

ANNUAL REPORT



OUR YEAR IN REVIEW

2020/21

Shelter
NEW SOUTH WALES

www.shelternsw.org.au



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PROMOTING A SUSTAINABLE
HOUSING SYSTEM THAT
PROVIDES A SECURE HOME
FOR ALL.



WHO WE ARE

Shelter NSW is a non-profit advocacy organisation that promotes our vision of a secure home for all. Operating since 1975, we represent the values of our member organisations and individuals that want to create a housing system in NSW that is economically, socially and environmentally sustainable. Together, we conduct collaborative research and engage policymakers to address housing insecurity in all its forms, particularly as it affects people on low incomes.



OUR OBJECTIVES

We consider a sustainable housing system one that results in Triple-P outcomes. This framework of objectives act as measures of success. They cover evidence and data that can be used to develop and evaluate policy reforms compared with the status quo.

OUR PRIORITIES

We consider a sustainable housing system one that delivers what we call Triple-A housing. This framework of priorities applies across the housing system to both households and housing providers. It covers specific areas of policy where a balance of reforms is required.



AFFORDABLE AND DIVERSE HOMES

- Housing supply and demand
- Tenure forms and rights
- Housing types and sizes

ACCESSIBLE AND WELL-LOCATED HOUSING

- Proximity to jobs and services
- Access to public transport
- Accessibility and adaptability

APPROPRIATE AND HIGH-QUALITY DEVELOPMENT

- Amenity and aesthetics
- Energy and environment
- Standards and maintenance

PRODUCTIVE CITIES AND REGIONS

- Access to jobs and services
- Housing costs and consumption
- Financial and economic stability

POVERTY-FREE COMMUNITIES

- Housing stress and homelessness
- Physical and mental health
- Education access and attainment

PROTECTED NEIGHBOURHOODS

- Energy use and consumption
- Urban heat
- Climate resilience and adaptation

WELCOME FROM OUR CHAIR



While everyone has been affected in some way by the ongoing pandemic during 2020-21, it has been toughest on those who are already the most marginalised. When it comes to the housing system, the pandemic has increased housing stress for people in lower income areas and regional areas. Housing prices have continued to rise dramatically, and many people in regional areas have been locked out of the housing market with city people relocating to the regions to work from home. Shelter has been monitoring these trends closely and seeking to ensure that housing policy decisions take into account the significant impacts of the pandemic.

A key focus for Shelter NSW in 2020-21 has been growing the size, diversity and voice of our membership base, and this is something we want to continue to do. While we have a highly skilled and committed board, we also recognise the need for more diverse voices and perspectives on our board and have committed to increasing board and member diversity in the year ahead.

We have changed the structure of board meetings to ensure that at least 3 times a year the board is involved in a broader members forum. These forums have been

a great opportunity to engage with Shelter members from across NSW and to be inspired by members and other partners who are influencing change in the housing system.

We reviewed the Shelter NSW Strategic Plan in late 2020 and reconfirmed the overall direction of Shelter NSW with a few small updates. We developed a new Communications Strategy and Plan to increase Shelter's profile and influence, and a new Membership Strategy.

I want to thank all our current Board members for their contribution over 2020-21 – Treasurer Poppy Dowsett, Secretary Sophia Maalsen, and board members - Michael Zanardo, Kirsten Steedman, Amelia Thorpe, Bill Steenson, Janet Chappell and Verity Froud. Each of these committed board members bring great skills, experience and perspectives to inform the direction and governance of Shelter NSW. During 2020-21, board members have been actively engaged in one or more board sub committees – including Policies and Procedures, Membership and the Housing Policy working group. They have also generously provided their individual time and expertise when it has been needed.

At the 2020 AGM Bill Randolph concluded his 6 years of service on the Board of Shelter, but he has by no means finished his involvement with Shelter and he continues to make an incredible contribution to housing policy and advocacy. We are so grateful to have this ongoing connection with Bill.

I want to recognise and thank our CEO John Engeler. John brings boundless passion and positivity to his role, and has established a strong and stable Shelter team, and solid relationships with our partners and stakeholders. Under John's leadership, Shelter NSW is continuing to thrive as a leading influential voice advocating for a secure home for all.

LIZ YEO
Chairperson

MEET OUR TEAM

BOARD MEMBERS

Chairperson
Liz Yeo

Treasurer
Poppy Dowsett

Secretary & Public Officer
Sophia Maalsen

Ordinary Board Members

Amelia Thorpe
Kirsten Steedman
Michael Zanardo
Bill Steenson (from AGM 2020)
Janet Chappell (from AGM 2020)
Verity Froud (from AGM 2020)
Bill Randolph (to AGM 2020)

BOARD ATTENDANCE

Liz Yeo	●●●●●●●●
Poppy Dowsett	●●●●●○●●
Sophia Maalsen	●●●●●●○●
Amelia Thorpe	○●●●○●●●
Kirsten Steedman	●●●●●●●●
Michael Zanardo	●●○●●●●●
Bill Steenson (from AGM 2020)	●●●●●●
Janet Chappell (from AGM 2020)	●●●●●●
Verity Froud (from AGM 2020)	●●●○●●
Bill Randolph (to AGM 2020)	●●●

ABOUT OUR BOARD



LIZ YEO, CHAIR

Liz is the CEO of Newtown Neighbourhood Centre; and was a past director and chair of Social Enterprises Sydney.

She lives in an inner-city community which is significantly impacted by increasing gentrification and the decreasing supply of affordable housing.

Liz leads an organisation which provides specialist homelessness services for people who are living in Boarding Houses and sleeping rough.

Liz has a Bachelor of Social Work degree from Sydney University and a Masters in Adult Education from UTS. Liz began her career in youth homelessness and has worked in the community sector for the last 30 years. Her roles have included volunteer and training management, senior HR management, and general management positions across a range of large and small Not-for-Profit organisations in health, education and community services.

Liz is passionate about advocating for safe and affordable housing and identifying solutions to ensure everyone has the secure home they deserve.



POPPY DOWSETT,
TREASURER

Poppy has been a housing policy practitioner for over ten years. She is an Associate at WSP, where she specialises in social and affordable housing and also works on wider social sustainability projects. In the past Poppy has held housing policy positions at Mission Australia Housing, CHIA NSW, and the NSW Department of Communities and Justice. She holds a Master of Urban and Regional Planning and a Bachelor of Arts (Architecture).



DR SOPHIA MAALSEN,
SECRETARY

Sophia is an Australian Research Council DECRA Fellow and a lecturer at the University of Sydney, School of Architecture, Design and Planning. Her research focuses on the digital disruption of housing and the diversity of housing models emerging as a result of rising housing unaffordability with particular emphasis on communicating the implications of this for people now and as they age. She believes that Australia needs to re-emphasise the role of housing for the provision of a home rather than a site of investment.



DR MICHAEL ZANARDO

Michael is a registered architect and director of Studio Zanardo, an independent consultancy that specialises in urban design and the design of housing, particularly social and affordable housing.

He actively combines his practice with teaching and research. His doctorate investigated the architecture of pre-World War II State workers' housing in Sydney. Michael is the co-author of the Affordable Housing Sydney Architecture Guide Map published in 2019.

Michael is an outspoken advocate for good amenity in denser forms of housing and champions design quality for the public domain. He is motivated by the opportunity to improve people's lives through the shaping of the built environment and believes it is a true privilege to serve people and communities through design.



ASSOCIATE PROFESSOR
AMELIA THORPE

Amelia is an Associate Professor in Law at UNSW, where she teaches and researches in planning and urban governance. She has degrees in Architecture (UWA), City Policy (Murdoch) and Law (Oxford, Harvard, ANU) and professional experience in planning, housing, transport and public interest environmental law. Amelia's research centres on frameworks for decision-making in contemporary cities – who gets to have a say, and how – and the ways in which those frameworks might contribute to social and environmental justice.



KIRSTEN STEEDMAN

Kirsten is a highly skilled professional within the property sector with over a decade of experience. Currently she leads Lendlease’s shared-value initiative, FutureSteps, which is aimed at addressing homelessness and rising levels of housing stress in Australia.

In addition to her extensive experience within the property industry, Kirsten has delivered a number of social sustainability projects throughout Australia including the establishment of training, education and employment opportunities for individuals facing economic hardship.



JANET CHAPPELL

Janet brings combined government and industry perspectives, drawing on her current role as Housing Policy Manager at Landcom, the NSW Government developer. She heads up research, development and adoption of housing affordability and diversity policy, and manages tools to understand current and forecast local housing need. Previously she held positions at the Greater Sydney Commission, NSW Department of Planning preparing three metropolitan strategies for Sydney, the Urban Design Advisory Service, Urbis, Six Degrees and Allen Jack + Cottier Architects. She is a graduate of the Foundations of Directorship at the Australian Institute of Company Directors, has a Master of Urban Design and Bachelor of Architecture (Hons).



BILL STEENSON

Bill has worked extensively in government and member-based organisations and is currently Principal Lawyer, Compliance with the Registered Organisations Commission. He works with unions, employer associations and their members on issues of governance, financial management, conflicts of interest and whistleblower disclosures. Bill has previously worked as an employment case manager, seeing first-hand the significant challenges faced by many members of the community, such as housing and support networks. He serves on the Licensing Committee of the Law Society of NSW and is passionate about dispute resolution and access to justice. Bill holds a Masters in Law and a Master of Public Administration and is an accredited mediator.



VERITY FROUD

Verity has decades of experience in financial services, predominately in banking and securitisation funding roles for various businesses. This has often included considering alternate ways to fund houses and housing projects. Currently she works at AMAL Trustees as the Head of Reporting and Analytics. Previously she was a founding member of Xinja, leading to the successful launch of a neobank, as well as holding roles at Macquarie Bank and Bluestone Mortgages. Having begun at AMP in actuarial services, she has always had a keen interest in data, modelling and risk analysis.



PROFESSOR BILL RANDOLPH

At the last AGM, Prof. Bill Randolph retired from the Board of Shelter NSW having successfully served continuously for six years over three full terms. Since leaving us in his official capacity, Bill has continued to be an active volunteer, keen general member and valued advisor, having for example, helped guide our response to a major piece of policy work for the recent Redfern-Waterloo redevelopment proposal. Bill has also committed time to interviewing candidates for recently filled positions on the Shelter NSW team. Bill will be sorely missed by our Board and is rightly regarded as a stalwart of Shelter NSW. Known for his academic insight and deep knowledge of our sector, Bill has helped Shelter chart new waters and develop responses that are both meaningful and impactful, in terms of helping us bridge the gap between theory and practice. We look forward to Bill continuing to be an active general member, and thank him for his outstanding contribution as a Board Member. Many thanks Bill!

STAFF MEMBERS

- Chief Executive Officer – John Engeler
- Senior Policy Officer – Cathy Callaghan
- Senior Policy Officer – Ryan Harris (to April 2021)
- Project Officer – Outreach and Engagement – James Sherriff
- Project Officer – Administration and Coordination – Annabel Vogel

SPECIALIST CONSULTANT

- Principal Policy Officer – Stacey Miers



CEO'S REPORT



2020-2021 SNAKES & LADDERS: THE YEAR WE NEEDED TO GO BACK, THEN MOVE FORWARD...AFTER FIRST LEARNING TO GO SIDEWAYS

I'm both very pleased and somewhat relieved to present my second Annual Report as Shelter NSW CEO and to reflect on another unprecedented and challenging, yet highly successful year for us during the COVID pandemic. Both strategically and operationally, we have grown to become an even more responsive, focussed, engaged and 'virtual' member-driven organisation. What's most pleasing is that where once we may have been a bit too 'Shelter Sydney', we're now definitely Shelter NSW in terms of our reach and relevance.

As per last year, this year has been favourable in terms of funding, having secured a new three-year contract. We appreciate the commitment and support of our funder, the Department of Communities and Justice, through the Peaks Program.

In addition to our core funding, we secured two one-off grants under the Social Sector Transformation Fund. The first allowed greater investment in internal capacity building – particularly IT and services. The second will help us deliver on one of the priorities of our Strategic Plan – strengthening our presence and advocacy in regional NSW.

At the beginning of the financial year, the Board, members, other stakeholders and the Shelter team workshopped the Strategic Plan to reflect current context and emerging challenges, ultimately renewing it to take us through to 2023. Our four strategic goals remain solid pillars for ongoing relevance and future effectiveness. These are to: be a thriving & leading organisation; influence policy & practice; engage

& educate the community and harness knowledge experience and expertise. In addition to our regional refocus, we have committed to increased engagement with members and in carrying this out in a more dynamic way. This year we hosted three well-received and well-attended virtual member forums, covering a range of subjects central to our work. We are grateful for the opportunity to reach and have open dialogue with a large number of our members, both old and new, and to be able to integrate these shared perspectives into our advocacy work.

This year, under the guidance of our board and with the ongoing efforts of our staff, members, partners, supporters, stakeholders and suppliers, Shelter NSW has continued to 'thrive and survive' through Covid. 2021 will be viewed as the year that we managed business as usual, continued our research agenda and advocated for secure homes for all, while navigating the changing environment presented by the pandemic.

Again, our COVID response broadly covered three areas: rescue, recovery and reform. We are focused now on the longer-term rebuilding of the economy - particularly how the intersection of the planning system and private sector can offer the possibility of securing housing for lower income households. Our efforts remain directed towards how Shelter NSW can advocate for economic reform and stimulation of the economy through increased housing programs, targeted spending and consideration of social housing as essential infrastructure. Finally, linking with National Shelter where possible made our responses even more comprehensive.

Special thanks to National Shelter Executive Officer, Adrian Pisarski, and their Board, especially the Chairperson, Dr Alice Clark, for their ongoing support of Shelter NSW and their guidance in my role as Deputy Chairperson of the National Council.

We warmly welcomed Bill Steenson, Janet Chappell and Verity Froud to the Board this year – all of whom have already made significant contributions in their capacities as Directors. We also bid farewell to Bill Randolph as he retired from the Shelter NSW Board after serving three full terms. Many thanks to Bill and all our Board members for their contributions over this past year. Special thanks to our Chair, Liz Yeo, whose guidance and support, along with that of Poppy Dowsett, Sophia Maalsen, Amelia Thorpe, Kirsten Steedman, Michael Zanardo, Bill Steenson, Verity Froud and Janet Chappell, is highly valued by me and the Shelter NSW team.

The Shelter NSW team also said farewell to Senior Policy Officer, Ryan Harris, in April of this year. I'd like to thank Ryan for his contribution and for his continued assistance to Shelter NSW in a voluntary capacity. Cathy Callaghan continued this year as our very capable and committed Senior Policy Officer, James Sherriff as our highly effectively Membership and Engagement Officer, Annabel Vogel as our very organised and efficient

Co-ordinator and Administration Officer, and special thanks to Stacey Miers who remains as our Specialist Consultant on Planning and Project matters. We also warmly welcome two new Policy Officers for the 2021-22 year, Kayla Clanchy and Stefanie Matosevic. Each brings a wealth of experience and will see Shelter well equipped to respond to a broad range of planning issues, with a regional focus for Kayla and metro for Stefanie. We have also had the privilege and benefit of several students, volunteers and interns from various universities. Quite a well rounded team indeed!

We look forward to continuing to advocate for a fairer and more sustainable housing system, and the many policy and political challenges that come with it. We too will enjoy seeing the new opportunities for better housing outcomes as we collectively convert into action our long term, increasingly important vision of ensuring "a secure home for all".

JOHN ENGELER
CEO

OUR BIG ASKS FOR 2021

IN 2021-22, NSW FACES:

- A decade-high rate of overall unemployment with some towns, regions and demographic groups experiencing differentially high rates
- Withdrawal of a substantial Commonwealth COVID-19-income support
- Dramatically tightening private rental markets in multiple regional centres
- Deferred, accrued residential rental debts being called in

The NSW Government is making good progress towards the NSW Premier's Priority of reducing street homelessness by 50% by 2025. At Shelter NSW however, we believe this achievement is in jeopardy. Within a deteriorating economic environment, it is likely that new and persistently larger cohorts of rough sleepers and other homeless people will emerge across NSW. With this comes the ancillary markers of disadvantage: increased domestic violence, mental distress and child safety concerns; and the stalling of improving academic performance for disadvantaged children.

Responding to homelessness in a crisis mode is expensive and inefficient for Government and the community sector. Preventing homelessness and chronic housing stress is smarter and fairer. But this requires a stock of appropriate and secure social and transitional housing where and when it is required. The large and growing waiting list for social housing suggests that NSW is not well-placed to respond to the precarious economic conditions.

NSW requires an urgent and large increase in the stock of social housing; increased funding to the already stretched Specialist Homeless Sector (SHS); and expansion of rental assistance

to support low-income private tenancies. Without this, we fear a worsening of damaging homelessness, in all its forms across NSW – a trend that will eventually demand a significant response and more generally, may undermine the potential recovery of the state.

SHELTER NSW 2021 PRIORITIES

1. Fast track investment in social and affordable housing to prevent homelessness and support economic development and employment across the state including in regional towns

- Build or acquire 5,000 additional units of social housing each year for the next ten years to address the current backlog and enable an effective response to the growing demand
- Invest \$500 million in an expanded repairs and maintenance program for existing social housing stock to support jobs in the construction industry
- Increase funding to specialist homelessness services by 20%

2. Expand rental assistance to support low-income private renters to access and sustain tenancies

- Expand investment in rental assistance support to tenants in private rental markets (where appropriate and available properties exist)
- Establish a genuine rental hardship fund to address COVID-19 rental deferrals debts and prevent homelessness.

Throughout 2020, substantial initiatives such as the Together Home program and expanded 'assertive outreach' transitioned people 'sleeping rough' into stable and supported accommodation. These were and remain important programs, preventing a potential catastrophic spread of Covid-19 within vulnerable communities in NSW (and into the wider community).

These initiatives also signalled a breakthrough of sorts, demonstrating the almost self-evident maxim - that the best way to help someone to not be homeless is to provide them with housing; first temporarily and then longer-term. This is the key message Shelter NSW emphasised time and time again this year, throughout all of our submissions and stakeholder consultations.

OUR YEAR IN NUMBERS

While Shelter NSW diverted much of its attention in 2021 to responding to the pandemic we continued to deliver our normal program of work. This has been especially important with a large number of NSW Government reform programs and large-scale proposals being fast-tracked.



WEBSITE PAGE VIEWS
= 30,199



TOTAL LIKES
= 1,808



TOTAL FOLLOWERS
= 2,356



WEBSITE UNIQUE VISITS
= 13,855

Shelter NSW made detailed and informative submissions across all levels of government:

17

LOCAL COUNCIL
STRATEGIC PLANS

06

NSW STATE GOVERNMENT
PLANNING PROPOSALS

10

NSW STATE GOVERNMENT
STRATEGIC PLANS

We continued our approach on social media and especially on Twitter, to engage a broader and different audience.

KEY TACTICS INCLUDED:

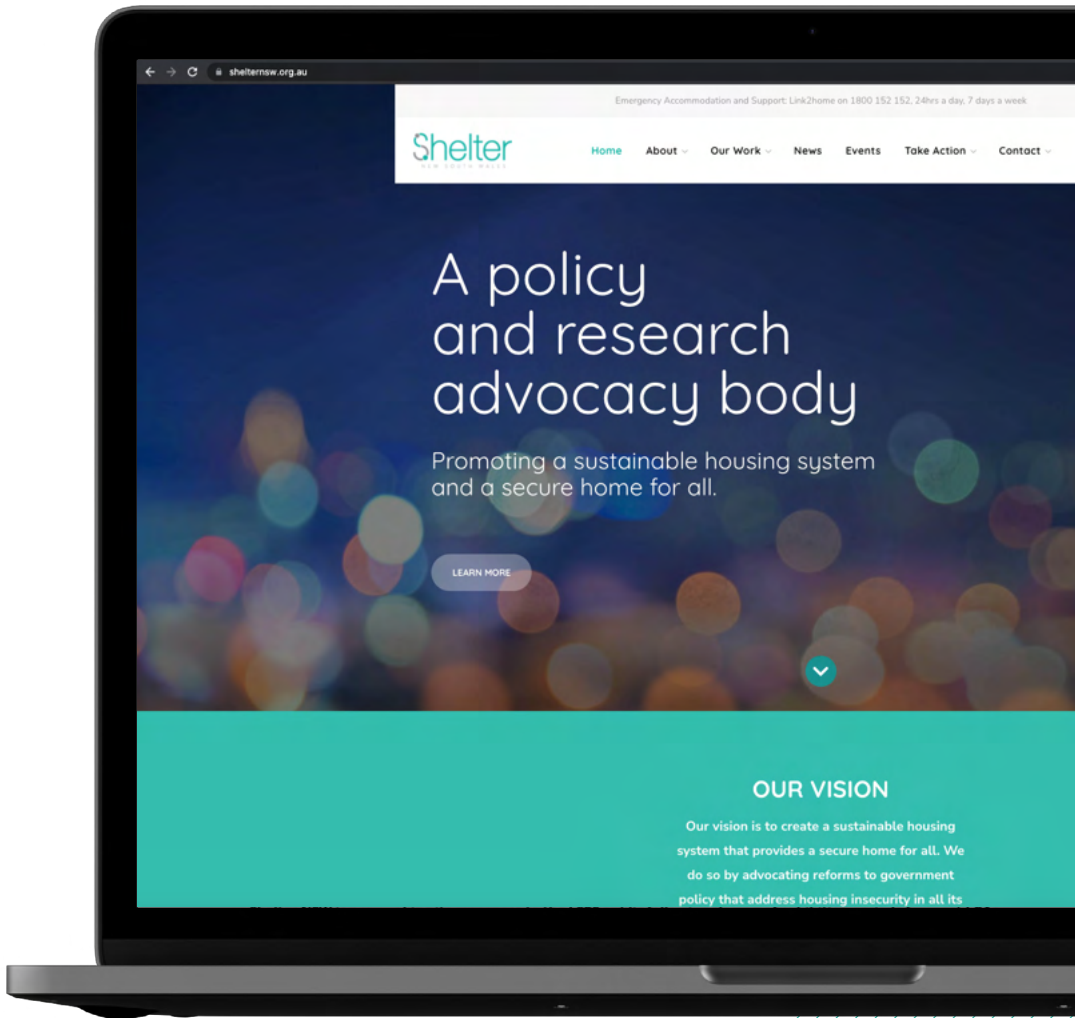
- ‘Live tweeting’ during key primetime TV shows
- Use of #hashtags in order to be seen in conversations of people who may not directly follow @ShelterNSW
- Incorporation of interesting data & insights into tweets to inform and expand the narrative (especially about overcrowding, affordability and the need for social & affordable housing investment as form of stimulus)



EBULLETINS
= 18



MEMBER BULLETINS
= 7



OUR STRATEGIC PLAN

Given the complete change of staff in the 2019-2020 year, the joining of several new Board members and the various business and operational challenges that COVID presented, we agreed that as an organisation it was important to 'check-in' against our Strategic Plan to start the 2020-21 year. We sought to establish a clear, updated and measurable operational plan, as guided by our Board, to ensure we would continue to be effective in contributing to a more sustainable housing system, resulting in 'secure homes for all'.

This check in included the need to consult broadly with general and board members, current and new staff, previous staff, long term allies and other stakeholders to get a full 360-degree view of the organisation. Accordingly, we conducted a one-off formal survey of members as well as an internal staff survey and consultation session, and organised a specific strategic planning workshop, facilitated by Roger West of Westwood Spice, in July 2020 to ensure we had covered all bases in terms of assessing our effectiveness.

Importantly, the Strategic Planning session also provided us with the ability to link proven past performance and the strong history of Shelter NSW with current challenges, and to use that process to more clearly identify emerging threats and future opportunities.

A few key issues emerged – namely, **recognising the need to engage more with members, have more diverse representation of both issues and people, and reflect greater presence in regional areas, especially given the virtual challenges with which COVID has presented us.** With the addition of these explicit references, the Strategic Plan 2018-2021 continues to provide a sufficiently comprehensive and certain framework for Shelter NSW and has been rolled over to 2023.

OUR ENGAGEMENT STRATEGY

Over the past year, we have started more actively engaging with not only current members, but also key cohorts of supporters and potential members. We have been focused on ensuring that Shelter NSW is a representative organisation – echoing the voices of a broad range of supporters across the state – by pursuing two-way, frequent communication with our members and other interested parties. This kind of

THE STRATEGIC PLANNING SESSION ALSO PROVIDED US WITH THE ABILITY TO LINK PROVEN PAST PERFORMANCE AND THE STRONG HISTORY OF SHELTER NSW WITH CURRENT CHALLENGES

targeted and practical engagement has undoubtedly had an impact on membership data – since July 2020 there has been a 24% increase in the total number of members.

This increase is largely due to our targeted engagement work, including our work on local, grassroots housing campaigns, the introduction of the student placement program, and our general work with university students and researchers.

STUDENT PLACEMENT PROGRAM

It has been our pleasure to take on a number of undergraduate and postgraduate placement students over the last year. The students have worked with us on key research topics across the housing system, contributing greatly to our work and strengthening the Shelter NSW team. We are proud to have been able to offer seven students placement opportunities so far, and plan to continue this into 2022 as our current students move on.

These students have worked on a number of projects, each developing or synthesising research on a key area of the housing system, or helping us to improve our representation of particular communities or issues.

Most of the students have undertaken this placement as part of a master's or bachelor's degree in Social Work, which has brought a unique lens to our advocacy. We also believe that it is crucial for social workers to have a good understanding of the dynamics of the housing system in NSW, and look forward to helping provide this education to many more social work students in future.

PROFESSIONAL INTERNSHIPS

In 2021, we also opened up opportunities for students with an existing background in housing or urban planning to undertake a professional internship with Shelter NSW. Our first such student, Veena Karnavar, completed her internship this July.

Veena has recently graduated with a Master of Urbanism from the University of Sydney, with a specialisation in urban and regional planning. Before commencing her master's degree in Sydney, she had previously practised as an Architect in India and the Middle East, so came to us with a wealth of experience and knowledge.

We are very pleased to have been able to work with Veena for several months on a variety of projects. She contributed greatly to our work, being responsible for developing research and assisting in drafting policy briefs and Shelter NSW submissions to Government and relevant industry bodies.

In particular, we would like to commend her on her work on the Design and Place SEPP, Draft Bays West Precinct Plan and the Housing SEPP submissions, which were prepared in collaboration with the Shelter NSW team.

We wish Veena the best in her career and look forward to working with her in future, as we open this internship opportunity up to other young professionals.



Veena Karnavar awarded Dean's List of Excellence in Academic Performance (2020)

OUR STRATEGIC PLAN

VOLUNTEERS

As well as formal student placements and professional internships, we have also worked closely over the past year with a number of passionate, knowledgeable, and dedicated volunteers. This is something we hope to continue, by engaging Shelter NSW Members in collaborative projects or campaigns on key areas of interest.

We would especially like to highlight the work of Sebastian Gutierrez-Hood, Shelter NSW Member and UTS undergraduate student of law and political science. Sebastian helped us to organise and advocate on behalf of residents of the regional NSW retirement community, Coolah 'Home Base', by carrying out essential background research into the issue, collaborating in the preparation of public advocacy material for the residents and organising a webinar to raise awareness and discuss possible solutions.

We hope to continue to strengthen and expand our advocacy in future through the help of members and volunteers like Sebastian, so that we can bring unheard issues to light and provide assistance to those struggling with housing stress or homelessness.



OUR REGIONAL STRATEGY

Earlier this year, Shelter NSW committed itself to better understanding regional communities and the variety of housing issues confronting them.

In May, we formally engaged the Regional Australia Institute (RAI) to undertake a detailed review of every local government area in regional NSW. They'll be providing us with a detailed picture of the key housing issues – especially as they impact the lowest forty per cent of income earners. We're funding this engagement with a grant from the NSW Government's Social Sector Transformation Fund.

We are delighted to have engaged a highly-regarded research organisation to help us.

In some cases, the issues are like 'growing pains', in others an aging population faces challenges in finding well-located, well-designed affordable housing.

Beyond the research, Shelter NSW will be focused on developing much deeper, local engagement in certain

regional centres like Wagga Wagga, Orange and Newcastle.

Shelter NSW aims to ramp up its advocacy for regional communities – drawing on its deep understanding of and advocacy for a dramatically increased stock of social, affordable and diverse specialist housing across the state.

Through this project and our work, we hope to share innovative ideas between regions and with the newly established Regional Housing Taskforce. We will advocate to relevant Ministers and local Members of Parliament and generally sharpen our regional focus in future prebudget submissions and budget reviews.

There will be one key argument that we will make - **the private housing market consistently fails low-medium income earners. There's a lot of focus on changing planning laws and busting red tape – but all the evidence shows that Governments have a big role in directly providing housing.**



Shelter NSW member and volunteer Sebastian Gutierrez-Hood visits the Coolah Home Base



Stacey Miers outside the Housing Plus development in Bathurst, November, 2020

GOAL 1 - BE A THRIVING AND LEADING ORGANISATION

Against the backdrop of the COVID-19 pandemic and the challenges that presented, 2020-21 was a year of immense change for Shelter NSW. The team, supported by an encouraging and effective Board, continued to be very active and add significant value in the housing policy space, while also pursuing several transformations in the way the organisation operates. With the goal of being reliable and systematic for our members, we overhauled our website, communications approach, membership management platform and engagement strategy – all on top of our “business as usual”.

Responding to the pandemic, we moved to a predominantly online, remote working environment while maintaining immense productivity, team cohesion and connection with members and community. We learned from the restrictions of working from home, with time and space being condensed through virtual meetings becoming the norm. We here found greater opportunities to engage members who are geographically remote from Sydney - something we certainly intend to further as our regional strategy develops.

We also implemented our student internship program, designed to offer both undergraduate and postgraduate students the opportunity to understand the complex issues associated with the NSW housing system and contribute to resolving them in a meaningful way.

“OUR MEMBERS SAY...

Shelter NSW has been

“WORKING WELL WITH PUBLIC HOUSING TENANTS IN THE COMMUNITY REGARDING SPECIFIC REDEVELOPMENT PROPOSALS (E.G. GLEBE, EVELEIGH) AND COMMUNICATING THOSE POSITIONS VIA SUBMISSIONS, LETTERS, CAMPAIGNS, ETC.”

Members also highlighted that our

“GRASSROOTS WORK AROUND LAHC REDEVELOPMENTS IN INNER SYDNEY HAS BEEN EXCELLENT. SHELTER HAS ALSO BEEN PLAYING AN IMPORTANT ROLE AS THE SOCIAL JUSTICE FOCUSED ORG WITHIN THE PLANNING SPACE AND THIS FITS NEATLY ALONGSIDE OTHER ORGANISATIONS AND EXPERTISE.”

Overall, in responding to our annual survey, members and stakeholders noted several key parts of our work they saw as particularly valuable, including, among other things, our:

- Engagement on the Design and Place SEPP
- Engagement with the planning system’s impact on housing especially in areas undergoing major redevelopment.
- Research on affordable housing
- Advocacy work in support of Public Housing tenants and the retention of Public Housing homes



Shelter NSW attends a meeting of the Sydney Alliance Local Organising Teams to assist in the development of the Teams’ asks on affordable housing April 2021

ALLIANCES FOR GOOD

Shelter NSW continues to be a proud partner organisation of the Sydney Alliance. In 2020-21 we were involved in a number of key housing campaigns and projects across Greater Sydney and regional NSW, particularly through our work with the newly-formed Hunter Community Alliance (HCA).

Through our Membership & Engagement Officer, James Sherriff, Shelter NSW has co-chaired the Sydney Alliance Housing Team over the past year. This team has worked to develop clear positions on housing issues – the most important position being the call for 5,000 new social and affordable housing dwellings a year. The team has integrated these positions into campaigns like ‘Healthy Homes for Renters’ and the current local organising work that is happening in LGAs across Greater Sydney.

A highlight of this work so far has been helping to coordinate several groups of local organisers from across the Alliance who are seeking to put housing on the agenda of the 2021 Council Elections. By providing training and resources to local leaders, we hope to empower them with knowledge about the housing system and its various issues, so that the work they do advocating for their community can be as effective and impactful as possible.

Our Senior Policy Officer, Cathy Callaghan, has also been assisting the Hunter Community Alliance housing team by offering her insights into local housing issues and the politics of successful advocacy. We look forward to seeing what both the local leaders of the Sydney Alliance and the team at HCA will accomplish over the next year, and to continuing to drive these incredible organisations forward!



GOAL 1 – BE A THRIVING AND LEADING ORGANISATION

We continue to collaborate with sector peaks and community organisations to inform our policy development and work for better outcomes. These relationships have proven particularly critical as our sector has responded to urgent issues raised by the pandemic. Some such alliances include;

- Good Growth Alliance
- Make Renting Fair
- Sydney Alliance, Quarterly Council meeting and Housing Team
- FONGA (Forum of Non-Government Agencies)
- National Shelter Council
- Groundswell meetings Re: Waterloo redevelopment
- Waterloo Reference Group
- Western Sydney Community Forum
- Everybody's Home national campaign
- Energy and housing coalition
- National and state policy advocacy on energy and residential homes for NEPP
- Community Coalition for Healthy and Affordable Homes
- Healthy Homes for Renters state campaign

We acknowledge our peak peers and the great work we have been able to do together throughout a challenging year.



DEFENDING PUBLIC HOUSING

In May, Shelter NSW proudly attended a rally in support of public housing tenants across Sydney, who are facing redevelopment and eviction under the NSW Government's 'Communities Plus' program. This rally was part of our ongoing work with activist groups in these communities, supporting their calls to "save public housing".

Residents of Glebe, Eveleigh, Waterloo, Redfern, and other suburbs came together to defend their right to safe and secure public housing in the inner city, without threat of eviction, relocation, or demolition. Under the Communities Plus program, historic, 100% government-owned public housing sites have been put up for sale with up to 70% of the site available to private developers, and only 30% allocated for social housing.



Shelter NSW member and housing activist, Emily Valentine, addresses protesters at 'Save Public Housing' rally

Emily Valentine, housing activist and resident of Bay Street public housing in Glebe said: "Instead of selling off public housing, the government should be building thousands of new public homes each year, providing many urgently needed jobs at the same time.

"Sydney is in the middle of a housing and homelessness crisis. But instead of addressing the causes and effects of this crisis, the government is making it worse by selling off public housing properties."

Shelter NSW was honoured to stand beside residents and support their strong and resolute call for housing justice, and we will continue to support tenants in their fight to save their homes. It is very possible for the government to 'reimagine' these redevelopments and we urge the State Government to reconsider its approach - really considering

what is needed by the community.

Shelter NSW has made a number of submissions to the NSW Government in response to "Communities Plus" proposals, outlining our serious concerns with the plans for individual sites like Explorer St; Cowper St and Franklyn St Glebe, and our overall concerns with this estate renewal model.

We have also continued to actively support the incredible grassroots organisations like Hands Off Glebe, Friends of Erskineville, Groundswell, REDWatch, and others that have been organising their communities in response to these issues. We commend their resilience and hope to be able to help in their campaigns for housing justice well into the future.



Shelter NSW staff, James Sherriff and Stacey Miers, with Ben Spies-Butcher (former Shelter NSW Treasurer) at Public Housing rally

GOAL 2 – INFLUENCE POLICY AND PRACTICE

INFLUENCING OUTCOMES

Throughout the 2020-21 year, Shelter NSW continued fighting its traditional battles – the defence of public housing and the push for more social housing. We also however, increasingly turned our attention to ensuring we are part of the policy and political debates of the time - spending more time advocating for affordable rental housing and key worker housing than we may have in the past. Shelter NSW earned “a seat at the table” in all sorts of forums, from local community groups right through to parliamentary inquiries, representing the interests of people on the lowest 40 per cent of incomes wherever these voices needed to be heard.

ADVOCACY IN ACTION

Housing 2041

In 2020, Shelter NSW was pleased to see the NSW Government embark on the development of NSW’s first 20-year housing strategy, Housing 2041. In our submission we commended the Government for tackling the task. But we added a reminder – that Government has a unique capability and responsibility to ensure that the resulting strategy was more than a compilation of a myriad of many ‘good ideas’ – more than a ‘Housing’s Greatest Hits’ if you like.

We wanted to see a clear, long-term commitment to large, well-funded, high priority approaches that would produce a demonstrable difference for people and communities.

- In July 2020, Shelter NSW called on the NSW Government to:
- Establish clear long-term targets and metrics regarding homelessness; affordability; accessibility and diversity; and resilience of housing in NSW.
 - Elevate ‘housing affordability’ to a Premier’s Priority, signalling a whole-of-government focus, especially targeting improvements for the lowest 40% of income earners.
 - Recognise ‘housing’, and especially social and affordable housing, as ‘infrastructure’ - accounted for and funded alongside other state capital investments such as roads, water and transport infrastructure.
 - Commit to a significant increase in the supply of social and affordable housing.



Shelter NSW Membership & Engagement Officer James Sherriff with leaders from the Sydney Alliance Sisters of St Joseph and United Muslims of Australia at the UMA community centre, November 2020

- Apply the planning system to create greater housing choice in regional centres (encouraging clustering dwelling patterns or medium density development in town centres).
- Review housing design and planning rules to create smaller, more compact (and more affordable) well-designed homes.
- Review the ‘discount to market’ rent setting policies to ensure affordable housing arrangements are in fact meeting affordability requirements.
- Further reform NSW tenancy arrangements so that renting becomes a more feasible and secure longer-term housing proposition.
- Strengthen regulation of informal and marginal housing such as boarding houses, share or lodging arrangements.
- Improve the environmental sustainability of new and existing housing by raising building and maintenance standards.
- Assist all NSW residents to gain access to affordable renewable energy.

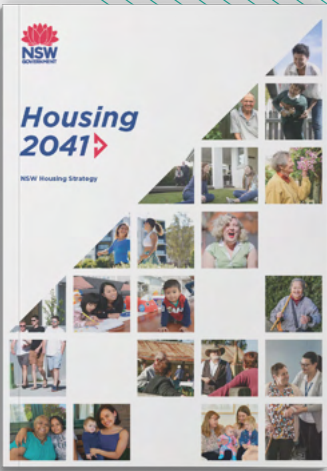
Shelter NSW continues to be engaged in a number of taskforces and policy development forums that have resulted from this new housing strategy. We take each opportunity to constantly reiterate the above asks and advocate on behalf of our members.

SHELTER’S RECENT SUBMISSIONS TO COUNCILS INCLUDE:

- Draft Campsie and Bankstown Town Centre Masterplans
- Northern Beaches Draft Local Housing Strategy
- Draft Illawarra Shoalhaven Regional Plan
- Wollondilly Shire Council Draft Local Housing Strategy
- MidCoast Council Draft Local Strategic Planning Statement and Housing Strategy
- Fairfield City Council Draft Local Strategic Planning Statement

SHELTER’S RECENT SUBMISSIONS TO NSW STATE GOVERNMENT STRATEGIC PLANS INCLUDE:

- Housing SEPP
- Design and Place SEPP
- Rapid Assessment Framework
- NSW Pre-budget submission
- Audit Office of NSW review of the NSW Homelessness Strategy
- State Strategic Plan – a Vision for Crown Land



GOAL 3 – ENGAGE AND EDUCATE THE COMMUNITY

ENGAGING WITH COMMUNITIES

Shelter NSW, in partnership with NCOSS, delivered written advice to DCJ regarding plans for potential pandemic spread into high-rises, and the unique role that community groups local to specific towers ought to play in the event of an outbreak. The final report, delivered to Mr Paul Ververs, Deputy Secretary, Department of Communities and Justice (DCJ) Housing, Disability and District Services, identified the appropriate local NGOs that may be called upon in a Covid19 outbreak. Shelter NSW staff personally discussed and explained the proposal with NGO CEOs – gathering their ideas, concerns and requirements. Key elements of the Shelter/ NCOSS document regarding the involvement of community groups were subsequently incorporated into the Multi-agency ‘Emergency Management Guidelines to Support a COVID-19 Outbreak in a Public Housing Setting’ document.



Shelter NSW CEO, John Engeler, chairs the 6th annual Affordable Housing Development and Investment Summit

GROUND-BREAKING RESEARCH

Shelter NSW collaborates with leading researchers to investigate complex topics vital to understanding issues with our housing market. Some recent projects we’ve been engaged with include;

‘A WAVE OF DISADVANTAGE ACROSS NSW: IMPACT OF THE COVID-19 RECESSION’

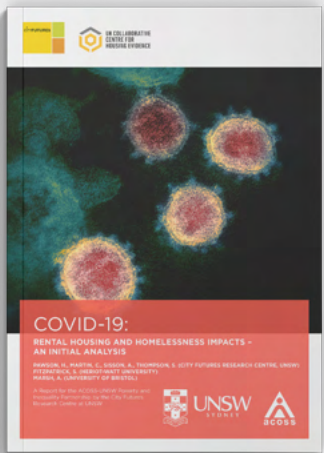
COVID-19 set in motion an economic tsunami that will exacerbated mental health distress, domestic violence, homelessness and child neglect across NSW. This is the sobering conclusion of the expert report by Equity Economics, ‘A wave of disadvantage across NSW: Impact of the COVID-19 recession’.

The report modeled the impact of rising unemployment by June 2021, and looks at how this would affect progress with key targets set out in the NSW Premier’s Priorities. Key findings included an expected increase in homelessness of up to 9,000 people with the main impacts occurring in inner Sydney, Newcastle and the Hunter and the Mid-Far North Coast.



‘COVID-19: RENTAL HOUSING AND HOMELESSNESS POLICY IMPACTS’

In February, the UNSW-ACOSS Inequality Partnership released a report that looks at the impacts of rapid policy changes made during COVID-19 on private renters and people experiencing homelessness. Produced by a team of housing experts at City Futures Research Centre and supported by the Shelter network and Mission Australia, the report documents the impacts of COVID-19 on rental housing markets and homelessness, the policy responses of federal and state governments, how they were formulated, and their outcomes.



CONNECTING WITH OUR COMMUNITY THROUGH MEDIA

Over the last year, Shelter NSW has focused on increasing the impact of our social media presence and reaching a mainstream audience beyond our traditional allies.

We revisited and updated our eBulletin strategy - focusing on regular, quality publications with a diverse range of articles representing the broad interests of our subscribers.

We also placed a greater emphasis on member engagement through our eBulletins, in line with our strategic plan. We invited comment on submissions we were working on and distributed exclusive material more frequently to our members list. With an open rate of 45%, we can see that this is valued by members and seek to further our communication with them, across all media platforms, in 2022.

Members appreciated our work putting together the monthly eBulletins in particular, confirming that our summaries of key issues and topics have provided a “very helpful ‘one stop shop’”



Over the last year, Shelter NSW has widened and deepened its relationship with select journalists - providing quality background research to them. This has resulted in a series of traditional media articles in which Shelter NSW is heavily quoted.

‘Grossly inadequate’: Housing advocates reject Waterloo high-rise plan – SMH, Jan 2021

Shelter NSW said in a submission to the Department of Planning, Industry and Environment that the proposal had changed significantly from the concept designs and the organisation could not support it in its current form.

“The proposed development is on NSW government land. As such, we believe there is a significant requirement that the proposal makes a substantial and far greater contribution to increasing the stock of social and affordable housing, including that dedicated to Aboriginal people, in the [City of Sydney] local government area,” the submission said.

‘Developers rush to beat the clock on affordable housing rule changes’ – SMH, March 2021

[Shelter NSW Senior Policy Officer] Ryan Harris supported the government’s reforms, saying it was a good outcome if developers were no longer offered incentives to build micro apartments they leased for \$400 a week.

“[Developers] may be upset because they’ve killed off a high yielding development category,” he said. “To say they will no longer develop affordable housing is false; they will now be managed by community housing providers and the more we support them the more they will develop it.”

NSW Budget won’t fix housing crisis, sector says – City Hub, June 2021

The rationing of social housing has skewed its population, according to Cathy, [Shelter NSW Senior Policy Officer] “because there’s so little of it and its rationed, you do have concentrations of very disadvantaged, problematic people.”

Shelter NSW wants a dramatic expansion of social and affordable housing, and people around NSW to be more demanding of their government and of their councils, understanding the difference between social and affordable housing could help.

Affordability – good news for the City’s renters – South Sydney Herald, June 2021

The responsibility for delivering social housing falls squarely in the lap of the NSW government. There is lot to be done there, but all levels of government have a role to play in delivering affordable rental housing.

GOAL 4 - HARNESS KNOWLEDGE, EXPERIENCE AND EXPERTISE

CONSULTATIONS, BOTH FORMAL AND INFORMAL, CONTINUE TO PLAY A KEY ROLE IN SHELTER NSW’S APPROACH TO POLICY AND ADVOCACY. THIS CONSULTATION INFORMS US WITH FEEDBACK FROM FRONTLINE SERVICES, EXPERT PRACTITIONERS AND PEOPLE WITH LIVED EXPERIENCE TO BETTER INFORM OUR WORK.

SHELTER NSW MEMBER MEETINGS

A key part of our membership strategy this year has been to provide more opportunities for Shelter NSW members to engage directly with the work that we are doing, and the introduction of Quarterly Members Meetings has proved to be a great success so far.

These meetings are open to all Shelter NSW Members, and involve presentations from staff, experts, or representatives from across the housing sector on key topics. We have enjoyed the opportunity to discuss these issues or projects with our members and greatly appreciate their thoughts, concerns, and insights.

We have found that these meetings have strengthened our advocacy work, and we hope that they have been just as useful for our members. Thank you to everyone who has contributed to or attended a meeting so far, and for your great feedback!

“Thanks for an excellent presentation, I knew nothing about the Foyer model until yesterday and it was great having so many different parties involved speak about their different involvements!”

“This meeting was a good idea and useful, so well done and thank you.”

“Really well chaired, including good time keeping and very open manner. The Hornsby story was totally fascinating... Appreciated seeing the video of the Councillors responding to the issues raised. It shows how much work we need to do...”

What Have I Been Doing at Shelter NSW?

- Researching the Youth Foyer Model – Why do we need more?

Adrienne Brown presents to Shelter NSW members forum as part of her student placement

WEBINAR - COOLAH ‘HOME BASE’: BUILDING ON UNCERTAIN FOUNDATIONS

Last year, Shelter NSW became aware of the plight of a group of residents in the Central Western NSW town of Coolah, living on what they called “Home Base” - a site designed to facilitate autonomous community living for retirees. Older Australians with modest incomes invested their life savings to convert a caravan park into a co-op headquarters for their ‘grey nomad’ lifestyles, but their dreams were shattered when a dispute about community management spiralled out of control, ending with their land being sold from under them and threats of eviction.

In October, Shelter NSW hosted a webinar about this community – focused on the reforms needed to foster the success of such housing models and avoid other older people falling into a similar situation.

‘OUR HOMES - GETTING THE BEST OUT OF PUBLIC AND COMMUNITY HOUSING’ - TENANTS’ UNION LED WORKSHOP

Shelter NSW attended and actively participated in the ‘Our Homes - Getting the best out of Public and Community Housing’ workshop. Led by the Tenants’ Union, the workshop involved multiple peaks, academics and tenants and was focused on knowledge sharing regarding rent setting in Social and Community Housing and building understanding of the NSW Government’s Social Housing construction program. In addition to informing our advocacy in NSW, Shelter NSW’s findings will be included in National Shelter discussions regarding Commonwealth Rent Assistance.

ADVOCACY TO INDEPENDENT EXPERT PANEL FOR WATERLOO ESTATE

Shelter NSW sought advice from Professor Bill Randolph and Dr. Laurence Troy regarding innovative and alternative business models that could be applied to the Waterloo Estate Renewal Project. We used the material provided in advocating to the Independent Expert Panel, established by Minister Stokes.



WHAT IS SHELTER WORKING ON?

Shelter NSW has been developing a diverse range of projects – six of which commenced during the 2020-21 financial year. Together, these projects have three aims: to build public understanding of the housing system, to help policy-makers make progress on a specific issue and to empower decision-makers and influencers with information.

OUR CURRENT PROJECTS ARE:

Housing Diversity Dashboard –
WSP (formerly Elton Consulting)

To better understand the past, present and future outcomes of affordable housing policies, this project will see the development of a dashboard that tracks (and makes readily available) information on development applications lodged under the forthcoming Housing SEPP. It will tell us where they are, what they eventually look like, how much the rent is, and who can afford it, as well as tracking any development type that receives a floorspace bonus which is made available by the SEPP. Armed with this knowledge, Shelter NSW will be able to assess the effectiveness of these policy changes and advocate for better outcomes for the lowest 40 per cent of income earners.

Severe Overcrowding –
Dr. Judith Stubbs

This project is about understanding the housing experiences and needs of households living in overcrowded dwellings in South Western Sydney. Accordingly, it aims to propose solutions that can help address these needs in ways that are sensitive to the cultural diversity of these communities.

Scaling Foyers for NSW –
Ross Beaton, Insight Consulting

Following the recent success of ‘Foyer Central’, Shelter NSW is in the process of creating a policy advocacy document, and supporting report, which will assist in making the case for the further development of Foyers in NSW – including for young people with experiences of OOHc and other possible client groups.

Regional Housing Analysis –
Regional Australia Institute

Shelter NSW is seeking to improve its understanding of housing issues and needs across regional New South Wales. We have engaged the Regional Australia Institute (RAI) to develop an updateable quantitative tool, comprising demographic and housing indicators. The project also aims to identify 10 towns with the highest housing needs that our work can focus on, as well as provide recommendations for key policy areas for our advocacy.

An Economic Assessment of ‘Communities Plus’ –
Dr. Cameron Murray and Dr. Peter Phibbs

This report provides an economic assessment of the NSW Government’s current approach to public housing estate renewal. It considers and compares alternative models through the lens of maximising public value.

Younger People in Residential Aged Care –
Ross Beaton, Insight Consulting

Shelter NSW seeks to advocate for better solutions for younger people (under 65s) with disabilities accommodated in Residential Aged Care - especially when this is due to their low incomes or regional location. Getting younger people out of aged care is a recommendation of the Royal Commission into Aged Care Quality and Safety interim report, and is being pursued through the Commonwealth Younger People in Residential Aged Care (YPIRAC) Strategy. This report explores possible solutions that would aid the acceleration of this work.

SHELTER NSW MEMBERS

Shelter is a membership organisation.

Our members are our strength, contributing expertise, energy and passion for housing justice.

Please join by visiting www.shelternsw.org.au.

INDIVIDUAL MEMBERS

Aaina Malik
Alan Morris
Alison Sheridan
Alistair Sisson
Amelia Thorpe
Ann Brennan
Anna Marczak
Barbara Squires
Ben McGowan
Ben Spies-Butcher
Bernie Coates
Bill Randolph
Bill Steenson
Bronwyn Hutchings
Carly Boag
Carol Hoare
Catherine McGrath
Catherine Stuart
Chloe Collins
Cian Galea
Clive Matthews
Craig Johnston
Danielle Hynes
Denis Klein
Elli Bradshaw
Emily Bullock
Eva Dolores Close
Garry Mallard
Geoffrey Turnbull
Holger Koefoed
Honey Christensen
Howard Bell
Isabella Mrljak
James Miranda
Janet Chappell
Jenny Caslick
Jo Karaolis
Jo Spengeler
John Newton
Judith Stubbs
Judy Singer
Julia Nunes
Julie Hourigan Ruse
Karen Van Woudenberg
Karine Shellshear
Khandakar Farid Uddin
Kirsten Steedman
Kirsty Hetherington
Lachlan Good
Laurence Troy

Li Hong Ye
Lia Perkins
Linda Burger
Linda Gordon
Liz Yeo
Louise Stuart
Lucy Burgmann
Malcolm Gillies
Maree O'Halloran
Marisa Webb
Mark Singer
Mary Perkins
Matthew Gibson
Michael Zanardo
Mohammed Rahman
Myree Harris
Nadia Ballantine-Jones
Nicholas Warren
Owen Butt
Pamela Madafiglio
Patrick Cahill
Paul Andrews
Peter Banks
Peter Phibbs
Peter Vogel
Phillip Vassallo
Phoebe Slack-Smith
Poppy Dowsett
Rebecca Mawad
Robert Mowbray
Roz Palmer
Rozita Leoni
Sally Trevena
Sarah Nelson
Sebastian Aguilar
Sebastian Guterrez-Hood
Sophia Maalsen
Stacey Miers
Sue Cripps
Susan Lucock
Sylvie Ellsmore
Thomas Chailloux
Tony Gilmour
Unis Goh
Verity Froud
Warren Gardiner
Will Roden
Yuting Zhang
Zorica Lackovic

ORGANISATION MEMBERS

Alpha House Artist Co-Op
Argyle Community Housing
Armidale Womens Homelessness Support
BaptistCare - NSW & ACT
Bellingen River and Neighbourhood Housing Cooperative
Blue Sky Community Services
Bonnie Support Services Ltd
Bridge Housing Ltd
Brooks Community Engagement
CatholicCare Diocese of Broken Bay
Central Coast Tenants Advice & Advocacy Service
Churches Housing Inc.
City West Housing Pty Ltd
Combined Pensioners & Superannuants Association
Common Equity NSW
Community Housing Industry Association NSW
Compass Housing Services
Counterpoint Community Services
Domestic Violence NSW
Fresh Hope
Habitat for Humanity Australia
Homelessness NSW
Housing Matters Action Group Inc.
Hume Community Housing Association
Hunter Tenants Advice & Advocacy Service
Inner Sydney Voice
Mid Coast Tenants Advice Service
Mission Australia
Murra Mia Tenant Advice & Advocacy Service
Newtown Neighbourhood Centre
North Coast Community Housing Company
NSW Council of Social Service
Older Womens Network NSW
Penrith City Council
People With Disability Australia
Platform Youth Services Ltd
Property Council of Australia - NSW Division
Salvation Army Australia Eastern Territory
St George Community Housing
Southern Youth and Family Services
St Vincent de Paul Society NSW
Studio Zanardo
Tenants Union of NSW
The People's Solicitors
WelcomeMat Holdings Pty Ltd
Wesley Community Services Ltd
Western Sydney Community Forum
WESTIR
Women's Community Shelters
Womens Housing Company
Yfoundations

TREASURER’S REPORT



I am pleased to present Shelter NSW’s audited financial report for the year ending 30 June 2021. The organisation performed exceptionally well, and enters the 2022 financial year in a strong position.

In the 2021 financial year, Shelter NSW fully acquitted all grant funds against the projects identified in our Business Plan and returned a surplus of \$103,059. The original deficit budget was turned around due to the receipt of COVID-19 Commonwealth stimulus and the NSW Government’s Social Sector Transformation funding. To make the best use of this valued resource, Shelter NSW has continued with its tailored research program focused on emerging housing issues. Further income and expenditure details are available in the accompanying financial statements.

Shelter NSW sincerely appreciates the core funding grant provided by the Department of Communities and Justice, which enables the organisation to carry out its important work. On behalf of Shelter NSW, I thank the Hon. Alister Henskens, Minister for Families, Communities and Disability Services, for his support. I would also like to acknowledge the productive working relationships

Shelter NSW enjoys with staff of the Department of Communities and Justice. We look forward to continuing to work closely in the future, and to providing trusted advice on social and affordable housing.

I would like to thank the Chair, Liz Yeo, and CEO, John Engeler, for their vision, care and leadership. I would also like to thank our accounts and bookkeeping team at Purpose Accounting, in particular Alex Cowell, for their thorough, transparent and helpful approach. I am grateful for the ongoing commitment of the Board. And I would particularly like to thank the staff of Shelter NSW, who have produced exceptional work and demonstrated collaboration over a rather turbulent year.

POPPY DOWSETT
TREASURER



SHELTER NSW INCORPORATED
ABN 95 942 688 134

FINANCIAL REPORT - 30 JUNE 2021

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SHELTER NSW INCORPORATED
ABN 95 942 688 134

FINANCIAL REPORT - 30 JUNE 2021

BOARD MEMBERS' REPORT

The Board members present the operating report of Shelter NSW Incorporated ('the Association') for the year ending 30 June 2021 and report as follows: -

BOARD MEMBERS

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

Name of Board Member	Position Held
Liz Yeo	Chairperson
Poppy Dowsett	Treasurer
Sophia Maalsen	Secretary
Janet Chappell	Board member (<i>appointed November 2020</i>)
Verity Froud	Board member (<i>appointed November 2020</i>)
Bill Randolph	Board member (<i>resigned November 2020</i>)
Kirsten Steedman	Board member
Bill Steenson	Board member (<i>appointed November 2020</i>)
Amelia Thorpe	Board member
Michael Zanardo	Board member

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 was to 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 \$103,059 (2020: surplus \$77,998).

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

A handwritten signature in black ink, appearing to read "Liz Yeo".

Liz Yeo
Chairperson

A handwritten signature in black ink, appearing to read "Poppy Dowsett".

Poppy Dowsett
Treasurer

23 September 2021

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SHELTER NSW INCORPORATED
ABN 95 942 688 134

STATEMENT OF FINANCIAL POSITION
AS AT 30 JUNE 2021

	Note	2021 \$	2020 \$
ASSETS			
Current assets			
Cash and cash equivalents	5	526,962	377,357
Trade and other receivables	6	45,046	40,488
<i>Total current assets</i>		<u>572,008</u>	<u>417,845</u>
TOTAL ASSETS		<u>572,008</u>	<u>417,845</u>
LIABILITIES			
Current liabilities			
Trade and other payables	7	104,510	70,154
Employee benefits	8	30,891	14,143
<i>Total current liabilities</i>		<u>135,401</u>	<u>84,297</u>
TOTAL LIABILITIES		<u>135,401</u>	<u>84,297</u>
NET ASSETS		<u>436,607</u>	<u>333,548</u>
FUNDS			
Accumulated funds		<u>436,607</u>	<u>333,548</u>
TOTAL FUNDS		<u>436,607</u>	<u>333,548</u>

The accompanying notes form part of these financial statements

3

SHELTER NSW INCORPORATED

STATEMENT OF PROFIT OR LOSS AND OTHER COMPREHENSIVE INCOME
FOR THE YEAR ENDED 30 JUNE 2021

	Note	2021 \$	2020 \$
Revenue	4	<u>908,278</u>	<u>834,395</u>
		<u>908,278</u>	<u>834,395</u>
Expenses			
Administrative expenses		(96,954)	(113,690)
Project and research expenses		(99,141)	(44,454)
Employee benefits expense		(560,797)	(532,036)
Occupancy expenses		(38,389)	(34,952)
Small asset purchases		(5,160)	(21,806)
Travel and training expenses		(4,778)	(9,459)
		<u>(805,219)</u>	<u>(756,397)</u>
Surplus before income tax		103,059	77,998
Income tax expense		-	-
Surplus for the year		103,059	77,998
Other comprehensive income for the year		-	-
Total comprehensive income for the year		<u>103,059</u>	<u>77,998</u>

The accompanying notes form part of these financial statements

SHELTER NSW INCORPORATED**STATEMENT OF CHANGES IN FUNDS
FOR THE YEAR ENDED 30 JUNE 2021**

	Accumulated Funds \$	Total \$
Balance at 1 July 2019	255,550	255,550
Comprehensive income		
Surplus for the year	77,998	77,998
Other comprehensive income	-	-
Total comprehensive income for the year	<u>77,998</u>	<u>77,998</u>
Balance at 30 June 2020	<u>333,548</u>	<u>333,548</u>
Balance at 1 July 2020	333,548	333,548
Comprehensive income		
Surplus for the year	103,059	103,059
Other comprehensive income	-	-
Total comprehensive income for the year	<u>103,059</u>	<u>103,059</u>
Balance at 30 June 2021	<u>436,607</u>	<u>436,607</u>

The accompanying notes form part of these financial statements

SHELTER NSW INCORPORATED**STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 30 JUNE 2021**

	Note	2021 \$	2020 \$
Cash flows from operating activities			
Receipts from grants and members		993,944	909,584
Payments to suppliers and employees		(847,655)	(918,092)
Donations income		50	70
Interest received		3,266	6,106
<i>Net cash flows from operating activities</i>		<u>149,605</u>	<u>(2,332)</u>
Net increase (decrease) in cash and cash equivalents		149,605	(2,332)
Cash and cash equivalents at the beginning of the financial year		<u>377,357</u>	<u>379,689</u>
Cash and cash equivalents at the end of the financial year	5	<u>526,962</u>	<u>377,357</u>

The accompanying notes form part of these financial statements

SHELTER NSW INCORPORATED

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2021

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 23 September 2021.

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

Several amendments to Australian Accounting Standards and interpretations are mandatory for the 30 June 2021 reporting period. These include:

- AASB 2018-6: *Definition of a Business* (amendments to AASB 3)
- AASB 2018-7: *Definition of Material* (amendments to AASB 101 and AASB 108)
- AASB 2019-1: *References to the Conceptual Framework* (revises the Conceptual Framework for Financial Reporting)
- AASB 2020-4: *Amendments to AASs - Covid-19-Related Rent Concessions* (amendments to AASB 16)

The amendments listed above did not have any impact on the amounts recognised in the current or prior periods but may affect future periods.

New standards and interpretations not yet adopted

Certain new accounting standards, amendments and interpretations have been published that are not mandatory for 30 June 2021 reporting periods and have not been early adopted by the Association. These include:

- AASB 1060: *General Purpose Financial Statements - Simplified Disclosures for For-Profit and Not-for-Profit Tier 2 Entities* (effective for the year ending 30 June 2022)
- AASB 2020-1: *Amendments to AASs - Classification of Liabilities as Current or Non-current* (effective for the year ending 30 June 2024)

SHELTER NSW INCORPORATED

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2021

Note 2 - Basis of preparation (continued)

New standards and interpretations not yet adopted (continued)

It is not expected that AASB 2020-1 will have a material impact on the Association in future reporting periods. AASB 1060 may have a material impact on the Association in future reporting periods and on foreseeable future transactions and disclosures since AASB 1060 acts to mandate that the Association prepare a general purpose financial report under a new Simplified Disclosure Standard in future reporting periods. The Association has not yet assessed the specific financial reporting impacts of AASB 1060.

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.

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 three months or less.

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.

SHELTER NSW INCORPORATED**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2021****Note 3 - Significant accounting policies (continued)****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 2021**

	2021 \$	2020 \$
Note 4 - Revenue		
Operating revenue		
Government grants (<i>refer to Note 11</i>)	785,152	744,738
Membership fees	10,310	12,881
Seminars	-	5,200
Other operating revenue	-	2,681
	<u>795,462</u>	<u>765,500</u>
Other revenue		
Donations	50	70
Interest income	3,266	6,325
COVID-19 stimulus income	109,500	62,500
	<u>112,816</u>	<u>68,895</u>
<i>Total revenue</i>	<u>908,278</u>	<u>834,395</u>
Note 5 - Cash and cash equivalents		
Cash at bank and on hand	276,962	127,357
Term deposits	250,000	250,000
<i>Total cash and cash equivalents</i>	<u>526,962</u>	<u>377,357</u>
Note 6 - Trade and other receivables		
<u>Current</u>		
Trade receivables	8,152	14,759
Other receivables	8,124	8,524
Prepayments	28,770	17,205
<i>Total current trade and other receivables</i>	<u>45,046</u>	<u>40,488</u>
Note 7 - Trade and other payables		
<u>Current</u>		
Trade payables	55,053	43,943
Grants received in advance	19,710	-
GST payable	9,367	8,530
Other payables	20,380	17,681
<i>Total current trade and other payables</i>	<u>104,510</u>	<u>70,154</u>
Note 8 - Employee benefits		
<u>Current</u>		
Annual leave	28,778	13,604
Long service leave	2,113	539
<i>Total current employee benefits</i>	<u>30,891</u>	<u>14,143</u>
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	-	2,824
	<u>-</u>	<u>2,824</u>

SHELTER NSW INCORPORATED

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2021

	2021 \$	2020 \$
Note 10 - Key management personnel		
Remuneration of key management personnel		
The aggregate amount of compensation paid to key personnel during the year was:	177,644	131,171
Note 11 - Government grants		
The company has recognised government grant revenue from the following levels of government and departments:		
- Commonwealth:		
Nil	-	-
- State - New South Wales:		
Department of Communities and Justice	785,152	744,738
<i>Total government grants</i>	785,152	744,738

Note 12 - Economic dependency

The Board Members consider that the Association is economically dependent on revenue received from the New South Wales State government with respect to funding its program of activities. The Board Members believe that this funding will continue to be made available to the Association until at least the end of the grant funding period.

Note 13 - Commitments and contingencies

The Association did not have any commitments or contingencies at 30 June 2021 (2020: \$0).

Note 14 - Events occurring after balance date

Subsequent to the end of the financial year there have been considerable economic impacts in Australia and globally arising from the outbreak of the COVID-19 virus, and Government actions to reduce the spread of the virus.

At the date of signing the financial statements the Board Members are unable to determine what financial effects the outbreak of the virus could have on the Association in the coming financial period.

The Board Members acknowledge their responsibility to continuously monitor the situation and evaluate this impact.

There were no other significant events occurring after balance date.

Note 15 - 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


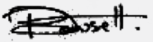
FINANCIAL REPORT - 30 JUNE 2021

BOARD MEMBERS' DECLARATION

The Board of Shelter NSW Incorporated declare that:

- The financial statements, which comprises the statement of financial position as at 30 June 2021, 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:
 - 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
 - give a true and fair view of the financial position as at 30 June 2021 and of the performance for the year ended on that date of the Association.
- 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.

	
Liz Yeo Chairperson	Poppy Dowsett Treasurer

Sydney, 23 September 2021



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CHARTERED ACCOUNTANTS

SHELTER NSW INCORPORATED
ABN 95 942 688 134

FINANCIAL REPORT - 30 JUNE 2021

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 2021, 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:

- a) giving a true and fair view of the Association's financial position as at 30 June 2021 and of its financial performance for the year then ended, and
- b) 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 2021

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

23 September 2021

CONTACT US

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Incorporated 2021

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