

SHELTER SA

ANNUAL REPORT 2020



ShelterSA

Housing: a basic human right!

MINUTES OF 2019 AGM

Say.Kitchen, 78 Currie Street, Adelaide, South Australia, 5000.

22 October 2019

The meeting opened at 12:00 p.m.

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)

David Scougall

John Smith (Shelter SA Board, Secretary)

Clare MacAdam (Shelter SA Board)

Rob Edwards (Shelter SA Board)

Lyn Guerin

Julie Conway

Organisational Members

Patrick Kukla (Towards Independence, Shelter SA Board, Deputy Chairperson)

Joe Gannon (Uniting SA)

Julie Blake (Westside Housing Association)

Carolyn Piper (Anglicare SA)

Jocelyn Yim (Anglicare SA)

Ruth Wallace (Anglicare SA)

Mark Perry (Uniting Care Wesley Bowden)

Wendy Malycha (St John's Youth Services)

Susan Horsfall (Baptist Care SA)

Guests

Doris Gioffre

Anne Bainbridge

Fargana Siddiquee

Didi Inyang

Chris Snow

Irene Pnevmatikoz MLC

Gary Storkey

Wen Xue

Kerrie Akkermans

Evelyn O'Loughlin

Kylie Fergusen

Glen Williams

Michelle Lensink MLC

Gareth Norman

Jamie McAllister

Phillip Martin

Tammy Franks MLC

Staff

Alice Clark (Executive Director)

Michelle Lindblom (Bookkeeper and Projects Officer)

Sorcha Walshe (Stakeholder Engagement Officer)

Caitlin Smith (Expo Management Team)

2. Apologies

Helen Bock

Simon Schrapel

Senator Rex Patrick

Mark Parnell MLC

Steven Marshall MP

Fiona Kelly

Jo Fox

3. Minutes of the 2018 AGM

Minutes of the 2018 AGM were included in the 2018–2019 Annual Report.

Motion: That the minutes of the Shelter SA 2018 AGM held 19 October 2018 be accepted as a true and correct record.

Moved: Patrick Kukla **Seconded:** Tom Earls **Carried**

4. Chairperson's Report

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

Motion: That the Chairperson's Report for 2018–2019 be accepted.

Moved: Paul Astley **Seconded:** Clare MacAdam **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.

5. 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 2018–2019 be accepted.

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

5. Proposed Constitution Changes

The Chairperson requested a show of hands from members who agreed to endorse changes to the Shelter SA Constitution:

- Clause 2 Objects: will be more specific about assisting people living on low incomes.
- Clause 6.1: election of Board Members, extension of Board Members' terms from 2 to 3 years, the number of successive terms a Board Member may serve.
- Clause 7.2: Office Bearers, appointment of Officer's term related to the term of a Board Member.

For: 7 Against: 0

6. Audited Financial Statement

The full Audited Statement is included in the Annual Report.

Motion: That the Auditor's Statement for 2018-2019 be accepted.

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

7. Appointment of Auditor

Motion: That VM Accounting be appointed as auditor for the financial year 2019-2020.

Moved: Michael George **Seconded:** John Smith **Carried**

8. Election of Board Members

The Chairperson noted that five current Board Members have completed their two-year term: Michael George (individual member), John Smith (individual member), Tom Earls (individual member), Rob Edwards (individual member) and Clare MacAdam (individual member). All five Board Members have been nominated for re-election to the Board for a further two years. One other nomination was received from Lyn Guerin (individual member). Board Members who are in the middle of their two-year term and are not up for re-election this year are: Patrick Kukla (Salvation Army), Fiona Kelly (Uniting Care Wesley Bowden), and Joanne Fox (individual member).

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.

9. Close of AGM

Meeting closed at 12:35 p.m.

MINUTES OF 2020 SGM

Shelter SA, 44/81 Carrington Street, Adelaide, South Australia, 5000.

27 February 2020

The meeting opened at 4:00 p.m.

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)

John Smith (Shelter SA Board, Secretary)

Rob Edwards (Shelter SA Board)

David Scougall

Andris Banders

Organisational Members

Patrick Kukla (Towards Independence, Shelter SA Board, Deputy Chairperson)

Wendy Malycha (St John's Youth Services)

Lyn Guerin (Baptist Care SA, Shelter SA Board)

Olive Bennell (Anglicare SA)

Anne Nixon (Catherine House)

Deborah Lockwood (Relationships Australia SA)

Staff

Alice Clark (Executive Director)

Michelle Lindblom (Bookkeeper and Projects Officer)

Rebecca Coxon (Policy Officer)

Caitlin Smith (Projects Officer)

2. Apologies

Tom Earls (Shelter SA Board, Public Officer)

Michael George (Shelter SA Board, Treasurer)

Clare MacAdam (Shelter SA Board)

Julie Blake (Westside Housing)

Margie Fahy (Uniting SA)

3. Proposed Constitution Changes

Shelter SA is required to change the Constitution in keeping with Australian Tax Office deductible gift recipient status. The Chairperson requested a show of hands from members who agreed to endorse changes to Section 17 of the Shelter SA Constitution as set out below:

REMOVE

17.4 The Association shall not be dissolved except by approval of not less than two-thirds of the members present and voting at a meeting called for that purpose of which not less than one month's written notice including notice of the proposed dissolution has been distributed to all members.

INSERT

17.4 The Association can resolve to wind up by a special resolution. A special resolution of an incorporated association means where the rules of the association provide for the membership of the association – a resolution passed at a duly convened meeting of the members of the association if:

17.4.1 at least 21 days written notice specifying the intention to propose the resolution as a special resolution has been given to all members of the association; and

17.4.2 it is passed at a meeting referred to in this paragraph by a majority of not less than three quarters of such members of the association as, being entitled to do so, vote in person, or where proxies are allowed, by proxy, at that meeting.

For: 13 Against: 0

4. Executive Director's Report

The Executive Director gave a brief update to members on latest achievements and current projects.

5. Thank You

The Chairperson thanked members for attending and assisting with Constitution adoption.

6. Close of SGM

Meeting closed at 4:35 p.m.



Public housing leads to a wide range of economic and social benefits such as increased employment, education, community participation, better health outcomes, and reduced crime and incarceration rates.

– Shelter SA

From our submission to the Infrastructure SA Consultation

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

Advocacy and Policy

To assist member organisations by positively informing and influencing government decisions about housing policy, funding and service delivery as they pertain to people in need of benevolent assistance.

- Collaborate & consult with State Government, peak bodies, service providers, businesses and community members.
- Advocate for, and raise political & public awareness about, housing policy, systems, funding and service delivery in South Australia as they pertain to people in need of benevolent assistance.
- Highlight and advocate for improved housing systems and policy in regional South Australia for the benefit of people in need of benevolent assistance.
- Advocate at a Federal Government level, both independently and through participation in National Shelter.

STRATEGIC PLAN

Leadership and Innovation

Demonstrate leadership by exploring and developing new ideas, policies and funding models to aid and assist member organisations to deliver better relief of poverty, distress and disadvantage to people in need of benevolent assistance; Progress innovative solutions relating to housing systems and programs.

- Employ existing and emerging technology to maintain and strengthen Shelter SA's position as the "go-to" source of credible, reliable information about housing policy and systems in South Australia.
- Communicate progress and achievements on important matters through targeted electronic, social and traditional media.
- Develop and share innovative advocacy tools, ideas and research with members, supporters and other stakeholders.

STRATEGIC PLAN

Engagement, Profile and Reach

Engage and communicate effectively with key stakeholders relevant to housing policy and systems issues for and on behalf of member organisations and those who require benevolent relief; maintain and increase the profile and impact of Shelter SA through multi-channel communications.

- Actively participate in external forums, consultations, committees and meetings across South Australia.
- Develop and deploy all appropriate media to achieve the Shelter SA vision.
- Maintain and expand strong relationships with key stakeholders, strategically important decision-makers and decision influencers (government, community, business).
- Strengthen and build on our networks, membership and supporter base.
- Develop and implement culturally appropriate engagement and operational strategies for special needs groups, including people living on low incomes and those in need of benevolent assistance.

CHAIRPERSON'S REPORT

This year has been full of challenges for Shelter SA but we are very pleased to share with you that we continue to operate as usual although with a different funding platform. We thank our members for their strong support for our work and our advocacy. We have big plans for the future and we are excited to share those with you.

Firstly, we are very focussed on the objectives of our Association and we have learned through consultations with our members that they approve of this principled approach. We will not enter into competition with our members through competitive tendering processes for service delivery or the evaluation of the services of our members. The trust and credibility we have earned is important to Shelter SA and we look forward to retaining and expanding these attributes.

Secondly, while we will continue to have only a small operational team for the foreseeable future, at every opportunity we will look to progress our capacity so that we can achieve even more for the housing and homelessness sectors and the vulnerable citizens they serve.

Systemic advocacy in a political environment is one of Shelter SA's strengths, and leading up to the next South Australian Election, this is exactly what Shelter SA will do, by speaking out to keep the housing affordability crisis on the public agenda, advocating for a fairer private rental system and ending homelessness.



We have commenced offering fee for service options to our members and we are pleased to let you know that we are making progress in this area, delivering high quality services that are completely independent and rigorous.

In 2020, we set a new precedent with the Australian Charities and Not for Profit Commission, achieving charitable status through our policy and advocacy work, and, the connection with our members who directly provide benevolent relief of poverty. Our charity status will also assist us to maintain our financial independence and we have already received some generous donations from our supporters.

We continue to innovate with our “Moving On” project, which has become a national project; our empty homes project, in conjunction with our Homes4Good platform and partnership with Cornerstone Housing; and have created a resource for rooming house residents, aiming to visit with them and increase their knowledge of and access to their legal rights, working closely with Consumer and Business Services to assist them in their carriage of the Residential Tenancies Act.

The Shelter SA Board members and staff remain strongly committed to Shelter SA and 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.

I acknowledge the invaluable contribution of all Board Members who have served during this 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 and recently retired Board members Fiona Kelly, Patrick Kukla and John Smith for their contributions to Shelter SA over the past six, ten and five years respectively. I look forward to welcoming new Board members following our current recruitment process.

Finally, thank you to the Shelter SA staff who have maintained an outstanding performance over the past year, in the areas of quality and performance improvement and in the operations of our small, strong organisation.

PAUL ASTLEY

Chairperson

TREASURER'S REPORT

I am pleased to present the Shelter SA Treasurer's report for the year ending 30 June 2020. The 2019-2020 financial year was a busy and eventful year for Shelter SA. In March 2020, Shelter SA was made aware that the South Australian Housing Authority would cease funding for the association on 30 September 2020 as part of the State Government's decision to implement wide reforms to the homelessness sector. 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 sector. We continue to make changes to management and operating structures to ensure this longevity.

For the 2019-2020 financial year, Shelter SA performed well against budget and has improved on its 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

This has been quite a year for Shelter SA and its members. With the pandemic came the unexpected news that we lost our block funding. We were caught completely off guard by this decision having recently passed our performance appraisal with the Housing Authority with flying colours, achieved public benevolent institution status and attained our third Australian Service Excellence Accreditation. We were immediately determined that Shelter SA would continue and commenced a process of developing a new business model. We are equally determined to strongly adhere to our objectives, work closely with our members and continue our housing and homelessness advocacy.

It is an exciting time to be working for Shelter SA and we are optimistic about our future.

Our Empty Homes Project has created a lot of interest from the public, landlords, property managers and tenants and is a great fit with our Homes4Good platform, in partnership with Cornerstone Housing. We now have five properties in the program with five households safely and affordably housed. We have developed a consumer friendly resource for rooming house residents and continue to work closely with Consumer and Business Services through our national rental exit survey "Moving On" and the development of a mobile phone app to assist renters and landlords in conjunction with University of Adelaide students.



We have also been pleased to continue to participate in National Shelter and I remain the Chairperson of the National Council. I include below some of our achievements and metrics from the last financial year and hope that you will enjoy reading more about our small but strong team.

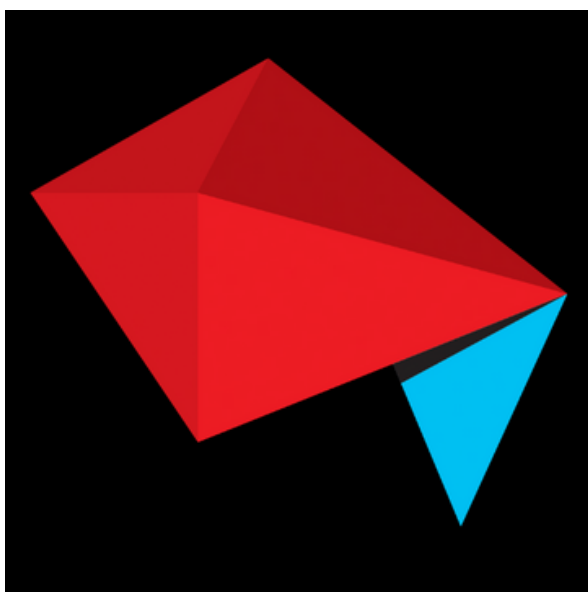
I must thank all the members of our Board for their strong leadership during this unsettled time and their commitment to our future. Thank you to retiring and recently retired members, Fiona Kelly, Patrick Kukla and John Smith and an acknowledgement to our Chairperson, Paul Astley, for the valuable time he dedicates to Shelter SA.

We have seen many changes in the staff team this year and I thank past and current staff for their amazing contributions, positive outlook and enthusiasm for our work with fond farewells to Caitlin and Michelle.

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



PEAK BODY FOR HOUSING

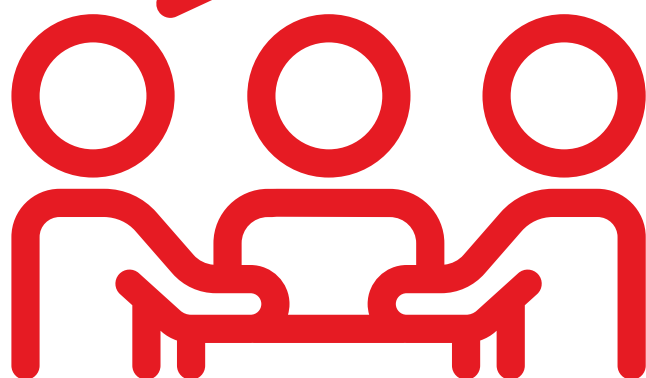
SYSTEMS ADVOCACY IS A MUST

"We must not lose sight
of the structural causes
of homelessness"

ENGAGEMENT



Media Appearances



Meetings & Consultations

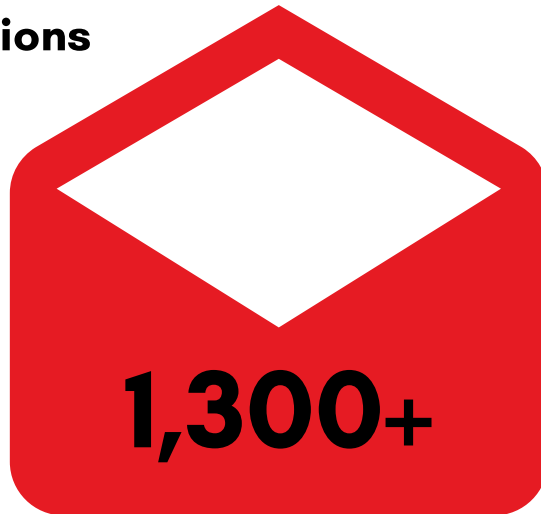


Publications

REACH



Twitter Impressions



**eNews
Subscribers**



**Facebook
Impressions**

ACHIEVEMENTS



*Achieved Public Benevolent
Institution status with the ACNC!*



*Accredited under the
Australian Service
Excellence Standards for
the third time!*

NEW PROJECTS



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

Our Moving On survey launched nationally, will capture data on the number and nature of evictions in Australia – a current hole in the housing data set.

"MOVING ON" RENTAL PROPERTY SURVEY



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

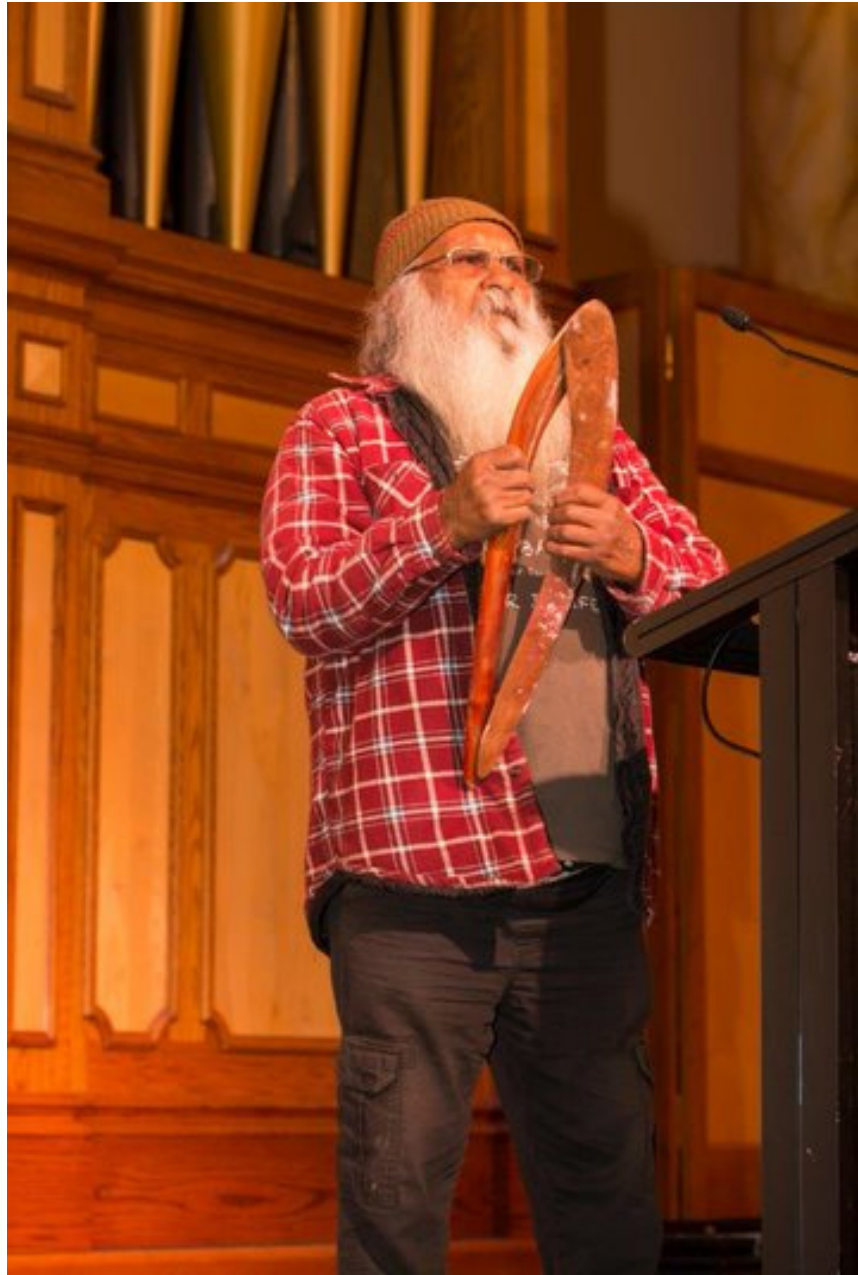


In the City of Adelaide

We've been researching vacant residential properties in the City of Adelaide, to shed light on how to make these empty homes available for people living on low incomes!

HOUSING AND HEALTH EXPO

We held our annual Housing and Health Expo in October last year, connecting hundreds of people experiencing homelessness with services, and providing a great day out for all!



COOBER PEDY

Housing and Homelessness Roundtable



Yes, we went to Coober Pedy in 2019 and it was quite an experience! We slept in an underground motel and discovered that housing affordability and homelessness are big issues in the region.



OUT AND ABOUT

We met with community housing tenants to find out about what tenants really want from their housing providers (below) and attended the National Housing Conference in Darwin (right).



We went to the 2020 Apology Breakfast hosted by Reconciliation SA (left) and attended a policy and advocacy workshop (below).



BOARD MEMBERS 2019-2020



Paul Astley
Chairperson



Patrick Kukla
Deputy Chairperson



Tom Earls
Public Officer



John Smith
Secretary



Michael George
Treasurer



Rob Edwards



Joanne Fox



Clare MacAdam



Lyn Guerin



Fiona Kelly

STAFF MEMBERS 2019-2020



Alice Clark

Executive Director



Michelle Lindblom

Bookkeeper and
Projects Officer



Caitlin Smith

Projects Officer

Former Staff Members

Chris Button

Rebecca Coxon

Matthew Tieu

Sorcha Walshe

Staff and Expo Volunteers



SHELTER SA MEMBERS 19-20

Individual Members

Jane Abbey	Tom Earls	Marlene Littlewood
Paul Astley	Rob Edwards	Clare MacAdam
Andris Banders	Joanne Fox	Alexander North
Mel Blondell	Michael George	Mark Parnell
Re Brice	Lyn Guerin	Meredith Perry
Kathryn Browne-Yung	Ashley Hill	Christopher Powell
Julie Conway	Jill Kaye	Raymond Radice
Andrew Davis	Patricia Kerwood	David Scougall
Andrew Derrington	David Kilner	John Smith
Karen Diesing	Melissa Klenke	Jayne Wrigley

Organisational Members

Access 2 Place	Neami National
Adelaide Day Centre	Relationships Australia SA
Anglicare SA & Anglicare Housing Association	Salvation Army - Ingle Farm
Baptist Care SA	Salvation Army - Port Augusta
Carrington Cottages	St John's Youth Service
Catherine House	SYC HYPA
Centacare	Towards Independence
Centre for Housing, Urban and Regional Planning	Uniting Communities
DVINA	Uniting Country SA
Housing Choices	Uniting SA & Portway Housing Association
Hutt St Centre	Uniting Care Wesley Bowden
Junction Australia	Westside Housing Association
	Women's Legal Service

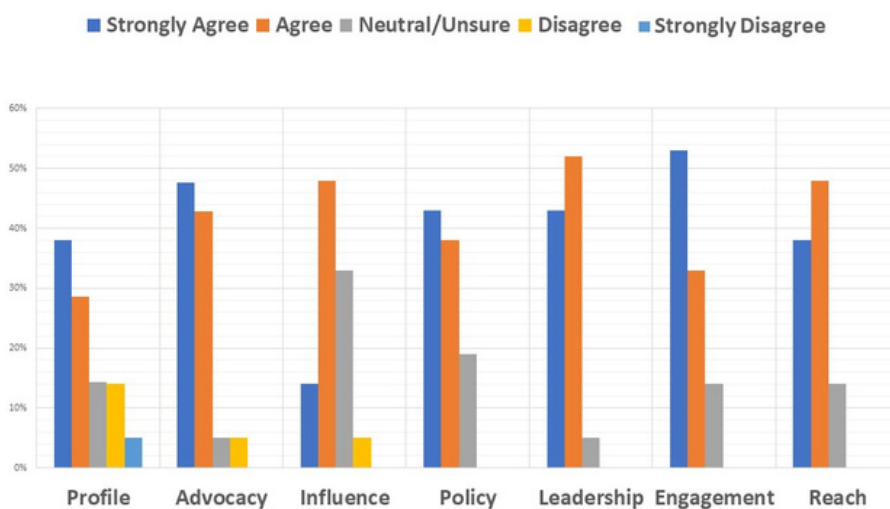
Reciprocal Members

Aboriginal Family Support Services	Landlords Association SA
Australian Migrant Resource Centre	Residential Parks Residents Association
Community Centres SA	SANDAS
Community Housing Council SA	Volunteering SA & NT
Council of the Aging	YACSA
Grandparents for Grandchildren	SACOSS
Homelessness SA	

360 DEGREE REVIEW

Shelter SA contracted an independent review of our performance in 2019 covering seven strategic areas. We were very pleased to be rated so highly by our participants who included staff, Board members, member organisation representatives, other peak bodies and stakeholders. Stakeholder quotes are also included below.

Performance in Strategic Areas



Stakeholder Quotes

Very good at getting to key people in the system and getting a message to them.

Strong in getting attention on issues through the media, who will generally approach Shelter SA for a viewpoint.

Range of sector contacts really strong and while may not get outcomes hoped for, a number of people are swayed.

Injects humanity into public policy considerations on housing.

In-depth submissions to government and local Council.

Evidence-based policy is essential as the basis for any advocacy: must have a body of work behind you.

Breadth and depth of policy.

360 DEGREE REVIEW

Stakeholder Quotes



Shelter SA doesn't let social housing fall off the agenda.

Alice's leadership and determination.

Maintains focus on the need for housing.

Shelter SA has a good reputation and is widely known by stakeholders.

Strong media profile.

Shelter SA does really well and is one of the more active of the state peaks in housing.

Voice is clear and consistent.

