

# our year in review

Annual Report

# 2018/19

A secure home for all



[www.sheltersnsw.org.au](http://www.sheltersnsw.org.au)

**Shelter**  
NEW SOUTH WALES

# Who we are

Serving NSW through five decades, Shelter is the State's peak housing, policy and advocacy body.



## We are independent

We provide systemic advocacy and advice on policy, planning and legislation for the whole NSW housing system.

We advocate to Government on changes to policy positions to resolve housing inequality.

We promote and represent broad interests across the housing system and don't represent particular services. Published in November 2018 by Shelter NSW

We're non-partisan and work with all levels of Government, the private sector and not-for-profit organisations.



## We promote social justice

We support the rights of very low, low- and moderate-income households who are disadvantaged in the housing market.

We aim to ensure that consumer voices are included in our policy development, review and responses, especially those who are on very low, low and moderate incomes.



## We lead and collaborate

We connect with stakeholders and residents around new ideas and policy solutions to address housing inequality.

We collaborate with other peaks, industry and advocacy groups who share our values and aspirations.



## We are experts and value expertise and evidence

We know and understand the housing system.

We lead on research into the causes of inequity and injustice in the housing system and advocate evidence-based solutions that aim to make the housing system fairer for all.

Our solutions and policy advocacy anticipate emerging housing policy issues so we can lead on influencing the solutions.

# Contents

02	Who we are
04	Welcome from our Chair
05	Meet our team
06	CEO's report
08	Our year in numbers
10	Housing system issues
12	Goal 1 – Be a thriving and leading organisation
14	Goal 2 – Influence policy and practice
16	Goal 3 – Engage and educate the community
18	Goal 4 – Harness knowledge, experience and expertise
22	Our members
25	Treasurer's report
26	Financial Reports

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**Shelter**  
NEW SOUTH WALES

# Welcome from our Chair



**After over forty years serving the NSW community, our work is sadly not finished.**

Long social housing waiting lists, rising homelessness, high rents, insecure tenancies, over-crowding and high barriers for first-time-buyers are clear signs the housing system is broken. Recent high-profile apartment building defects show even longer-term purchasers, strata owners, investors and wealthy tenants are not immune.

It doesn't have to be this way.

Shelter's thought leadership can help mend the Australian housing system. We can bring together government, civil society, and the private sector to make change happen. As an independent housing policy and advocacy body we serve the interests of all NSW residents who are doing it tough.

## Firm foundations

Shelter is in a strong position in our fifth decade. We continue to receive strong support from NSW Government, and in return bring insight, guidance and new ideas to policy making. During the 2019 State and Commonwealth elections we developed a visionary yet practical platform, and worked with all political parties across the spectrum to raise housing as a key issue.

We have a new [Strategic Plan \(2018-21\)](#) that expands beyond our traditional goal to improve outcomes for very low and low-income households. Shelter is working across sectors to develop a shared contemporary vision for a sustainable and effective housing system for NSW. We believe in *a secure home for all*.

## A new chapter

Our CEO Karen Walsh is leaving Shelter to take up a position with the Northern Territory Government at the end of October 2019.

Karen is a strong and skilled leader who has worked hard with the Shelter board to reinvigorate our approach to engagement, consultation and the value we provide to government, members and the broader community. We have consolidated our position as a strong and well-respected advocate around housing issues for all people under her leadership.

To support and continue this work, Stacey Miers, a leading urban planner and housing advocate will be moving into the Acting CEO role whilst the board undertakes a recruitment process. We wish Karen well in her next adventures.

**Sue Cripps**  
**Chair**

# Meet our team

## Board members

### Chairperson

Sue Cripps

### Treasurer

Tony Gilmour (from 25 Oct 2018)

Ben Spies-Butcher (to 25 Oct 2018)

### Secretary & Public Officer

Liz Yeo

### Ordinary Board Members

Howard Bell (from 29 Nov 2018)

Poppy Dowsett

Tony Gilmour (from 27 Sep 2018)

Bill Randolph

Sophia Maalsen (from 27 Jun 2019)

Garry Mallard

Stacey Miers

Ben Spies-Butcher (to 2 May 2019)

## Board attendance

Howard Bell	●●●●●●●●
Sue Cripps	●●●●●●●●
Poppy Dowsett	●●●●●●●●
Tony Gilmour	●●●●●●●●
Bill Randolph	●●●●●●●●
Sophia Maalsen	●●●●●●●●
Garry Mallard	●●●●●●●●
Stacey Miers	●●●●●●●●
Ben Spies-Butcher	●●●●●●●●
Liz Yeo	●●●●●●●●

## Staff members

### Chief Executive Officer

Karen Walsh

### Principal Policy Officer

Adam Farrar (until Dec 2018)

### Senior Policy Officer

Ned Cutcher

### Senior Policy Officer

(Publications and Communication)

Agnes Yi

### Policy Officer – Outreach, Engagement & Advocacy

Sarah Wilson (until Sep 2018)

Thomas Chailloux (from Oct 2018)

### Office Administrator

Yana Myronenko

### Casual staff/short-term project officers and pro-bono work

Edward Bourke

Bernie Coates

Paola Nunez

Nadia Ballantine-Jones

Mark Singer



# CEO's report



I am pleased to report on another successful year at Shelter NSW. This has emerged from strong partnerships; active participation at Government policy and planning tables; and a refreshed policy agenda producing high-quality research and advocacy based on lived experience.

At a national level, I have served my second year as Vice Chair of the National Shelter Council. The National Shelter network has strengthened its advocacy through collaborative projects and in uniting our messages – including refreshing National Shelter's policy platform, publishing the Inclusionary Zoning Research; and taking a lead role to support the Capital City Lord Mayors' housing and homelessness advocacy; as well as active membership in the Everybody's Home Campaign.

We've used every possible engagement platform to promote our messages, engage and gather insights to ensure our policy advocacy is robust. We developed our 'Visioning Project' to gather insights and perspectives on what a sustainable housing system should look like. Our engagements are critical to building an evidence base and advocacy that's informed by experts and consumers, especially those who are adversely affected by housing policy failures.

We said farewell to Adam Farrar (who retired) and Yana Myronenko. We wish them all the best for the future. The team, both past and present, has been committed to Shelter's vision and values and continually strives for

policy excellence and collaborative practice. A huge thanks to each of you for making my time at Shelter such a great experience. Thanks also to Paola Nunez, Nadia Ballantine-Jones and Mark Singer, and also Nicholas Commins of Hunt and Hunt Lawyers - our committed "pro bono" supporters who each made significant contributions to our work this year.

Sincere thanks to the Board for your stewardship and for trusting me to lead and get on with the job. Special thanks to our Chair Sue Cripps, whose energy and great leadership of the Board, and support to me as CEO has enabled Shelter NSW to implement transformational change and affirm its position as a strong and agile housing policy peak.

It was indeed a big year. We saw both a State and Federal election; structural changes within the machinery of Government; a review of the Sector Development funding program; rising trends in homelessness and housing rental stress; and many "emerging issues" in the housing policy space. The status of many policy priorities on our agenda has not changed. However, we have responded to these challenges through adopting a collaborative approach and playing to our strengths. We are grateful to our collaborators and partners and recognise that together, this collective expertise and knowledge are critical to making an impact and in reaching our vision.

This is my last report for Shelter NSW. I am confident that Shelter NSW is well placed to continually adapt and effectively respond to the housing policy challenges ahead, and will continue to be a thriving organisation. To repeat my words from last year's Report, "What we deliver in the future is limited only by our imagination"

**Karen Walsh**  
CEO



National Shelter Roundtable





# Our year in numbers



Thomas Chailloux with Zorica Lackovic - a long-term member of Shelter NSW and community housing tenant.

Provided direct information and referral assistance to **40 people** in need who were homeless or at risk of homelessness

**32 formal submissions** made Including **21** in response to draft Local Strategic Planning Statements

Presented at **44 events** and panels reaching **4000+ people**



**45 partnership or Shelter NSW events** and consultations attended by **1500+ people**



**Partnered with the Sydney Alliance** to facilitate engagement with **150** residents across metropolitan Sydney resulting in **70** residents making submissions to Local Strategic Planning Statements.



**193 engagements** with Ministers, MPs, Councillors and Mayors including letters to **95** State and Federal MPs and Councils; **35** face-to-face meetings and **63** emails

A seat at the table over **50 housing policy and planning forums or reviews**



**41 Real Media** mentions including interviews on radio, TV and print media



**13 collective advocacy and campaigns**



**6 Research Reports** published (includes joint research)



**f 1,755** followers

**t 2,019** followers

**in 245** connections

**6,500** website visits

**12,285** website users

**51** eBulletins published



# 126 Members

## Member and Stakeholder Engagement and Satisfaction

**45%** Response Rate to our annual survey

**50%** of our members participated in a consultation or request for input from Shelter

**92%** of our members believe they are well informed by Shelter on housing policy

# Housing system issues

## What needs to change?

As the housing vision of governments narrows in the absence of both a National and State Housing Strategy, Shelter NSW is developing an ambitious vision for a person-centred housing system.

In 2019, the Board developed a plan to consult with local people, organisations and community groups across metro Sydney and Regional NSW to build agreement on a shared contemporary vision and narrative that defines a sustainable and effective housing system for the State.

Our vision builds on five pillars. The following is a summary of some of the points included in our consultation [discussion paper](#).

### 1 • Everyone deserves a secure home to call their own

Housing should be recognised as a fundamental need as well as a human right. Policies that impact on housing should promote better outcomes for residents, not just mitigate risk for property developers and financiers.

### 2 • A diverse and integrated housing system should provide a variety of options

Housing should come in a range of types and tenures, and should be provided by a range of market-driven, government and non-government organisations.

We need an increased supply of social and affordable housing to meet the growing and unmet need. We also need innovative design ideas and models, from sustainable, energy efficient and accessible homes to new forms of tenure, such as build-to-rent and shared ownership



Shelter teamed up with many other civil society organisations that work within or are connected to the housing sector for the Everybody's Home campaign during 2018-19. Pictured above are Katherine McKernan (Homelessness NSW), Kate Colvin and Shelter NSW's Karen Walsh.

“Social housing is in palliative care, but everyone's too afraid to admit it”

comment from participant at Visioning consultation

### 3 • All housing tenures must provide dignity, stability and affordability

Housing in all its forms should be regulated in ways that provide agency, security, comfort and affordability to occupants and households.

This includes energy efficiency standards, strata title, short-term letting, neighbourhood dispute resolution; and building and construction standards.

Renters need better tenancy rights and more security of tenure.

Shelter NSW supported one of our members Mark Singer, to write about building quality.

### 4 • Cities, neighbourhoods and homes should be built for diversity and inclusion

Healthy, successful and vibrant communities accommodate and integrate a wide range of people with diverse incomes, backgrounds and lifestyles.

Communities' needs should be at the centre of redevelopment, to ensure residents are not unduly and negatively impacted by neighbourhood renewal. Universal design and adaptability of housing must be at the forefront of new residential development and regulation must ensure that buildings are constructed in a way that is safe and suited to the needs of residents. Shelter NSW worked with our member, Mark Singer, to produce analysis and recommendations related to building quality. Our [op-ed](#) was published on The Fifth Estate and contributed to this important discussion.

### 5 • Communities should be supported and engaged through change

Regardless of which part of the housing system residents occupy, cohesive neighbourhoods and strong communities should exist

In locations where significant change is planned, households should be engaged in genuine processes to help design and change within their local housing system. Improvements are needed in community consultation approaches around major urban renewal and/or infrastructure projects that potentially reshape renewal precincts.

Government proposals for public housing re-development in Waterloo have raised local concerns. In October 2018 Shelter took part in consultations over difference options, and consultation with impacted tenants.







# Be a thriving and leading organisation

## Leading from the front

During the last two years, Shelter NSW has been reinvigorated. We've started new fee-for-service activities, enriched our staff team and board, and successfully increased membership numbers.

### Our strategic priorities are to:

- **Increase** and diversify our income streams and strengthen and diversify our partnerships
- **Grow** our membership base and proactively engage members in our policy and advocacy work
- **Invest** in and support sound governance practices and principles to attract and maintain a diverse and expert Board
- **Create** and nurture a culture of excellence and learning to support a high performing and aligned team

## Partnering for change

Our approach includes engaging, collaborating and connecting with people and organisations across the housing system. This includes government, the private and not-for-profit sectors, and housing consumers.

Within NSW Government we are one of the very few peaks to build bridges between ministries. These include the July 2019 public sector clusters:

- Premier and Cabinet: Aboriginal housing and the Greater Sydney Commission
- Planning Industry and Environment: housing, local government, Land and Housing Corporation
- Stronger Communities: Communities and Justice (includes FACS Housing)

## Alliances for good

We are a partner in the Good Growth Alliance along with the Property Council of Australia, Committee for Sydney, Sydney Business Chamber, the Community Housing Industry Association of NSW and Homelessness NSW. Collectively, these private sector and civil society organisations seek a commitment to growth in Sydney and NSW that benefits everyone in the community and is built on sustainable, transparent and consistent decision making by political parties, local government and planners. The Alliance developed 10 proposals for the NSW Government to create a better Sydney and stronger NSW.

Shelter NSW is also a member and has been closely involved with the Sydney Alliance and Vinnies NSW who are strong advocates for broader housing affordability discussions within a number of Sydney localities.

## Unlocking the power of local government

During 2018-19 we've built on Shelter's innovative research in the early 2000s on using the planning system to help generate affordable housing.

For many years State Environmental Planning Policy (SEPP) 70 has been an NSW planning instrument allowing councils to require developer contributions towards lower rent housing in certain precincts in the central Sydney council areas of Canada Bay, Randwick, Ryde, Sydney, Willoughby, Inner West and Northern Beaches. Resulting from Shelter NSW's advocacy and other organisations in the sector, in February 2019 the NSW Government extended SEPP 70 to the whole of NSW.



### Shelter's recent submissions to councils' affordable housing plans include:

- Central Coast draft affordable and alternative housing strategy (Dec 2018)
- Hornsby Shire Council affordable housing discussion paper (Mar 2019)
- Draft Willoughby housing strategy to 2036 (Apr 2019)

## Supporting local councils

Shelter NSW has been active in responding to councils' calls for input into their affordable housing strategies, including those needed if they are to unlock the power of SEPP 70. We're well placed to advise given our independence and expertise.

Recent changes to NSW planning law require all councils to prepare a 20-year vision for land use, called a Local Strategic Planning Statement. This is part of a longer-term review of Local Environmental Plans that should lead to the implementation of Affordable Rental Housing Targets. Shelter NSW has developed a set of core principles and guidelines on these Statements to help promote additional affordable housing supply that is responsive to current and future need, that is diverse, and which will support local social and economic infrastructure and development.

## Planning to address homelessness in Sydney's west

To help diversify Shelter's income - as well as give community benefit Shelter NSW provided independent advice and support to councils. In August 2018, in consultation with Council and the local service providers we planned and facilitated the Cumberland City Council Homelessness Forum and Expert Roundtable and Development of a Homelessness Action Plan.

The forum was facilitated by our CEO, attended by around 80 participants and was a great success. The Expert Roundtable, held in July, attended by 35 participants built on the forum outcomes to develop a Draft Action Plan to be finalised by the end of 2019.



## What do our members and stakeholders think?

We're a membership organisation and encourage you to join. Members are the first people we approach to gain insights and input on housing issues.

From the 2019 survey:

- Response rate high, over 45%
- 50% of members had participated in a consultation or request for input by Shelter
- 92% of members believe they are well informed by Shelter on developments in the sector and related housing policies
- A member commented 'Shelter NSW is an important policy and advocacy organisation that needs to be supported and further developed'

# goal #2

## Influence policy and practice

### Influencing outcomes

At Shelter NSW, we are committed to producing real outcomes for housing policy and practice from our research and advocacy work. Over the past two years, we've produced sharper, pithier publications and made greater use of web technology and social media to communicate our findings and expand our profile.

“Government needs to exercise leadership to promote choices at all levels and to ensure an adequate “safety net” of affordable and secure housing for the most vulnerable in our community”

comment from participant at Visioning consultation

### Advocacy in action

The NSW housing system is complex and inter-related. One of Shelter NSW's strengths is we understand the various components of the system, and can speak knowledgeably across a range of policy and planning areas.

During 2018-19 we've provided detailed, research and practice led input on topics as diverse as planning, neighbourhood renewal, building standards, accessible housing and regulatory reform.



CEO Karen Walsh, Kate Colvin and Katherine McKernan join City of Sydney Lord Mayor Clover Moore, Councillor Jess Scully and Melbourne City Lord Mayor Sally Capp to plan the Capital City Lord Mayors approach to housing and homelessness, May 2019



Roundtable - Housing Tenant Advice Group presentation on housing policy

### State and Nation

While Shelter NSW is a state-based peak body, housing outcomes in NSW are strongly influenced by fiscal policy, social security and welfare policies, finance and funding policy and allocation by the Commonwealth.

Meetings with NSW Ministers take place regularly, supplemented by a national focus. CEOs of Shelter NSW and National Shelter met Senator Arthur Sinodinos in July 2019 and provided him with a paper on the history and issues with the National Housing and Homelessness Agreement to assist internal conversations and messaging to Commonwealth Ministers.

Shelter NSW continues to work closely with the City of Sydney to support the Capital City Lord Mayors advocacy on housing and homelessness and their delegation to Canberra. This joint advocacy includes representation from the national peaks National Shelter, Homelessness Australia as well as The Everybody's Home Campaign.

Shelter NSW is part of the Community Coalition for Healthy Affordable Homes, a group of 25 civil society groups including Councils of Social Services, Uniting and environmental and housing peak bodies. We represented National Shelter in this Coalition, and contributed to the Joint Response to the trajectory for low-energy existing homes July 2019 consultation paper. This seeks a national strategy to improve the energy performance of all Australian homes, and calls for national standards and funding commitments by the Commonwealth.



### Shelter's submissions to inquiries by Commonwealth, State and Local Government provide direct, informed input to policy setting. We've recently contributed to:

- [ABCB Accessible Housing Options Paper](#) (Nov 2018)
- [Department of Planning and Environment's draft Community Participation Plan](#) (Dec 2018)
- [Proposed amendment to State Environmental Planning Policy No. 70 - Affordable Housing \(Revised Schemes\). Statewide application and Draft Guidelines for Developing an Affordable Housing Contribution Scheme](#) (Dec 2018)
- [Waterloo Metro Quarter State Significant Precinct and Concept State Significant Development Application](#) (Jan 2019)
- [The Review of the National Regulatory System for Community Housing Discussion Paper](#) (Apr 2019)
- [NSW Parliamentary Inquiry into the regulation of building standards, building quality and building disputes](#) (Jul 2019)
- [Residential Tenancies Regulation 2019 regulatory impact statement](#) (Aug 2019)





## Engage and educate the community

### Engaging with communities

Shelter NSW's work as a peak body involves acting as a two-way link between Governments (state and local) and the communities they serve. Residents can raise issues in a safe, supported environment and we can feed these into our conversations, policy responses and submissions. Shelter NSW looks beyond the news cycle to undertake structural policy analysis underpinned by lived experience. We can be frank with politicians and decision-makers because we know what is happening on the ground, and are backed up by leading research.

### Housing on the agenda

Having both a State and a Commonwealth election during the first half of 2019 gave a great opportunity to raise housing issues and advocate for solutions with residents, Government and politicians. It also allowed Shelter NSW to collaborate with, and at times act as a bridge between, different civil society organisations, not-for-profits and peak bodies, as well as engage with businesses and the private sector.

Key messages in Shelter's policy platform were communicated through real media, social media and by peak and partner organisations. Our staff partnered with regional and metro organisations to attend forums, build capacity and tell participants about the impacts of current policy failures and why we support housing policy changes.

Some of our advocacy and engagement includes meeting with the Bridge Housing Tenant Advisory Group, the Central Coast Uniting Church Group, the Northern Sydney Regional Organisation of Councils (NSROC) conference, the Bellingen Affordable Housing Group, and the Fairfield Housing Forum.

“Existing housing stock is not well insulated or energy efficient. People are having to choose between paying for rent, bills or food. We need to make sure our housing can adapt to climate change.”

comment from participant at  
Visioning consultation

Bellingen affordable housing forum



### Town Hall Assembly

In partnership with the [Sydney Alliance](#), [Vinnies](#) and [Everybody's Home](#) alliances of interested individuals and organisations, Shelter NSW played a key role in making the March 2019 Sydney Town Hall Assembly a success. Over 1,900 people gathered to urge real change to housing and energy policy.

At the event both the Liberal and Labor Parties agreed to review minimum standards of rentals to include energy efficiency standards, and to an audit of social housing stock. On NSW Housing, both the NSW Liberal Government and Labor Opposition reiterated that affordable housing is a priority for their parties. Furthermore, the NSW Liberal government reaffirmed their commitment to halving homelessness by 2025. Read more about the commitments made at the Assembly [here](#).



Sydney Town Hall Assembly

### Leading research grounded in lived experience

For several decades Shelter NSW has invested in leading, high-quality housing research. We want to ensure we use the right messaging to guide advocacy and policy discussion around the research that we commission. That's why we follow-up on our research with ongoing reference, engagement and discussion.

A good example is [Boarding houses in NSW: Growth, change and implications for equitable density](#) by Chris Martin of City Futures Research Centre for Shelter NSW. This is the most comprehensive overview of the boarding houses sector in NSW published since the introduction of the Boarding Houses Act 2012 and the State Environmental Planning Policy (Affordable Rental Housing) 2009. You can find the Shelter NSW commentary on this [here](#).

We have also used the research to inform our discussions and submissions to the Boarding Houses Act 2012 (NSW) Review, our policy positions on planning instruments, such as the Affordable Rental Housing SEPP 2009 and SEPP 65 (Apartment Design Guide).



## Harness knowledge, experience and expertise

### The power of knowledge

Shelter NSW aims to set the agenda for housing policy through our systemic advocacy and research. We respond to Government's policy directions and agenda with expert advice underpinned by evidence and experience from the sector. This year our most comprehensive piece of work on the policies we need to fix in NSW's housing system was [Shelter NSW Election Platform](#) 2019. Our four priority areas call for Government to:

- Build enough low-cost rental housing;
- Make housing fair for all;
- Give renters secure homes; and
- Make sure low-income households aren't excluded in the redevelopment of Sydney and regional centres.

"Affordable and secure housing for all is the most pressing social policy issue facing NSW. Shelter NSW's work in informing that policy debate is essential for all of those concerned about those on low and moderate incomes."

Shelter member survey, 2019

### Ground-breaking research

Shelter NSW collaborates with leading researchers to investigate complex topics vital to understanding issues with our housing market. This allows us to set the agenda and shape the narrative around housing. In 2018-19, we focused on framing housing as essential social and economic infrastructure, along with many peak bodies and advocates. This approach was incredibly successful, culminating in Infrastructure Australia including housing in the 2019 Australian Infrastructure Audit.

#### Strengthening economic cases for housing policies

Shelter NSW together with other not-for-profits, private sector and government organisations co-commissioned Professor Duncan MacLennan and the UNW City Futures Research Centre to model the effects on productivity and growth of a range of housing policies.

The February 2019 [Strengthening Economic Cases for Housing](#) report (and [summary](#)) modelled the economic impacts of a housing investment programme, an approach widely used for infrastructure such as roads and public transport. It makes a strong case to treat housing as a form of productive infrastructure.

As emphasised in the research, investing in 125,000 new affordable rental homes over the next decade would put \$12 billion back in the State economy.



### The impact of poor-quality housing on lower income households

Many housing advocacy organisations and grassroots community groups were founded following public outrage at the shocking quality of private rental housing. Unfortunately, issues linked to poor quality housing remain prevalent for lower income households today.

In 2016, in response to an increasing trend towards higher-density living, Shelter commissioned the [Equitable Density](#) research project. Three reports were published by the UNSW City Futures Research Centre in 2017, each focusing on issues for lower income and disadvantaged households at building, neighbourhood, and metropolitan scales.

Shelter NSW commissioned additional research to explore specific concerns in more detail. A report from this new research, [Poor-quality Housing and Low-Income Households](#), was published in June 2019, along with an accompanying article in [The Conversation](#). Our key findings were; that housing quality matters and has long lasting impacts on people's welfare, that it disproportionately affects lower income and disadvantaged households, and that current regulation is overly complicated.



# goal #4

## Informing the community

We are in a period of considerable change in housing and planning policy. To keep our members and the wider community up to date we issue regular [e-Bulletins](#) (which can be subscribed to [here](#)).

There are also plenty of reports and factsheets on Shelter NSW [website](#). These are written in plain English and avoid jargon so they can be accessible to all without the need to have specific expertise in housing policy.

## Providing expert advice: City of Sydney Alternative Housing Challenge

As part of Sydney City Council's Sydney 2050 Strategy, the City held an international competition on Alternative Housing Solutions. Shelter NSW CEO was a member of the expert jury - which considered more than 230 entries and came up with 7 finalists. In recent months City Council staff and jury members worked in collaboration with the finalists to refine their models. The seven [shortlisted entries](#) span environmental smart homes, a metropolitan land trust policy, pop-up shelters and "right fit" homes. Shelter's involvement provided expertise across finance and strategic and operational housing policy, as well as allowing us to help further genuinely exciting housing innovations that are scalable.



## Shelter's recent journals, reports and factsheets:

[Around the House journal 111](#) (Spring 2018)

[NSW signs National Housing and Homelessness Agreement](#) (Sep 2018)

[Local Government, planning and affordable housing supply in NSW](#) (Nov 2018)

[Potential affordable housing yields from inclusionary zoning](#) (Dec 2018)

clockwise from top left:  
Building Great Communities  
Cumberland Homelessness Forum  
Shelter NSW at Newtown Festival  
Shelter NSW AGM 2018  
Forum about the film on Millers Point 'The Eviction'



# Our members

Shelter is a membership organisation. Our members are our strength, contributing expertise, energy and passion for housing justice. Click [here](#) to join

## Organisations

- Achieve Australia Limited

Advance Diversity Services

Alpha House Artist Co-Op

Anglicare North Coast Community Housing

Animation Project, St Vincent de Paul Society

Argyle Community Housing

Armidale Womens Homelessness Support

BaptistCare- NSW & ACT

Barnardos Australia

Bellinger River And Neighbourhood Housing

Bonnie Support Services Ltd

Bridge Housing Ltd

Bringing Eastern Suburbs

Brooks Community Engagement

Burdekin Association

CatholicCare Diocese of Broken Bay

Central Coast Tenants Advice & Advocacy Service

Churches Housing Inc.

City West Housing Pty Ltd

Coast Shelter

Combined Pensioners & Superannuants Association

Common Equity NSW

Community Housing Industry Association NSW

Community Industry Group (Illawarra Forum)

Community Restorative Centre

Compass Housing Services

Counterpoint Community Services

Domestic Violence NSW

Homelessness NSW

Housing Plus

Housing Trust

Hume Community Housing Association
- Hunter Tenants Advice & Advocacy Service

Illawarra Legal Centre

Inner Sydney Voice

Lee Road Consulting

Marrickville Legal Centre

Michael ZANARDO

Mid Coast Communities

Mid Coast Tenants Advice Service

Mission Australia

Murra Mia Tenant Advice & Advocacy Service

Newtown Neighbourhood Centre

North Coast Community Housing Company

Northern Rivers Community Legal Centre

NSW Council Of Social Service

Older Womens Network NSW

Penrith City Council

People With Disability Australia

Platform Youth Services Ltd

PropertySafe

Riverwood Community Centre

Salvation Army Australia Eastern Territory

SGCH

Southern Youth And Family Services

St Vincent de Paul Society NSW

Tenants Union of NSW

The Benevolent Society

Uniting

Wesley Community Housing

Western Sydney Community Forum

WESTIR

Womens Housing Company

Yfoundations

YWCA Australia

## Individuals

- Alan MORRIS

Alexandra BROWN

Ann BRENNAN

Anna MARCZAK

Barbara SQUIRES

Bill RANDOLPH

Bill STEENSON

Ben SPIES-BUTCHER

Bernie COATES

Carol HAMILTON

Carol (Kelly) HOARE

Catherine MCGRATH

Clive MATTHEWS

Craig JOHNSTON

Denis KLEIN

Eva Dolores CLOSE

Garry MALLARD

Holger KOEFOED

Howard BELL

Janet SPEERS

Jo SPENGLER

John NEWTON

Joseph BROPHY

Judy SINGER

Judy STUBBS

Julia NUNES

Julie HOURIGAN RUSE

Karine SHELLSHEAR

Khandakar Farid UDDIN

Laine GRIGNON

Laurence TROY

Li Hong YE

Linda GORDON

Liz YEO
- Lucy BURGMANN

Malcolm GILLIES

Maree O'HALLORAN

Mark SINGER

Mary PERKINS

Myree HARRIS

Nadia BALLANTINE-JONES

Owen BUTT

Paola NUNEZ

Paulina MONFORTE

Peter BANKS

Peter PHIBBS

Poppy DOWSETT

Robert FUROLO

Robert MOWBRAY

Rodney HOLLIS

Rozita LEONI

Sally TREVENA

Sophia MAALSEN

Stacey MIERS

Sue CRIPPS

Susan LUCOCK

Tony GILMOUR

Warren GARDINER

Will RODEN

Yuting ZHANG

Zorica LACKOVIC

“Shelter does amazing work - grassroots & systemic advocacy and I support all that they do!”

Shelter member survey, 2019



# Treasurer's report



Business processes, controls and delegations were revised in 2018-19 as part of our risk framework and to better protect Shelter NSW. Our banking relationships were diversified to reduce counterparty risk. We have a new financial dashboard to keep the board more fully informed of financial developments. And finally the role of Treasurer is now more clearly defined, and given greater responsibility.

## The future

Shelter NSW continues to meet - and in many cases exceed - Government funding obligations. In alignment with Government directions our systems and reporting are adopting a clearer outcomes approach and we are rapidly moving to an outcomes framework, along with the rest of the community sector.

Our strong capital base and cash reserves are in line with peak sector norms. They provide greater certainty to the future though, like all similar agencies, we must remain relevant to our funders and society. With a young, dynamic team and strong governance from a seasoned board, and with strong controls in place, our future looks promising.

I'd like to thank my predecessor as Treasurer, Ben Spies-Butcher, and Shelter's staff, bookkeeping firm and auditors.

**Tony Gilmour**  
Treasurer

During 2018-19 Shelter made a healthy surplus of \$26,586, reversing the \$11,409 deficit in the previous year. With income relatively steady, the turn-around was achieved through moving to a lower-cost shared office, insurance savings, and lower staff costs through moving to a new team structure.

Like most peak bodies, Shelter's core income is underpinned by Government funding. We appreciate support from the NSW Department of Communities and Justice (formerly FACS) under a three year funding agreement to June 2020.

The board supports greater revenue diversification, and the share of income from Government - while still significant - is falling. New activities include relatively low risk fee-for-service work in core strategic areas, including working with local government on strategic areas including consultations and planning.

## Controls

To enhance efficiencies we further outsourced bookkeeping and finance responsibilities to Purpose Accounting, a local business working with not-for-profit organisations. This frees Shelter resources to achieve greater impact through concentrating on housing policy and practice.



clockwise from top left:  
National Shelter Council Meeting with Doug Cameron MP  
Shelter NSW at 2019 Sydney Town Hall Assembly  
Bellingen Affordable Housing Forum participants  
Karen Walsh with Minister Gareth Ward MP and Departmental staff  
Forum for Local Government planners on SEPP 70



**SHELTER NSW INCORPORATED**  
**ABN 95 942 688 134**

**FINANCIAL REPORT - 30 JUNE 2019**

**CONTENTS**

Board Members' Report	1
Statement of Financial Position	2
Statement of Profit or Loss and Other Comprehensive Income	3
Statement of Changes in Funds	4
Statement of Cash Flows	5
Notes to the Financial Statements	6
Board Members' Declaration	11
Independent Auditor's Report	12

**SHELTER NSW INCORPORATED**  
**ABN 95 942 688 134**

**FINANCIAL REPORT - 30 JUNE 2019**

**BOARD MEMBERS' REPORT**

The Board members present the operating report of Shelter NSW Incorporated ('the Association') for the year ending 30 June 2019 and report as follows:-

**BOARD MEMBERS**

The names and positions of the Board Members who held office during the year were:

<b>Name of Board Member</b>	<b>Position Held</b>
Sue Cripps	Chairperson
Tony Gilmour	Treasurer ( <i>appointed Board member September 2018 and appointed Treasurer 25 October 2018</i> )
Liz Yeo	Secretary, Public officer
Poppy Dowsett	Board member
Garry Mallard	Board member
Bill Randolph	Board member
Stacey Miers	Board member
Howard Bell	Board member ( <i>appointed 29 November 2018</i> )
Sophia Maalsen	Board member ( <i>appointed 27 June 2019</i> )
Ben Spiess-Butcher	Treasurer ( <i>resigned as Treasurer 25 October 2018 – ordinary member until resigned 2 May 2019</i> )

The Board members were in office for the whole of the financial year unless otherwise stated.

**PRINCIPAL ACTIVITIES**

The principal activities of the Association during the financial year were: provide advocacy on behalf of low income housing consumers; production of housing newsletters; liaison with State and Federal housing authorities; participation in consultation on housing agreements and housing issues generally.

**SIGNIFICANT CHANGES**

There has been no significant change in the nature of the association's principal activities from the previous year.

**OPERATING RESULTS**

The operating result of the Association for the financial year was an operating surplus of \$26,586 (2018: deficit \$11,409).

Signed in accordance with a resolution of the Members of the Board:

Sue Cripps  
Chairperson

Tony Gilmour  
Treasurer

2 October 2019



**SHELTER NSW INCORPORATED**  
**ABN 95 942 688 134**

**STATEMENT OF FINANCIAL POSITION**  
**AS AT 30 JUNE 2019**

	Note	2019 \$	2018 \$
<b>ASSETS</b>			
<b>Current assets</b>			
Cash and cash equivalents	5	379,689	409,273
Trade and other receivables	6	38,282	41,381
<i>Total current assets</i>		<u>417,971</u>	<u>450,654</u>
<b>TOTAL ASSETS</b>		<u>417,971</u>	<u>450,654</u>
<b>LIABILITIES</b>			
<b>Current liabilities</b>			
Trade and other payables	7	111,687	156,131
Employee benefits	8	50,734	65,559
<i>Total current liabilities</i>		<u>162,421</u>	<u>221,690</u>
<b>TOTAL LIABILITIES</b>		<u>162,421</u>	<u>221,690</u>
<b>NET ASSETS</b>		<u><u>255,550</u></u>	<u><u>228,964</u></u>
<b>FUNDS</b>			
Accumulated funds		<u>255,550</u>	<u>228,964</u>
<b>TOTAL FUNDS</b>		<u><u>255,550</u></u>	<u><u>228,964</u></u>

The accompanying notes form part of these financial statements

**SHELTER NSW INCORPORATED**

**STATEMENT OF PROFIT OR LOSS AND OTHER COMPREHENSIVE INCOME**  
**FOR THE YEAR ENDED 30 JUNE 2019**

	Note	2019 \$	2018 \$
<b>Revenue</b>	4	<u>782,746</u>	<u>784,081</u>
<b>Expenses</b>			
Occupancy expenses		(43,124)	(55,886)
Administrative expenses		(132,246)	(85,942)
Travel and training expenses		(14,170)	(23,423)
Employee benefits expense		<u>(566,620)</u>	<u>(630,239)</u>
		<u>(756,160)</u>	<u>(795,490)</u>
<b>Surplus (deficit) before income tax</b>		26,586	(11,409)
Income tax expense		<u>-</u>	<u>-</u>
<b>Surplus (deficit) for the year</b>		26,586	(11,409)
<b>Other comprehensive income for the year</b>		<u>-</u>	<u>-</u>
<b>Total comprehensive income (loss) for the year</b>		<u><u>26,586</u></u>	<u><u>(11,409)</u></u>

The accompanying notes form part of these financial statements

**SHELTER NSW INCORPORATED****STATEMENT OF CHANGES IN FUNDS**  
**FOR THE YEAR ENDED 30 JUNE 2019**

	Accumulated Funds \$	Total \$
<b>Balance at 1 July 2017</b>	240,373	240,373
<b>Comprehensive income</b>		
Surplus (deficit) for the year	(11,409)	(11,409)
Other comprehensive income	-	-
<b>Total comprehensive income (loss) for the year</b>	<u>(11,409)</u>	<u>(11,409)</u>
<b>Balance at 30 June 2018</b>	<b><u>228,964</u></b>	<b><u>228,964</u></b>
<b>Balance at 1 July 2018</b>	228,964	228,964
<b>Comprehensive income</b>		
Surplus for the year	26,586	26,586
Other comprehensive income	-	-
<b>Total comprehensive income for the year</b>	<u>26,586</u>	<u>26,586</u>
<b>Balance at 30 June 2019</b>	<b><u>255,550</u></b>	<b><u>255,550</u></b>

The accompanying notes form part of these financial statements

**SHELTER NSW INCORPORATED****STATEMENT OF CASH FLOWS**  
**FOR THE YEAR ENDED 30 JUNE 2019**

	Note	2019 \$	2018 \$
<b>Cash flows from operating activities</b>			
Receipts from grants and members		836,778	849,874
Payments to suppliers and employees		(876,175)	(896,508)
Donations income		24	-
Interest received		9,789	2,001
<i>Net cash flows from operating activities</i>		<u>(29,584)</u>	<u>(44,633)</u>
Net increase (decrease) in cash and cash equivalents		(29,584)	(44,633)
Cash and cash equivalents at the beginning of the financial year		<u>409,273</u>	<u>453,906</u>
Cash and cash equivalents at the end of the financial year	5	<b><u>379,689</u></b>	<b><u>409,273</u></b>

The accompanying notes form part of these financial statements



**SHELTER NSW INCORPORATED**  
**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 30 JUNE 2019**

**Note 1 - Reporting entity**

The financial report includes the financial statements and notes of Shelter NSW Incorporated (the Association). Shelter NSW Incorporated is registered under the *Australian Charities and Not-for-profits Commission Act 2012* and is domiciled in Australia.

The financial statements were approved by the Directors on 2 October 2019.

**Note 2 - Basis of preparation**

***Statement of compliance***

Shelter NSW Incorporated adopted Australian Accounting Standards - Reduced Disclosure Requirements as set out in AASB 1053: *Application of Tiers of Australian Accounting Standards* and AASB 2010-2: *Amendments to Australian Accounting Standards arising from Reduced Disclosure Requirement*.

These financial statements are Tier 2 general purpose financial statements that have been prepared in accordance with Australian Accounting Standards - Reduced Disclosure Requirements and the *Australian Charities and Not-for-profits Commission Act 2012*. The Association is a not-for-profit entity for financial reporting purposes under Australian Accounting Standards.

Australian Accounting Standards set out accounting policies that the AASB has concluded would result in financial statements containing relevant and reliable information about transactions, events and conditions.

***Basis of measurement***

The financial statements, except for the cash flow information, have been prepared on an accruals basis and are based on historical costs, modified, where applicable, by the measurement at fair value of selected non-current assets, financial assets and financial liabilities.

***Comparatives***

Where required by Accounting Standards comparative figures have been adjusted to conform to changes in presentation for the current financial year. Where the Association has retrospectively applied an accounting policy, made a retrospective restatement or reclassified items in its financial statements, an additional statement of financial position as at the beginning of the earliest comparative period will be disclosed.

***New and revised standards that are effective for these financial statements***

AASB 9 *Financial Instruments* is effective for the year ended 30 June 2019 however its application has not significantly impacted the Association's financial statements.

**SHELTER NSW INCORPORATED**  
**NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 30 JUNE 2019**

**Note 2 - Basis of preparation (continued)**

***New standards and interpretations not yet adopted***

Certain new accounting standards and interpretations have been published that are not mandatory for the 30 June 2019 reporting period and have not been early adopted by the Association. These include:

- AASB 15 *Revenue from Contracts with Customers* (effective for the year ending 30 June 2020)
- AASB 16 *Leases* (effective for the year ending 30 June 2020)
- AASB 1058 *Income of Not-for-profit Entities* (effective for the year ending 30 June 2020)

The Board's assessment of the impact of these new standards (to the extent applicable to the Association) is that none are expected to significantly impact the Association's financial statements in future reporting periods.

**Note 3 - Significant accounting policies**

The principal accounting policies adopted in the preparation of the financial report are set out below. These policies have been consistently applied to all the years presented, unless otherwise stated.

***Income tax***

Shelter NSW Incorporated is a not-for-profit Charity and is exempt from income tax under Division 50 of the *Income Tax Assessment Act 1997*.

***Goods and services tax (GST)***

Revenues, expenses and assets are recognised net of the amount of GST, except where the amount of GST incurred is not recoverable from the Australian Taxation Office (ATO).

Receivables and payables are stated inclusive of the amount of GST receivable or payable. The net amount of GST recoverable from, or payable to, the ATO is included with other receivables or payables in the statement of financial position.

Cash flows are presented on a gross basis. The GST components of cash flows arising from investing or financing activities which are recoverable from, or payable to, the ATO are presented as operating cash flows included in receipts from customers or payments to suppliers.

***Revenue recognition***

Amounts disclosed as revenue are net of returns, trade allowances and duties and taxes including goods and services tax (GST). Revenue is recognised for the major business activities as follows:

***Grants and donations***

Income arising from the contribution of an asset (including cash) is recognised when the following conditions have been satisfied:

- (a) the Association obtains control of the contribution or the right to receive the contribution;
- (b) it is probable that the economic benefits comprising the contribution will flow to the Association; and
- (c) the amount of the contribution can be measured reliably at the fair value of the consideration received.

**SHELTER NSW INCORPORATED****NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 30 JUNE 2019****Note 3 - Significant accounting policies (continued)****Cash and cash equivalents**

Cash and cash equivalents includes cash on hand, deposits held at call with financial institutions, other short-term, highly liquid investments with original maturities of two months or less, net of bank overdrafts.

**Trade receivables**

For all sources of recurrent income, trade receivables are recognised initially at fair value and subsequently measured at amortised cost, less provision for doubtful debts. Collectability of trade receivables is reviewed on an ongoing basis. Debts which are known to be uncollectible are written off. A provision for impairment in relation to doubtful receivables is established when there is objective evidence that the Association will not be able to collect all amounts due according to the original terms of receivables.

**Employee benefits**

Provision is made for the Association's liability for employee benefits arising from services rendered by employees to the end of the reporting period. Employee benefits that are expected to be settled within one year have been measured at the amounts expected to be paid when the liability is settled.

**Provisions**

Provisions are recognised when the Association has a legal or constructive obligation, as a result of past events, for which it is probable that an outflow of economic benefits will result and that outflow can be reliably measured. Provisions recognised represent the best estimate of the amounts required to settle the obligation at the end of the reporting period.

**SHELTER NSW INCORPORATED****NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 30 JUNE 2019**

	2019 \$	2018 \$
<b>Note 4 - Revenue</b>		
<b>Operating revenue</b>		
Grants	727,555	758,077
Training	12,543	9,413
Membership fees	8,302	9,491
Seminars	9,828	-
Other operating revenue	14,486	-
	<u>772,714</u>	<u>776,981</u>
<b>Other revenue</b>		
Donations	24	-
Interest income	10,008	7,100
	<u>10,032</u>	<u>7,100</u>
<b>Total revenue</b>	<u>782,746</u>	<u>784,081</u>
<b>Note 5 - Cash and cash equivalents</b>		
Cash at bank and on hand	25,689	55,273
Term deposits	354,000	354,000
<b>Total cash and cash equivalents</b>	<u>379,689</u>	<u>409,273</u>
<b>Note 6 - Trade and other receivables</b>		
<b>Current</b>		
Trade receivables	19,089	6,559
Other receivables	8,124	8,350
Prepayments	11,069	26,472
<b>Total current trade and other receivables</b>	<u>38,282</u>	<u>41,381</u>
<b>Note 7 - Trade and other payables</b>		
<b>Current</b>		
Trade payables	46,943	23,301
GST payable	14,736	8,988
Other payables	50,008	123,842
<b>Total current trade and other payables</b>	<u>111,687</u>	<u>156,131</u>
<b>Note 8 - Employee benefits</b>		
<b>Current</b>		
Annual leave	35,497	48,993
Long service leave	15,237	16,566
<b>Total current employee benefits</b>	<u>50,734</u>	<u>65,559</u>



**SHELTER NSW INCORPORATED****NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 30 JUNE 2019**

	2019 \$	2018 \$
--	------------	------------

**Note 9 - Commitments*****Operating lease commitments***

Commitments for minimum lease payments in relation to non-cancellable operating leases are payable as follows:

Within one year	33,888	22,050
Later than one year but not later than five years	2,824	-
	<u>36,712</u>	<u>22,050</u>

Non-cancellable operating lease relates to the lease of office premises.

**Note 10 - Key management personnel*****Remuneration of key management personnel***

The aggregate amount of compensation paid to key personnel during the year was: 165,120 183,770

**Note 11 - Events occurring after balance date**

There were no significant events occurring after balance date.

**Note 12 - Commitments and contingencies**

The Association did not have any commitments or contingencies at 30 June 2019 (2018: \$0).

**Note 13 - Events occurring after balance date**

There were no significant events occurring after balance date.

**Note 14 - Association Details**

The registered office and principal place of business of the Association is:  
Level 1, 241 Castlereagh Street  
Sydney NSW 2000

**SHELTER NSW INCORPORATED**  
**ABN 95 942 688 134****FINANCIAL REPORT - 30 JUNE 2019****BOARD MEMBERS' DECLARATION**

The Board of Shelter NSW Incorporated declare that:

1. The financial statements, which comprises the statement of financial position as at 30 June 2019, and the statement of profit or loss and other comprehensive income, statement of changes in funds and statement of cash flows for the year ended on that date, a summary of significant accounting policies and other explanatory notes are in accordance with the New South Wales *Associations Incorporation Act 2009* and *Australian Charities and Not-for-profits Commission Act 2012* and:
  - (a) comply with Australian Accounting Standards - Reduced Disclosure Requirements (including Australian Accounting Interpretations), the New South Wales *Associations Incorporation Regulation 2016* and the *Australian Charities and Not-for-profits Commission Regulation 2013*; and
  - (b) give a true and fair view of the financial position as at 30 June 2019 and of the performance for the year ended on that date of the Association.
2. In the opinion of the Board there are reasonable grounds to believe that the Association will be able to pay its debts as and when they become due and payable.

This declaration is made in accordance with a resolution of the Board.

Sue Cripps  
Chairperson

Tony Gilmour  
Treasurer

Sydney, 2 October 2019

**SHELTER NSW INCORPORATED**  
**ABN 95 942 688 134**

**FINANCIAL REPORT - 30 JUNE 2019**

**INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF**  
**SHELTER NSW INCORPORATED**

***Opinion***

We have audited the financial report of Shelter NSW Incorporated which comprises the statement of financial position as at 30 June 2019, the statement of profit or loss and other comprehensive income, the statement of changes in funds and statement of cash flows for the year then ended, notes comprising a summary of significant accounting policies and other explanatory information, and the Board Members' Declaration.

In our opinion, the accompanying financial report of Shelter NSW Incorporated is in accordance with the New South Wales *Associations Incorporation Act 2009* and *Australian Charities and Not-for-profits Commission Act 2012*, including:

- giving a true and fair view of the Association's financial position as at 30 June 2019 and of its financial performance for the year then ended, and
- complying with Australian Accounting Standards - Reduced Disclosure Requirements and the *Australian Charities and Not-for-profits Commission Regulation 2013*.

***Basis for Opinion***

We conducted our audit in accordance with Australian Auditing Standards. Our responsibilities under those standards are further described in the *Auditor's Responsibility for the Audit of the Financial Report* section of our report. We are independent of the company in accordance with the auditor independence requirements of the *Australian Charities and Not-for-profits Commission Act 2012* and the ethical requirements of the Accounting Professional and Ethical Standards Board's APES 110 *Code of Ethics for Professional Accountants* (the Code) that are relevant to our audit of the financial report in Australia. We have also fulfilled our other ethical responsibilities in accordance with the Code.

We confirm that the independence declaration required by the *Australian Charities and Not-for-profits Commission Act 2012*, which has been given to the Directors of the Association, would be in the same terms if given to the Directors as at the time of this auditor's report.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

***Board Members' Responsibility for the Financial Report***

The Board of the Association are responsible for the preparation of the financial report that gives a true and fair view in accordance with Australian Accounting Standards - Reduced Disclosure Requirements and the *Australian Charities and Not-for-profits Commission Act 2012* and for such internal control as the Board determine is necessary to enable the preparation of a financial report that gives a true and fair view and is free from material misstatement, whether due to fraud or error.

In preparing the financial report, the Board are responsible for assessing the Association's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the Directors either intend to liquidate the company or to cease operations, or have no realistic alternative but to do so.

The Board are responsible for overseeing the Association's financial reporting process.

**SHELTER NSW INCORPORATED**  
**ABN 95 942 688 134**

**FINANCIAL REPORT - 30 JUNE 2019**

**INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF**  
**SHELTER NSW INCORPORATED**

***Auditor's Responsibilities for the Audit of the Financial Report***

Our objectives are to obtain reasonable assurance about whether the financial report as a whole is free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with the Australian Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of this financial report.

A further description of our responsibilities for the audit of the financial report is located at *The Auditing and Assurance Standards Board* and the website address is <http://www.auasb.gov.au/Home.aspx>

We communicate with the Board regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

**StewartBrown**  
Chartered Accountants

**S.J. Hutcheon**  
Partner

2 October 2019



# Shelter adds value

## Expertise

- We research the causes of inequity and injustice in the housing system and advocate solutions that work towards delivering a fairer housing system for all
- We know and understand the housing system
- We connect with stakeholders and consumers around new ideas, research and networks in developing solutions to housing concerns

## Independence

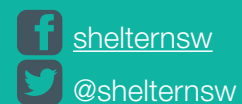
- We promote and represent broad interests across the housing system - we do not represent landlords, housing providers, specific services - and we are not a tenant advocacy body
- We provide systemic advocacy and advice on policy and legislation for the whole NSW housing system
- We are a not-for-profit organisation seeking to ensure that the voices of housing consumers are included in housing policy, especially those on very low, low and moderate incomes

## Working for a fairer housing system

- We aim to ensure that consumer voices are included in our policy development, review and responses
- We advocate to Governments for change in policy, legislation and programs to resolve housing inequality
- We collaborate with Governments, other not-for-profit organisations, and the private sector on proposals that support a fairer housing system
- We consult and work in partnership with housing consumers and key stakeholders to know what happens “on the ground”



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