews were conducted with appearances on "Small Change" the SACOSS Radio Adelaide show, ABC 891 and 5AA;
- Media release issued;
- Dedicated Facebook advertising campaign over one weekend (see detailed analytics below). Overall, during the advertising period Friday – Sunday, 171 people between 18-25 clicked on the Facebook advertisement and 14,449 people were exposed to the advert. Breaking these figures down into types of users and placement are as follows:



2,220 Reach 0 ▾ 5 Results: Link Clicks ▾



12,886 Reach 0 ▾ 166 Results: Link Clicks ▾



Age + Gender

Ad Name	Results ?	Reach ?
 Default name - Traffic Pickle > Adelaide - 18-25	171 Link Clicks	14,449
18-24 Female	63	6,527
18-24 Male	92	6,667
18-24 Unknown	2	100
25-34 Female	4	536
25-34 Male	10	620
25-34 Unknown	—	—

- Shared via Shelter SA website, Facebook and Twitter including to all Shelter SA supporters, stakeholders, members through its Housing Matters ebulletin network;
- Advertising Pickle posters and postcards in venues throughout metropolitan Adelaide specifically frequented by young people such as cafes, shops, entertainment centres;
- Rebekah Sharkie, Federal Member for May shared Pickle with her local young people advisory group and her local constituents;
- Office for Youth, Youth Affairs Council SA, Department for Communities and Social Inclusion, Rundle Mall Authority, Office of the Guardian and others have shared Pickle using their social media sites;
- Thousands of impressions on Twitter;



- Production of A1 and A3 posters and A5 information postcards which were mailed out or hand delivered to community centres, youth services, local councils, service providers and other interested organisations throughout South Australia;
- Advertising on and in Adelaide Metro buses (metropolitan and outer-suburban areas).



Data collected from Pickle provides valuable information to anonymously identify user group needs that will be available for analysis to government, services and academics. Pickle complements the ongoing work of Shelter SA as the peak body for housing in South Australia and the production of the App facilitates effective government, business and non-government sector responses to housing need and homelessness.

Shelter SA has received positive feedback about the ease of use of Pickle and the need for an App such as Pickle to assist young people in South Australia including the following:

- Shelter SA has contacted all local governments in South Australia to offer Pickle information and advertising material for distribution to their youth centres, services and the public. Every local government has provided positive feedback about Pickle accompanied by overwhelming demand for promotional material;
- Multiple members of the public have commended Shelter SA for the production of Pickle via email or telephone;
- At the Pickle launch, conference participants were encouraged to try the app and provide us with feedback on the day. All feedback has been positive – the ease of use and guarantee of privacy and anonymity were the featured comments;
- Shelter SA receives telephone calls and email enquiries each day from people who are looking for assistance with accommodation, homelessness issues and other services. Since the launch of Pickle, staff have been able to continue to provide the usual contacts and service details as well as information about accessing the Pickle app and website. There is consistent feedback that this is useful and it means that people making enquiries do not need a pen and paper to access the phone numbers, websites and addresses and information they are seeking.
- Another consistent issue raised by people who have used Pickle is that there was previously no services open outside of normal business hours and the only option was the Homelessness Gateway telephone number. This highlighted to government the need for some services to evaluate their opening hours to cover evenings and weekends.

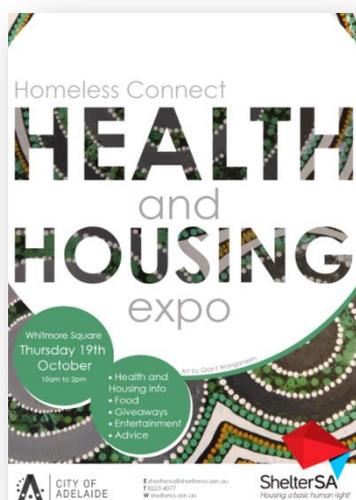


## Aboriginal Cultural Advisory Panel

In response to the growing concerns and problems of Aboriginal housing and homelessness across South Australia, Shelter SA established an Aboriginal Cultural Advisory Panel in mid 2016. In late 2016, one meeting was held and then in 2017 a new recruitment drive saw a larger uptake by interested Aboriginal people representing various organisations including Aboriginal Legal Rights Movement (ALRM), Kornar Winmil Yunti (KWY), Life Without Barriers (LWB) and Nunkuwarrin Yunti.

The first 2017 meeting was held in May with a second meeting held mid-September 2017. The Panel's objectives are to ensure we provide culturally informed advice to the Minister, stakeholders and our sector. The work of the Panel also involves input on policy positions on Aboriginal housing and homelessness as well as assist Shelter SA to monitor and evaluate performance of its Reconciliation Action Plan (RAP) and support the National Shelter RAP.

## Homeless Connect Expo 2017



The annual Homeless Connect: Homelessness, Health and Housing Expo was held at Whitmore Square on Thursday 19 October with over 600 people and 50 agencies actively taking part.

This year's Expo artwork uses a young, local Aboriginal artists' painting as its masthead and poster and is also featured in this Annual Report. Grant Wanganeen a high school student provided this year's stunning artwork. Shelter SA thanks Grant for allowing us to use this artwork entitled Our Land. Shelter SA also acknowledges and thanks the Adelaide City Council who is the major sponsor of the Expo for their continued support.

## CapitalAsset

After the launch of CapitalAsset in September 2016, a lot of interest continues to be generated by this bold, ethical and socially responsible innovation in housing. By creating unique partnerships between not-for-profit landowners and investors, CapitalAsset Developments unlock land and under-used buildings, adding value while achieving both social outcomes and market rate returns.

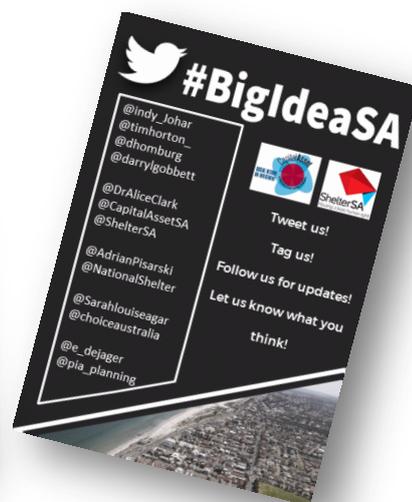


## Open State - #BigIdeaSA



Capital Asset was the cornerstone of Shelter SA's involvement as a partner at this year's Open State 2017. Inspired by our CapitalAsset work, national housing, policy and planning issues, the event within the "Future Cities" theme of the Festival of Architecture and Design brought together disciplines and organisations that do not traditionally work together including developers, builders, planners, architects, economists, civil society and academics. The audience were motivated to think outside the square about how we might work differently towards the future of our cities, infrastructure, housing, social impact investment and employment in South Australia.

Open State in its second year and initiated by Premier Jay Weatherill, is a festival of ideas, innovation, collaboration and enterprise. Providing a fantastic opportunity for South Australians to celebrate new ideas and connect with leading national and international experts, government, businesses and community organisations. Shelter SA was an Open State 2017 partner and its event featured international guest, Indy Johar, Dark Matter Laboratories, UK - a world-renowned international leader in innovative architecture and housing solutions. Our other guest panel speakers included: Adrian Pisarski, Executive Director of National Shelter, Tim Horton Registrar, NSW Architects Registration Board, Darryl Gobbett, Chief Economist and Financial Adviser, Baillieu Holst Ltd., David Homburg, Adelaide Principal, Hassell Studio, Emma de Jager, Executive Officer WA & SA, Planning Institute of Australia and Sarah Agar from Choice Australia.



Shelter SA's #BigIdeaSA event was set alongside fifty of South Australia's most innovative, forward thinking organisations and speakers presenting events across Adelaide.

Smart design and policy, inspired by unique collaborations, demonstrates what diverse communities of interest can achieve. Discussion about future cities, infrastructure, public policy, architecture, housing and social impact investment will highlight how achieving South Australia's economic goals need not come at the expense of our social goals for a fairer, more equal society.



## **Rooming House Research**

Shelter SA recently concluded its research into rooming and boarding housing in South Australia, with relation to existing rights and responsibilities as per the Residential Tenancies Act. The Shelter SA team conducted a focus group with rooming house landlords. A subsequent focus group was held with service provider workers who liaise with residents and rooming houses. Discussions focussed on the legal rights and responsibilities of landlords and residents. Further investigations continued with surveys provided to both residents and landlords to complete. Shelter SA staff were invited to a local rooming house for a social bbq lunch and to talk with residents about their experiences. A Survey Monkey on-line survey was provided and residents and landlords were invited to complete it. Outcomes of the research, consultation and survey results compiled in a report entitled "End of the Road" was submitted to Minister Zoe Bettison with a personal briefing for her consideration. The methodology used and analysis of the feedback gathered were compiled in an additional report entitled The End of the Road - Primary Data Report.

As a result of receiving the report, Minister Zoe Bettison, instigated a round table of key stakeholders to discuss the recommendations and call to action. Unfortunately to date, only one of the recommendations from the report is fulfilled, through the production of an information poster for display at boarding and rooming houses, advising residents of their rights. The Shelter SA team visited a boarding house recently to talk with residents about what they thought were important points to be included on the poster. Residents were invited to develop a design for the poster. These suggestions were provided to DCSI management for consideration.

## **DV Prevention Workshop**

Shelter SA hosted an Adelaide University Arts Intern to look at the primary prevention of domestic violence (DV) in South Australia. The research project examined policy, legislation and service delivery in South Australia. To complement the Student's project Shelter SA held a DV Prevention Workshop. The workshop was held in June and provided an opportunity for exemplars from non-government services and other organisations to share with almost fifty people, the strategies, initiatives and programs that they are delivering to the community. At the workshop, participants heard ideas and information aimed to improve awareness across service providers and the community.

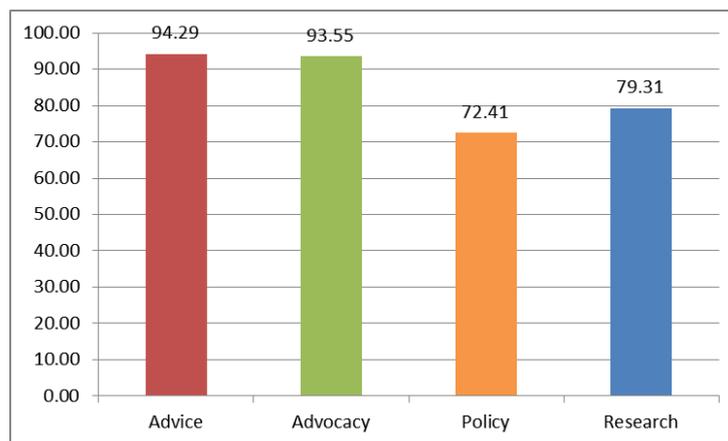
After the presentations, a whole of group facilitated discussion was held about the topics presented and key messages. As a result of the group discussion, participants identified many fundamental priorities which have been captured in the DV prevention workshop report entitled "We will not tolerate domestic violence in any shape or form". A project report and poster were also developed as part of the student's internship with Shelter SA. Filming of the workshop took place and a short video was also produced which highlights aspects of the workshop along with participants input.





Our guest speakers included Ross Wait and Jake Battifuoco from the Port Adelaide Football Club, Craig Rigney from Kornar Winmil Yunti, Claire Tatyzo from YWCA, Matt Morris from Uniting Communities and Gillian Cordell from Women’s Safety Services (not pictured).

Please see workshop evaluation summary graph below:



Some positive feedback from a workshop participant is as follows: *Thanks for your email. I thought the workshop was fantastic (I did the evaluation!). It was a really great way to hear a number of different perspectives in a short amount of time and then all share experiences/ideas as a large group.*

*I appreciate all the work you have done mentoring Sorcha – I hope the report is valuable for you. I know the University more broadly really appreciates the involvement of organisations like Shelter SA in the Arts Internship program – so cheers for coming on board.*



## 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) and the Shelter SA Board 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.

The below snapshot of activity ranges from 1 July 2016 – 30 June 2017

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											
<a href="#">E bulletins</a>	50	41	1254+	1254+	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
<a href="#">Consultations and Events</a>	10	11	1000	1250+		✓	✓	✓	✓	✓	✓	✓	✓	✓
<a href="#">Publications</a>	15	10	1000	1250+	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
<a href="#">Research Summaries</a>	5	3	1000	1250+	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
<a href="#">Mainstream Media</a>	12	22			✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
<b>Social Media:</b>			Counted as total of all outputs											
<a href="#">YouTube</a>			200	95										
<a href="#">Facebook</a>			2500	268245										
<a href="#">LinkedIn</a>			200	2182										
<a href="#">Twitter</a>			10000	138862										
<a href="#">Website</a>			1000	18098	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
<a href="#">Briefings</a>	20	44				✓	✓		✓	✓	✓	✓	✓	✓
<a href="#">Public Speaking</a>	10	9				✓	✓	✓	✓	✓	✓	✓	✓	✓
<a href="#">Media Releases</a>	5	6		1250+	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
<a href="#">Meetings/ Networks</a>	25	145		200+	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
<b>Total:</b>														
Satisfaction Rating:					Advice 88%; Advocacy 91%; Policy 86%; Research 86%									
Sector Development Rating:					75%									



## Acknowledgements

Our small team is very efficient and is quite prolific when it comes to the outputs and outcomes we achieve together. Thank you to Amanda, for your great work, patience and organisational skills which continue to ensure we communicate effectively and have high levels of engagement. Thank you also to Bonnie who we were pleased to welcome to Shelter SA in May this year. Bonnie is our Projects and Events Coordinator and two of her bigger tasks have been managing the roll out of this year's Homeless Connect Expo and assisting with our Open State event. Bonnie is off to a great start. I would also like to acknowledge Sean Sheehy who started at Shelter SA in 2014. Over his three years with us, Sean took on many roles at Shelter SA including radio producer, video director, administration assistant, event coordinator and research assistant. Sean left us in September last year to work with the Youth Affairs Council of S.A. as a project officer and we wish him well, its great to see young people joining and remaining in the advocacy sector. Thank you to Andris who worked with us on a range of projects, the wisdom and knowledge you shared with us was so valuable.

I would like to acknowledge and thank our current Board members for their encouragement and contributions over the past financial year. In particular I'd like to thank Paul Astley for his guidance and support as our Chairperson. I also acknowledge Julie Duncan who will be completing her term on the Shelter SA Board and wish her all the best in her future endeavours.

We wish Shelter SA a happy fortieth birthday this year and it is to the credit of all the people who have contributed to our organisation over the years that we are still here, strong and engaged. Unfortunately, Shelter SA is needed now more than ever as housing affordability and homelessness worsen and our public housing portfolio shrinks. So please continue to work with us to raise the voices of people living on low incomes who cannot fight for themselves, or who find it difficult to influence policy, legislation and political processes. Our current thinking and policy around pressing social issues is not leading to the improvements we would like to see, and we will keep pressing for a better society for all South Australians, as well as a place to call home.

**Alice Clark**  
Executive Director



## Treasurer's Report

I am pleased to present the Shelter SA Treasurer's report for the year ending 30 June 2017.

The 2016-2017 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.

For the 2016-2017 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

Paul Astley	2014-16	Chairperson
*Patrick Kukla	2010-16	Deputy Chairperson
Mel Blondell	2013-16	Treasurer
*Fiona Kelly	2014-16	
Julie Duncan	2015-17	Secretary
Tom Earls	2015-17	Public Officer
John Smith	2015-17	

\*Denotes organisational representative

### Staff

Alice Clark	Executive Director
Amanda Taylor	Stakeholder Engagement Manager (0.9 FTE)
Bonnie Keates	Projects & Events Officer
Sean Sheehy	Research Assistant
Andris Banders	Consultant



## Shelter SA Members 2016 - 2017

### Organisational Members

Aboriginal Health Services Southern Adelaide	Lutheran Community Care
Access 2 Place Ltd	Mental Illness Fellowship South Australia
Adelaide City Council	Neami National
Australian Migrant Resource Centre	Northern Suburbs Housing Co-operative
Baptist Care (SA) Inc	OARS Community Transitions
Catherine House	Relationships Australia (SA)
Centre for Housing, Urban and Regional Planning	Salvation Army - Ingle Farm
Common Ground	Salvation Army - Port Augusta
Community Centres SA	SA Network of Drug and Alcohol Services
Community Housing Council of SA	SA Residential Parks Residents Association
Council on the Ageing	Smallacombe Sanderson
Edenfield Family Care	St Johns Youth Services
Global Skilled Solutions	Towards Independence
Grandparents for Grandchildren	UniSA Accommodation Services
Homelessness SA	UniSA Commerce School
Hutt Street Centre	Uniting Care Wesley Bowden
Junction Australia Ltd	Uniting Care Wesley Country SA Inc
Kornar Winmil Yunti	Volunteering SA NT
Landlord's Association (SA) Inc	Wyatt Benevolent Institution
Life Without Barriers - Adelaide	Youth Affairs Council SA

### Individual Members

Paul Astley	Marlene Littlewood
Andris Banders	Noel Maddock
Mel Blondell	Shirley Maddock
Andrew Davis	Meredith Perry
Julie Duncan	Peter Russell
Tom Earls	David Scougall
Darryl Gobbett	Sean Sheehy
Glenys Jones	Pam Simmons
Fiona Kelly	John Smith
Patricia Kerwood	Adrian Teaha
David Kilner	Belinda Tonkin
Patrick Kukla	Fuzzy Trojan
John Langton	Gary Wilson
Jodie Leech	

Total Mailing List Contacts

1319



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.

<https://www.facebook.com/ShelterSA/>

<https://twitter.com/sheltersa>

<https://www.youtube.com/sheltersa>

We acknowledge and respect the Kurna people as the traditional custodians of the ancestral lands we live and work on and their deep feelings of attachment and relationship to country





## Notes



## Notes



# ShelterSA

*Housing: a basic human right!*

[www.sheltersa.asn.au](http://www.sheltersa.asn.au)

**44/81 Carrington Street, Adelaide SA 5000**  
**PO Box 6207 Halifax Street, Adelaide SA 5000**  
**(08) 8223 4077**

