

Annual
report
2009-10

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What we do

About us

Shelter NSW is a non-government, non-profit, social change agency committed to working for a fair and just housing system.

Shelter NSW advocates for the housing interests of low-income and disadvantaged people, and provides community education to build the capacity of non-profit organisations to provide housing and housing-related services.

History

Shelter NSW was established in 1975. We have advocated and campaigned for public housing and the development of community-based initiatives like tenant-managed housing, housing cooperatives, community-based housing associations and local government planning innovations that provide for affordable housing.

Purpose

Shelter NSW's mission is to work for a fair and just housing system in New South Wales. We promote the access of people on low incomes to housing that is affordable, safe, secure and appropriate to their needs.

Our role is to:

- ▶ advocate for systemic change;
- ▶ provide community education.

In undertaking these roles, we use a number of strategies:

- ▶ research;
- ▶ policy development;
- ▶ providing educational products on key housing issues;
- ▶ networking and partnering with other non-profit non-government organisations and consumer organisations;
- ▶ promoting a coordinated response from within the non-government sector where appropriate.

In working towards a fair and just housing system, we are committed to:

- ▶ building the capacity of non-profit housing and housing-related services;
- ▶ working with housing consumer organisations and activists.

Who we are

Board members

Until 19 November 2009

Executive:

Chairperson: Andrew Meehan
Treasurer: Warren Gardiner
Secretary: Sue Cripps

Directors:

Grant Arbuthnot
Melinda Hewitt
Maureen Kingshott
Garry Mallard, OAM
Annette O'Neill
Dean Price
Bill Randolph
Judy Singer
Judy Stubbs
Terry Wilson

After 19 November 2009

Executive:

Chairperson: Annette O'Neill
Treasurer: Dean Price
Secretary: Gregor Macfie

Directors:

Sue Cripps
Trish Evans
Warren Gardiner
Melinda Hewitt (until 6 May 2010)
Julie Hourigan Ruse
Lam Huynh
Penelope Nelson
Asha Ramzan
Bill Randolph
Judy Singer

On 24 June 2010, the Board noted that Adama Kamara had agreed to be coopted to the Board to fill the casual vacancy created by Melinda Hewitt's resignation.

Staff

Executive Officer:

Mary Perkins

Principal Policy Officer:

Craig Johnston

Senior Policy Officer (Education and Outreach):

Paula Rix

Policy Officer (Research and Publications):

Katie Florance

Office Administrator:

Yana Myronenko

Contractors, consultants, auditor and interns

Contractors:

Not Just Networks Pty. Ltd. (IT)
Peirce Munro Pty. Ltd. (accounting)

Consultants:

Hazel Easthope and Sarah Judd, City
Futures Research Centre, University of
New South Wales
Jon Eastgate, 99 Consulting

Auditor:

Churton Kelly

Interns:

Deena Palethorpe, Macquarie University
Phillipa Way, Macquarie University

Chairperson's report

Appropriate, affordable and well-located housing is both a fundamental human requirement and a major driver of economic growth. It is also a demand on scarce public and private resources.

The era of what used to be known as public housing as a tenure choice in Australia has passed. Rather than being a broad-based, affordable tenure form with long-term secure tenancies amid other suburban housing, it has for some years become a residual housing option, often concentrated in dense estates. Entry is highly contested yet little other choice is available to the applicant, where dense concentration affects public opinion and tenant comfort, and where the system, without adequate funding, requires residents to cross-subsidise other low-income tenants.

The Commonwealth Government's stimulus program to counteract the economic crisis in 2008 has fuelled the most significant increase in social housing stock in Australia in 40 years. The stimulus program has funded an expansion of community housing stock, and the maintenance and upgrading of public housing properties, with a particular focus on providing housing for people who are homeless or at risk of homelessness. The stimulus social housing boost has also been accompanied by other welcome initiatives such as the National Rental Affordability Scheme.

The 2009 annual general meeting bade farewell to Andrew Meehan (who chaired the Shelter Board during two years of significant government policy change) and directors, Judy Stubbs, Maureen Kingshott, Garry Mallard OAM, Grant Arbuthnot and Terry Wilson. In May 2010, Melinda Hewitt resigned as a director due to changed work responsibilities. I thank them all for their generous and substantial contribution to Shelter.

That meeting voted for minor amendments to the organisation's constitution to modify fee scales and to require new individual



members 'to be committed to the objects of the Association'.

It is reassuring that the Board has a breadth of knowledge and depth of skill, understanding, capacity and enthusiasm necessary to guide Shelter in meeting its objectives, responsibilities and vision.

Shelter works within a tight budget derived from its membership, products and particularly its Housing NSW grant. Shelter greatly appreciates this support that enables its advocacy and community education to continue, and the positive, longstanding relationship with departmental officers, particularly its Chief Executive, Mike Allen.

On 26 May 2010 the NSW Minister for Housing, David Borger, MP, ceased to be responsible for the housing portfolio. We thank him for his particular insight and longstanding commitment to housing and wish him well.

In June we were pleased to meet and welcome the newly appointed NSW Housing Minister, Frank Terenzini, MP, who opened and addressed

Shelter's conference, 'Estates in the balance'. This conference brought a range of stakeholders including tenants, administrators, planners, policy analysts, academics and community members together to consider the realities of redeveloping and regenerating public housing estates. While there was a diverse and forthright expression of opinions on the topic, it was a rare opportunity for tenants and others to communicate ideas directly.

Shelter NSW recognises the continuing strong, tangible commitment and support for appropriate housing initiatives shown by the Commonwealth Minister for Housing, Tanya Plibersek, MP, especially in this period of housing need and economic challenge. A productive housing era is back on the national agenda.

Early in 2010 Shelter's lecture series on housing economics, with presentations by Frank Stilwell, Judy Yates, Peter Phibbs and Richard Krever, was enthusiastically received and attended.

Shelter's policy focus for 2009-10 was on responsive public housing, the supply/ expansion of social housing, homelessness and its links with housing costs, sustainable homeownership for low-income households, increasing the private supply of housing for low rental, and state environmental planning policies and affordable housing. As well, Shelter commissioned independent research on living well in greater density from the City Futures Research Centre of the University of New South Wales.

Among its various activities Shelter NSW has: continued to publish its newsletter, *Around the House*; developed a flyer for tenants in public housing estates being redeveloped; produced a submission on the Sydney metropolitan strategy; continued to convene the Non-English Speaking Housing Taskforce NSW; produced a range of community education products; and continued to contribute to national housing policy through its membership of National Shelter.

On behalf of the Board I would particularly like to thank Shelter's tireless Executive Officer, Mary Perkins, and its talented and dedicated

staff - Craig Johnston, Paula Rix, Katie Florance and Yana Myronenko, who have continued Shelter's impressive and enduring work this year. Their commitment, vision and competence ensure that a small organisation can contribute to a fair and just housing system.

Annette O'Neill

Chairperson

Executive Officer's report

Over the last year, Shelter NSW gave priority to advocating for the supply of housing affordable to low- and moderate-income households.

It is clear that the effectiveness of a number of other social programs is limited because people don't have housing - that they can afford, that is suitable to their needs and that is in a location that enables access to jobs, schools and a range of services. It is also clear that our housing system is unable to meet the level of need in the community.

The social housing system is now essentially a welfare housing system accessible to the very poor and those with complex needs. In the private market, house-price inflation combined with supply constraints have created significant difficulties for new homeowners and private renters.

The election of the Rudd Labor government in 2007 created new opportunities for Shelter NSW to further its objectives. During the last year we have continued to work to influence the new policies and programs - Shelter advocated at both state and national levels for an increased supply of housing affordable to households on low and moderate incomes.

Whilst many of the new programs address many of our concerns, in particular the National Rental Affordability Scheme, the A Place to Call Home program and the social housing construction boost under the Nation Building Economic Stimulus Plan, we remain concerned that the need for growth in our social housing system has not been adequately addressed. In order to address the supply problem, the growth funding provided by the Economic Stimulus Plan must be on an annual, rather than a one-off, basis.

Although many of the solutions to our housing problems lie with the Commonwealth Government, this is not to mean that the state government can be let off the hook. Throughout the year Shelter advocated for changes to the planning system hoping to enhance its capacity

to contribute to the supply of affordable housing. We have lobbied the NSW Government to make a commitment to the National Rental Affordability Scheme. This program requires matching of Commonwealth and state subsidies to encourage investment in the supply of affordable housing. To date, the NSW Government has not provided sufficient funds to enable New South Wales to pick up its 'share' of the subsidies available.

Within the general community and among workers in many community agencies there is not always a good understanding of the crisis within our housing system. A better understanding should assist people advocating for their clients or their own needs. With this objective in mind, Shelter continued to develop and deliver its community education program and maintained its commitment to making quality information available to the community via our publications and website. This year we conducted a very successful course on 'housing economics for non-economists' for the first time.

The changes now taking place in the social housing system are substantial and it is worth noting that there is often tension between systemic change and the impact it might have on individual households. One of the issues is the relocation of tenants where their home has become an asset to be reconfigured. Housing providers, developers and policymakers need to be very conscious that when managing an asset, reconfiguring the system or developing new policy, real people are affected - and it is



important to involve and consult with tenants and applicants.

I would like to thank the staff of Shelter NSW, Craig Johnston, Paula Rix, Katie Florance and Yana Myronenko – each worked hard and with a great deal of commitment and enthusiasm. I would also like to thank the Board and Executive for their considerable contributions. I also acknowledge and thank the Ministers for Housing, the Hon. David Borger MP and Frank Terenzini MP, and the Chief Executive of Housing NSW, Mike Allen, for their ongoing support for Shelter’s work. Finally yet importantly, I thank the large numbers of individuals and organisations who have supported and contributed to Shelter’s work throughout the year.

Mary Perkins

Executive Officer

Treasurer's report

I am pleased to present Shelter NSW's audited financial report for the year ended 30 June 2010.

The income earned during 2009-10 and the surplus appear to be larger than usual, and this is due to our 2009 conference just falling into the 2009-10 financial year and our 2010 conference happening at the end of the financial year.

Both conferences were a success and contributed productively to the policy debates around affordable housing happening at both a state and federal level. This additional income has allowed Shelter NSW to undertake projects that have been on the table for some time.

I must state my gratitude to Warren Gardiner, for his work as Treasurer up until the end of his term in late 2009. Through his work with the staff and our accountant he left the financial situation of the organisation in a healthy state, and that has continued until the end of the 2010 financial year.

Thanks also to Shelter's Executive Officer, Mary Perkins and our Office Administrator, Yana Myronenko, for the hard work they have undertaken through their administration of Shelter's finances and systems. This support ensures that the Treasurer's responsibilities are undertaken smoothly and the Board is provided with accurate and detailed information to assist in performing our responsibilities.

Peirce Munro Pty. Ltd, particularly David Peirce, have continued to provide outstanding work assisting Shelter NSW with accounting assistance and advice to the Executive. This service was provided through until the end of the financial year. David has been providing his services to Shelter NSW for many years and his knowledge, history and passion for the organisation will be missed now that he has moved on to other work.

On behalf of Shelter NSW, I would also like to thank the Ministers for Housing, the Hon. David Borger, MP and the Hon. Frank Terenzini, MP,



and the Chief Executive of Housing NSW, Mike Allen, and his staff, for their ongoing support for the important work undertaken by Shelter NSW.

Dean Price
Treasurer

Report on activities

Shelter NSW works towards a fair and just housing system in New South Wales, and we pursue this through:

- ▶ Systemic advocacy, and
- ▶ Community education.

The following report is based on Shelter NSW's operational plan for 2009-10, which is linked to our 2008-2011 strategic plan.

1. Advocacy focusing on priority policy issues

We are committed to ensuring that people on low and moderate incomes in this state have access to housing that is affordable, safe, secure and appropriate to their needs. Our advocacy takes place in national, state and local arenas, and takes the form of both 'proactive' and 'reactive' work.

Major priority areas

1.1 Responsive public housing services by Housing NSW

This year saw some major developments in the services provided by Housing NSW, and our advocacy work spanned areas such as the development of Housing Pathways (the shared access system for public housing and many community housing providers), the roll-out of social housing construction under the Nation Building Economic Stimulus Plan, the regeneration of public housing estates, and the transfer of property and tenancy management of Land and Housing Corporation properties to community housing providers.

We hosted a conference entitled 'Estates in the balance: best practice in redevelopment and regeneration of public housing estates' on June 17; see under '3.2 Conference'.

We contributed to the work of Housing NSW consultative committees - the NGO Housing

Partners Reference Group, the Housing Pathways Advisory Council, the Property Transfer Program Industry Briefing Forum, the Multicultural Forum and the Living Communities Consultative Committee.

1.2 Increased supply/expansion of social housing

We released a background paper on the supply of social housing which was published in our *Shelter Brief* series (no. 41) in November. The report warned that after the 'stimulus era' has ended and the Commonwealth Government focuses on its 'deficit exit strategy', the budget allocations to social housing could fall to the levels of the pre-recession period.

The report also stated that continued budget-sector funding for the Social Housing Growth Fund (via the National Partnership on Social Housing), and for the Affordable Housing Innovations Fund in the state sphere, is key to building the social housing sector.

The report supported the approach of mixing-and-matching government subsidies with equity and debt contributions from for-profit and non-profit investors and housing/welfare providers.

During September and October, we coordinated a letter-writing campaign targeting the Prime Minister, the Treasurer and local federal Members of Parliament, to protest against cuts



to social housing funding under the Nation Building Economic Stimulus Plan. Subsequently, a threatened second cut to the funding was averted.

In conjunction with the NSW Council of Social Service (NCOSS), we advocated to the Premier and Treasurer on state funding of the National Rental Affordability Scheme under round three.

We recommended the NSW Government make a commitment to participation in round three of the scheme, and beyond this round, we called for additional mechanisms to support potential projects under the scheme in New South Wales.

We monitored Commonwealth and state government fiscal policy relevant to housing assistance programs, and we produced analyses of both governments' budgets which featured in our newsletter, *Around the House*, in June (no. 81). The Commonwealth Budget analysis was also published in our *Shelter NSW comment* series.

A significant component of our work towards increasing the supply of social housing took place on the national arena in the form of our work with National Shelter; see under '2.4 Contributing to the work of the National Shelter Council and Executive' and '2.5 Coordinating the development of a new policy platform for National Shelter'.

1.3 Homelessness and its links with housing unaffordability

There have been some significant improvements in homelessness and the funding of homelessness services this year.

We provided input into the development of the NSW Homelessness Action Plan (which was released in August), and we also provided feedback on draft project templates for initiatives under the NSW Implementation Plan for the National Partnership on Homelessness.

We advocated for the reform of the reform of Housing NSW's Temporary Accommodation Program in order to make it less distressing for families, and an article on this call for reform was published in the October 2009 edition of *Parity*.

Shelter NSW provides a unique and invaluable service to the homelessness and social policy environment in New South Wales. Housing for all is not only an inherent human right but represents social and fiscally responsible policy. Shelter NSW provides an important service to vulnerable and disadvantaged people, policymakers and service providers by ensuring that discourse on this issue is informed by relevant data and well-researched evidence, and that the discourse is transformed into a voice for change and progress.

**Liz Giles, Manager,
Homelessness Unit,
City of Sydney**

Other priority policy areas

1.4 Sustainable homeownership for low-income households

We continued to advocate for a shared equity program as an option for households on low-moderate incomes. Our advocacy in this area was informed by our 2008-09 report

As a voluntary community activist in the Macarthur area, I want to thank Shelter NSW for another successful year, in supporting and acting on local and state housing issues. The annual conference was a highlight, with a very timely theme and a good range of speakers. Another interesting project was the series on housing economics in March. With housing issues, including a growing problem with homelessness, Shelter NSW is at the forefront in raising awareness and working with tenants and government in developing solutions.

Peter Butler, housing activist and member, Macarthur Housing Coalition

on homeownership options for low-income households (*Shelter Brief* no. 40).

1.5 Increased private supply/ expansion of private rental housing for low rental

Shelter NSW has continued to advocate in favour of the National Rental Affordability

Scheme as a method of increasing the supply of affordable private rental housing.

Our *Shelter Brief* no. 37 on encouraging the supply of private rental for low-income renters (which was published in 2008-09) informed National Shelter when developing the private rental component of its 2009 policy platform.

The Standing Committee on Social Issues of the Legislative Council released a report from its Inquiry into Homelessness and Low-cost Rental Accommodation on September 24, and we provided a comment on it to the Minister for Housing, David Borger, on December 17.

1.6 State environmental planning policies and affordable housing

In response to the State Environmental Planning Policy (Affordable Rental Housing) 2009, which was released on July 31, we issued an analysis in our *Shelter NSW comment* series in August. This instrument does not contain 'inclusionary zoning' provisions - provisions to enable local councils to prepare a local contributions scheme (supported by a local environmental plan) that provides for levying of affordable housing contributions on developments that create a need for affordable housing. We wrote a letter to the Minister for Planning, Kristina Keneally, indicating our disappointment and asking the government to reconsider its view on this matter.

We lodged a submission on the Sydney metropolitan strategy discussion paper, *Sydney towards 2036*, and the metropolitan transport plan, *Connecting the city of cities*, to the Department of Planning on May 6. We argued that a new Sydney strategy needed to address:

- ▶ the impacts of the segregation of the city by class or socio-economic status, housing tenure and ethnicity
- ▶ the role that affordable housing can play in minimising this polarisation and promoting social inclusion
- ▶ the risk of loss of affordable housing in middle-ring suburbs south of Sydney Harbour

- ▶ provisions for adaptable and accessible housing in the land-use planning and development assessment system, and
- ▶ the erosion of public participation in the land-use planning and development assessment system.

We commissioned a report by City Futures Research Centre at the University of New South Wales on issues relating to living in density. The report, entitled *Living well in greater density (Shelter Brief no. 42)*, was published in June. It calls for urgent action from developers, planners and residents to address the concerns of people living in greater density - spanning neighbour behaviour issues such as noise intrusion, and design and construction quality issues such as balconies which do not allow for privacy. As part of the development of the report, a round table with key informants was held in Sydney on May 11.

2. Advocacy in response to the changing environment

2.1 Writing in response to inquiries and other requests

- ▶ We produced a submission to the inquiry by the House of Representatives Standing Committee on Family, Community, Housing and Youth into the principles and service standards for new homelessness legislation on August 14. The submission focused on housing issues, social inclusion and consumer participation.
- ▶ On October 7, we sent submissions to the Department of Planning and the City of Sydney in favour of expanding the area where City West Housing could utilise affordable housing developer contributions, by amending the relevant planning instruments affecting the Ultimo-Pyrmont affordable housing scheme.
- ▶ We made a submission on the draft Residential Tenancies Bill 2009 on December 18, calling for amendments in relation

Shelter NSW has played a strong leading role in assisting us to develop a local campaign on homelessness, and it continues to be a great resource for grass-roots organisations.

Lisa Burns, Executive Officer, Newtown Neighbourhood Centre

to renters excluded from the legislation, the sale of premises, termination without grounds, rent arrears, residential tenancy databases and social housing.

- ▶ We contributed to the consultation on the State Plan held in Parliament House on October 6.
- ▶ On February 25, we sent a submission to the NSW Liberal and National Parties on their draft social policy framework, *Smarter, stronger, healthier, safer*. We called for: a housing strategy that is cross-portfolio and cross-tenure - so that government policy on housing affordability can be more than about land supply, and government policy on housing assistance can be more than about social housing (as important as social housing is); locational disadvantage to be addressed (in the middle-ring suburbs, especially those south of Sydney Harbour, and west of the Great Dividing Range); support for initiatives that cross the boundaries of the established tenures or have features of both ownership and rental (so-called 'fuzzy tenures'), such as shared-equity programs; support for a firmer financing basis for non-profit affordable rental housing; and a sufficient supply of affordable housing for low-income people. In our submission, we also drew

particular attention to the housing needs of an ageing population, the need to prevent homelessness, and the need to respond effectively to homelessness and the risk of homelessness.

2.2 Writing in support of other organisations' submissions and requests

On August 26, we wrote in support of the work by the Northern Rivers Council for Social Development on developing and coordinating regional approaches to housing affordability, and we called for their continued funding.

2.3 Contributing to the work of non-government organisations also working on housing and related social welfare issues

Shelter NSW contributed to work of the following non-government organisations and networks focusing on housing and related social welfare issues.

- ▶ We participated in meetings of the NSW Homelessness Community Alliance - the alliance comprises peak bodies and service providers in New South Wales with expertise and interest in the issue of homelessness, and is chaired by NCOSS. The focus of the alliance's advocacy has moved from the development of the NSW Homelessness Action Plan to its implementation. The alliance has also been advocating in relation to the NSW implementation of the National Partnership on Homelessness.

- ▶ Shelter NSW's Executive Officer is a member of the Australian Council of Social Service (ACOSS) Board. ACOSS has consistently incorporated National Shelter's issues within its policy and lobbying.
- ▶ Our Executive Officer is also a member of the NCOSS Board, and is Vice President of NCOSS. Shelter NSW contributed to the housing section of the NCOSS pre-budget submission, and to the development of a whole-of-sector policy statement for the 2011 state election.
- ▶ We have participated in the Community Tax Forum, and we have a particular interest in the way our tax system shapes our housing system, supply and affordability.
- ▶ Homelessness NSW, the Older Women's Network NSW and the St Vincent de Paul Society approached us to work with them on a project identifying the pathways to homelessness experienced by older women. We provided policy advice on housing policy options, and the report by Ludo McFerran, *It could be you: female, single, older and homeless*, was released in August.
- ▶ Shelter NSW convenes the NESB Housing Task Force which aims to improve access to affordable, secure and culturally appropriate housing across the private, public and community housing sectors, for people from a non-English speaking background. The task force met on three occasions.
- ▶ Shelter NSW holds a preference share for City West Housing, and we attended quarterly meetings of the preference shareholders and their annual general meeting.

2.4 Contributing to the work of the National Shelter Council and Executive

National Shelter is a peak that does not receive funding for its core activities and does not have paid staff. It is reliant on its member organisations to contribute significant time and resources. Our contributions to the work of National Shelter included the following:

- ▶ Our Executive Officer filled the position of National Shelter's Vice Chairperson.



- ▶ The 'Housing Australia factsheet' was regularly updated, and provided for its website.
- ▶ Additional research was provided by Shelter NSW for the consultant working on the National Shelter policy platform.
- ▶ We assisted in organising a launch of the policy platform.
- ▶ We assisted in organising and participated in four National Shelter Council meetings.
- ▶ We assisted in organising and participated in the annual general meeting.
- ▶ We redesigned the National Shelter website, and we have taken over maintenance of the site from Shelter SA.

2.5 Coordinating the development of a new policy platform for National Shelter

With the bulk of National Shelter's previous platform having been adopted or adapted by the Commonwealth Government, National Shelter needed to develop a new set of policy and advocacy strategies.

Shelter NSW contributed to the development of a new policy platform, which had a particular focus on supply issues post the economic stimulus supply boost. The platform, 'Housing Australia affordably', was launched at the National Housing Conference in Melbourne on November 24, attracting national media coverage.

3. Community education

Through our training, conferences, events, presentations and publications, we work to build the capacity of non-profit organisations to provide housing and housing-related services, and to further advocate for the housing interests of people on low incomes.

3.1 Courses

This year, Shelter NSW developed a new educational product - a short course on housing economics for non-economists, consisting of

It's a privilege to be asked to comment on the contribution that Shelter NSW has made in promoting the interests of low-income and disadvantaged people. Their role in education and advocacy is critical to ensuring their housing needs are understood, and to promoting appropriate policy responses. Their energy and commitment to their cause is unsurpassed.

Judy Yates, Honorary Associate Professor, University of Sydney, and member, National Housing Supply Council

four weekly lectures by prominent academics, commencing on March 8.

There was an excellent response to the call for registrations, which led to the early closure of registration. All the speaker presentations and recommended readings were uploaded onto our website. Participant feedback on the lecture series was very positive, and comments in the evaluation questionnaires included that the course was engaging, well-structured, and enhanced participants' understanding of the economy. As a result of this evaluation, this course will be provided again in the 2010-11 operational year.

Our 'Social housing and community voices' course was delivered on three occasions -



to Northern Tenant Participation Resource Services in Inverell and Tamworth in October, and to Samaritans Tenancy Resource Services in Newcastle in June. All courses were well-received.

We hosted a workshop in conjunction with Housing NSW on September 29 for workers in culturally and linguistically diverse communities to facilitate access to housing services. Participant evaluations indicated that there needs to be more local and regular workshops for CALD community workers on housing matters.

We are currently revising and updating our 'Housing issues and policy' courses 1 and 2 for NGO welfare workers and NGO housing workers into one 'Housing issues and policy' course.

3.2 Conference

Our annual conference was held on June 17 in Sydney, and it focused on the redevelopment and regeneration of public housing estates - covering issues such as the resettlement and rehousing of tenants, community engagement, social mix and tenure mix, poverty and social exclusion, and design and density. Entitled 'Estates in the balance: best practice in

redevelopment and regeneration of public housing estates', there were 271 registrations, a significant proportion of whom were tenants of social housing. The presentations and speeches were uploaded onto our website.

The Department of Families, Housing, Community Services and Indigenous Affairs provided sponsorship for the travel and accommodation costs for regional attendees. Housing NSW and the Illawarra Forum provided support by funding the attendance of social housing tenants.

3.3 Presentations at conferences, workshops and community meetings

We delivered a presentation to a conference organised by the Inner South-West Community Development Organisation on August 25.

We also addressed the Committee for Economic Development of Australia (CEDA) Housing Forum on September 29.

A presentation on our housing system was delivered for the Tenants Advice and Advocacy Services network on March 24.

Staff spoke at regional housing forums in Canterbury-Bankstown and Western Sydney during April.

3.4 Publications

During 2009-10, Shelter NSW published:

- ▶ two *Shelter Briefs* - *Supply of social housing* (no. 41, in November 2009), and *Living well in greater density* (no. 42, in June 2010)
- ▶ two *Shelter NSW comments*, on the State Environmental Planning Policy (Affordable Rental Housing) 2009 and the 2010-11 Commonwealth Budget
- ▶ a comment on the Housing Amendment (Registrable Persons) Bill 2009 on September 23, in conjunction with the Tenants Union of NSW
- ▶ four editions of Shelter NSW's newsletter, *Around the House* (this year we commenced making the newsletter available from our website as a pdf)

- ▶ regularly updated factsheets on housing for Australia and New South Wales, and
- ▶ six Member eBulletins.

The website was updated regularly, and work has commenced on plans for the redesign of the organisation's website to incorporate a greater level of user friendliness.

4. Enabling activities

We undertook a range of enabling activities in 2009-10 in order to ensure that our organisation met its obligations for good governance.

- ▶ The results of our election for a new Board for December 2009 to December 2011 were announced at our annual general meeting on November 19 in Sydney.
- ▶ Monthly meetings of the Executive and six-weekly meetings of the Board were held.
- ▶ A review of the organisation's chart of accounts was conducted, and a revised chart of accounts and new reporting formats were adopted.
- ▶ A review of Shelter NSW's industrial agreement was completed and the agreement was registered.
- ▶ Shelter NSW conducted evaluations of its workshops, training courses and conference, and the results of these evaluations influenced the planning of future events.
- ▶ Bradfield Nyland conducted a stakeholder review for the organisation, and the preliminary findings were discussed by the Board on May 6. The report will feed into the Board's mid-term review of our strategic plan, and the development of the next strategic plan.
- ▶ Shelter continues to pursue opportunities to conduct fee-for-service activities, such as education, seminars and conferences.
- ▶ New membership leaflets were distributed through a number of community sector networks, and a membership drive targeting community housing associations, Tenants Advice and Advocacy Services and Regional Tenant Resource Services took place in June. As at 30 June 2010, Shelter NSW's memberships have increased compared to the previous year.

This year social housing tenants in the Illawarra and South East have attended several Shelter NSW seminars. This enables people to actively participate in the community by giving them access to information - increasing their confidence to speak about tenancy and social housing, and helping them develop the skills needed to debate the issues in a public forum. Shelter NSW also works with the Illawarra Forum to ensure service providers are kept up-to-date on the latest housing issues via newsletters, websites and e-news items. Working across a large geographic area is challenging, but Shelter NSW staff are always open to ideas about partnerships and programs to increase people's knowledge of housing issues, especially in rural and regional locations.

Jill Coleman, Project Worker, Illawarra and South East Tenant Participation Resource Service, Illawarra Forum

Summary of activities

Reports, submissions and comments

- ▶ Submission to the inquiry by the House of Representatives Standing Committee on Family, Community, Housing and Youth into the principles and service standards for new homelessness legislation (August 2009)
- ▶ *Shelter NSW comment* on the State Environmental Planning Policy (Affordable Rental Housing) 2009 (August 2009)
- ▶ Comment on the Housing Amendment (Registrable Persons) Bill 2009, in conjunction with the Tenants Union of NSW (September 2009)
- ▶ Submissions to the Department of Planning and the City of Sydney in favour of expanding the area where City West Housing could utilise affordable housing developer contributions (October 2009)
- ▶ *Supply of social housing, Shelter Brief no. 41* (November 2009)
- ▶ Submission to NSW Fair Trading on the draft Residential Tenancies Bill 2009 (December 2009)
- ▶ Comment to the Minister for Housing, David Borger, on the report of the Standing Committee on Social Issues of the Legislative Council from its Inquiry into Homelessness and Low-cost Rental Accommodation (December 2009)
- ▶ Submission to the NSW Liberal and National Parties on their draft social policy framework, *Smarter, stronger, healthier, safer* (February 2010)
- ▶ Submission to the Department of Planning on the Sydney metropolitan strategy discussion paper, *Sydney towards 2036*, and the metropolitan transport plan, *Connecting the city of cities* (May 2010)
- ▶ *Shelter NSW comment* on the Commonwealth Budget 2010-11 (May 2010)
- ▶ Analysis of NSW Budget 2010-11, *Around the House* no. 81 (June 2010)
- ▶ Analysis of Commonwealth Budget 2010-11, *Around the House* no. 81 (June 2010)
- ▶ *Living well in greater density, Shelter Brief* no. 42 (June 2010)

- ▶ Four editions of Shelter NSW's newsletter, *Around the House*
- ▶ Six Member eBulletins
- ▶ 'Housing Australia' factsheet updated regularly
- ▶ 'Housing NSW' factsheet updated regularly.

Other publications

- ▶ Article on Housing NSW's Temporary Accommodation program in *Parity* (October 2009)
- ▶ Annual report (October 2009)
- ▶ Shelter NSW and National Shelter websites updated regularly.

Conference, events and training

- ▶ Workshop for workers in culturally and linguistically diverse communities, in conjunction with Housing NSW (September 2009)
- ▶ 'Social housing and community voices' training course, in Inverell and Tamworth (October 2009)
- ▶ 'Housing economics for non-economists' lecture series (March 2010)
- ▶ Round table to inform the development of *Living well in greater density* report, in Sydney (May 2010)
- ▶ 'Social housing and community voices' training course, in Newcastle (June 2010)
- ▶ 'Estates in the balance: best practice in redevelopment and regeneration of public housing estates' conference, in Sydney (June 2010).

Shelter-resourced network

- ▶ NESB Housing Task Force.

Presentations

- ▶ Inner South-West Community Development Organisation conference (August 2009)
- ▶ Committee for Economic Development of Australia (CEDA) Housing Forum (September 2009)
- ▶ Tenants Advice and Advocacy Services network meeting (March 2010)
- ▶ Regional housing forums in Canterbury-Bankstown and Western Sydney (April 2010).

Organisational members

1. Ability Options
2. Affordable Community Housing
3. Alpha House Artist Co-op
4. Alt Beatty Consulting
5. Argyle Community Housing
6. Assistance With Care & Housing Aged, Benevolent Society
7. B Miles Women's Housing Scheme
8. Bellingen River & Neighbourhood Housing Cooperative
9. Blue Mountains City Council
10. Bobby Goldsmith Foundation
11. Bridge Housing
12. Burdekin Association
13. Catholic Healthcare
14. Centacare Broken Bay
15. Central Coast Tenants Advice & Advocacy Service
16. Central Tablelands Housing Association
17. Churches Housing
18. City West Housing
19. Clarence Accommodation Support Services, Anglicare North Coast
20. Clarence Valley Council
21. Coastal Community Tenancy Scheme
22. Combined Pensioners & Superannuants Association of NSW
23. Common Equity NSW Housing
24. Community Restorative Centre
25. Compass Housing Services
26. Council of the City of Sydney
27. East & All Stronger Together - EAST
28. Eastern Area Tenants Service
29. Erin's Place
30. Essie Women's Refuge
31. Fairfield Youth Accommodation Service
32. Hastings/Mackay Housing Support
33. Homebase Youth Service
34. Homelessness & Housing Support Service, Catholic Community Services
35. Homelessness NSW
36. The Housing Trust
37. Hume Community Housing Association
38. Hunter Tenants Advice & Advocacy Service
39. Hunter-Central Coast Tenants Advisory Council
40. Illawarra Forum
41. Illawarra Legal Centre
42. Immigrant Women's Speakout Association of NSW
43. Inner South-West Community Development Organisation
44. Inner Sydney Regional Council for Social Development
45. Inspiration House Services
46. Jean's Place
47. Kingsford Legal Centre
48. Kooloora Community Centre
49. Manly Warringah Women's Resource Centre
50. Marian Centre
51. Mid Coast Tenants Advice Service
52. Mid North Coast Regional Council for Social Development
53. Mission Australia
54. Molonglo Women & Children's Services
55. Multicultural Disability Advocacy Association of NSW
56. Nambucca Valley Community Services Council
57. Nepean Youth Accommodation Service
58. NESH Women's Scheme
59. Newcastle City Council
60. Newtown Neighbourhood Centre
61. North Coast Community Housing Company
62. North Shore Community Housing
63. Northern Links NSW
64. NSW Federation of Housing Associations
65. NSW Service for the Treatment & Rehabilitation of Torture & Trauma Survivors
66. NSW Women's Refuge Movement
67. Older Persons Tenants Service, Combined Pensioners & Superannuants Association of NSW
68. Older Women's Network NSW
69. Pacific Link Community Housing Association
70. Pam's Place
71. Park & Village Service, Combined Pensioners & Superannuants Association of NSW
72. Parramatta City Council

Board meetings

73. People With Disability Australia
74. Randwick City Council
75. Riverwood Community Centre
76. St Anthonys Family Care
77. St George Accommodation For Youth
78. St George Community Housing
79. St George Migrant Resource Centre
80. St George Women's Housing
81. Salvation Army Australia, Eastern Territory
82. Shire Community Service
83. Shire Wide Youth Services
84. South West Tenants Advice Service
85. South West Women's Housing
86. Southern Youth & Family Services
87. Spyns
88. State Council, St Vincent de Paul Society
89. Sutherland Shire Area Tenants Council
90. Sutherland Shire Council
91. Tenants Union of NSW
92. UnitingCare NSW.ACT
93. Victorian Public Tenants Association
94. Vinnies Youth Housing Macarthur
95. Wentworth Community Housing
96. Western Housing For Youth
97. Western Sydney Community Forum
98. WESTIR
99. Wollongong Women's Housing
100. Women's Housing Company
101. Youth Accommodation Association of NSW.

- ▶ 50 individual members
- ▶ 9 subscribers.

Shelter NSW directors attended the following number of meetings out of possible meetings (not including the Annual General Meeting).

Grant Arbuthnot: 1 out of 3

Sue Cripps: 4 out of 8

Trish Evans: 3 out of 4

Warren Gardiner: 8 out of 8

Melinda Hewitt: 2 out of 4

Julie Hourigan Ruse: 4 out of 5

Lam Huynh: 5 out of 5

Maureen Kingshott: 3 out of 3

Gregor Macfie: 5 out of 5

Garry Mallard: 2 out of 3

Andrew Meehan: 2 out of 3

Penelope Nelson: 5 out of 5

Annette O'Neill: 8 out of 8

Dean Price: 7 out of 8

Asha Ramzan: 4 out of 5

Bill Randolph: 2 out of 8

Judy Singer: 8 out of 8

Judy Stubbs: 0 out of 3

Terry Wilson: 0 out of 3.

SHELTER NSW

ABN 95 942 688 134

FINANCIAL REPORT

For the year ended 30 June 2010

Prepared by
Churton Kelly
PO Box 1134
ROSEBERY NSW 2018

SHELTER NSW

ABN 95 942 688 134

FINANCIAL REPORT

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SHELTER NSW

ABN 95 942 688 134

BALANCE SHEET

As at 30 June 2010

	Note	2010 \$	2009 \$
CURRENT ASSETS			
Receivables	2	1,380.00	990.00
Cash assets	3	361,600.58	302,632.61
Other assets	4	2,549.94	2,405.49
TOTAL CURRENT ASSETS		365,530.52	306,028.10
TOTAL ASSETS		365,530.52	306,028.10
CURRENT LIABILITIES			
Payables	5	88,671.07	82,530.85
Provisions	6	150,340.87	113,271.91
Personnel-related items	7	14,496.08	15,912.93
Tax liabilities	8	(5,103.05)	(4,050.72)
TOTAL CURRENT LIABILITIES		248,404.97	207,664.97
TOTAL LIABILITIES		248,404.97	207,664.97
NET ASSETS		117,125.55	98,363.13
EQUITY			
Reserves	9	81,338.00	61,338.00
Surplus for the year		18,762.41	1,036.69
Accumulated Surplus		17,025.14	35,988.44
TOTAL EQUITY		117,125.55	98,363.13

The accompanying notes form part of these financial statements.
These statements should be read in conjunction with the attached audit report.

SHELTER NSW
 ABN 95 942 688 134
STATEMENT OF RECEIPTS & PAYMENTS
 For the year ended 30 June 2010

	2010 \$	2009 \$
INCOME		
Grant Income	539,333.00	547,274.00
Special Purpose Funding	-	5,891.24
	<u>539,333.00</u>	<u>553,165.24</u>
GROSS SURPLUS FROM TRADING	<u>539,333.00</u>	<u>553,165.24</u>
Donations Received	98.00	90.00
Fee-for-service Income	1,960.91	2,565.45
Interest received	5,330.22	3,990.64
Membership Income	10,573.68	10,965.22
Miscellaneous Income	8,109.11	-
Seminars & Conference Income	58,085.55	2,210.91
	<u>84,157.47</u>	<u>19,822.22</u>
EXPENDITURE		
Accounting fees	13,671.60	11,544.85
Advertising	531.98	1,411.16
Audit Fees	3,250.00	3,049.60
Bad debt expenses	665.45	-
Bank charges	532.77	481.60
Capital Outgoings	-	12,215.33
Dues and subscriptions	7,004.78	5,196.95
Electricity	1,749.64	1,575.56
Equipment Replacements	16,843.42	635.46
Filing Fees	87.00	40.91
Insurance	8,704.48	8,177.35
Interest	173.09	130.21
Internet Access & Hosting	1,203.24	11,045.15
Meeting Expenses	-	18,077.67
Merchant fees	609.56	368.61
Postage	1,796.31	2,339.53
Printing and stationery	8,425.39	15,270.48
Project Expenses	2,408.31	4,013.64
Rent	45,312.05	32,403.28
Sundry expenses	21.83	5,818.22
Telephone	4,487.01	3,908.88
Travel	13,195.76	14,589.85
Staff Costs	417,845.30	409,063.21
Contractors and sub-contractors	-	993.27
Consultant services	56,209.09	9,600.00
	<u>604,728.06</u>	<u>571,950.77</u>
SURPLUS FROM ORDINARY ACTIVITIES BEFORE INCOME TAX	<u>18,762.41</u>	<u>1,036.69</u>
Accumulated Surplus	17,025.14	35,988.44
TOTAL AVAILABLE FOR APPROPRIATION	<u>35,787.55</u>	<u>37,025.13</u>

The accompanying notes form part of these financial statements.
 These statements should be read in conjunction with the attached audit report.

SHELTER NSW
 ABN 95 942 688 134
NOTES TO THE FINANCIAL STATEMENTS
 For the year ended 30 June 2010

2010 2009
 \$ \$

NOTE 1: STATEMENT OF SIGNIFICANT ACCOUNTING POLICIES

- a. This financial report is a special purpose financial report prepared for use by directors and members of the company. The directors have determined that the company is not a reporting entity.

The financial report has been prepared in accordance with the requirements of the following Australian Accounting Standards:

AASB 1031: Materiality
 AASB 110: Events Occurring After Reporting Date

No other Australian Accounting Standards, Urgent Issues Group Consensus Views or other authoritative pronouncements of the Australian Accounting Standards Board have been applied.

The financial report is prepared on an accruals basis and is based on historic costs and does not take into account changing money values or, except where specifically stated, current valuations of non-current assets.

The following specific accounting policy, which is consistent with the previous period unless otherwise stated, has been adopted in the preparation of this report:

- b. **Property, Plant and Equipment**
 Expenditure on Plant & Equipment is recognised as an expense in the Income Statement. This is consistent with the conditions of the funding agreement with the Department of Housing.

NOTE 2: RECEIVABLES

Trade debtors	1,380.00	990.00
---------------	----------	--------

NOTE 3: CASH ASSETS

Cash in transit	75.00	1,830.24
Petty cash	80.55	382.00
Ind Cheque Account 7801	91,589.63	30,671.52
No 1 Cheque Account 7713	119,966.12	124,748.85
CBA Term Deposit	5,000.00	145,000.00
CBA Term Deposit 50361648	144,889.28	-
	361,600.58	302,632.61

NOTE 4: OTHER ASSETS

Prepayments	2,349.94	2,205.49
Deposit paid	200.00	200.00
	2,549.94	2,405.49

These notes should be read in conjunction with the attached audit report.

SHELTER NSW

ABN 95 942 688 134

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 30 June 2010

	2010	2009
	\$	\$
NOTE 5: PAYABLES		
Trade creditors	27,953.37	2,118.55
Credit Card Clearing	29.24	-
Grants in Advance	-	9,108.76
Sundry creditors	60,688.46	71,303.54
	<u>88,671.07</u>	<u>82,530.85</u>
NOTE 6: PROVISIONS		
Employee entitlements	112,370.87	101,923.54
Provision for relief staff	22,470.00	11,348.37
Allocated Project Funds	15,500.00	-
	<u>150,340.87</u>	<u>113,271.91</u>
NOTE 7: PERSONNEL-RELATED ITEMS		
PAYG withholding payable	9,258.00	12,333.00
Superannuation payable	5,238.08	3,579.93
	<u>14,496.08</u>	<u>15,912.93</u>
NOTE 8: TAX LIABILITIES		
GST collected	3,465.03	2,669.67
GST paid	(8,568.08)	(6,720.39)
	<u>(5,103.05)</u>	<u>(4,050.72)</u>
NOTE 9: RESERVES		
General reserve	51,338.00	51,338.00
Contingency Reserve	30,000.00	10,000.00
	<u>81,338.00</u>	<u>61,338.00</u>

These notes should be read in conjunction with the attached audit report.

SHELTER NSW

ABN 95 942 688 134

STATEMENT BY THE MEMBERS OF THE COMMITTEE

For the year ended 30/06/2010

The Committee has determined that the association is not a reporting entity.

The Committee has determined that this special purpose financial report should be prepared in accordance with the accounting policies outlined in Note 1 to the financial statements.

In the opinion of the Committee the accompanying accounts:

1. Presents fairly the financial position of SHELTER NSW as at 30/06/2010 and the results and cash flows of the association for the year ended on that date in accordance with applicable Australian Accounting Standards and other mandatory professional reporting requirements.
2. At the date of this statement there are reasonable grounds to believe that the Association will be able to pay its debts as and when they fall due.

This statement is made in accordance with a resolution of the committee and is signed for and on behalf of the Committee by:

Annette O'Neill
Chairperson

Gregor Macfie
Secretary

Dated : 28/10/2010

SHELTER NSW

ABN 95 942 688 134

COMMITTEES REPORT

For the year ended 30/06/2010

Your Committee members submit the financial accounts of the SHELTER NSW for the financial year ended 30/06/2010

Committee Members

The names of the Committee members as at the date of this report are:

Annette O'Neill	Chairperson
Gregor Macfie	Secretary
Dean Price	Treasurer
Sue Cripps	
Trish Evans	
Warren Gardiner	
Julie Hourigan Ruse	
Lam Huynh	
Adama Kamara	
Penelope Nelson	
Asha Ramzan	
Bill Randolph	
Judy Singer	

Principal Activities

The principal activities of the Association during the year were: 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 were no significant changes in the nature of the activities undertaken by the association during the year.

Operating Result

The surplus/(deficit) amounted to:

Year ended	Year ended
30/06/2010	30/06/2009
\$18,762	\$ 1,037

Signed in accordance with a resolution of the Members of the Committee

Annette O'Neill

Gregor Macfie

SHELTER NSW

ABN 95 942 688 134

INDEPENDENT AUDIT REPORT TO THE MEMBERS

Report on the financial report

We have audited the accompanying financial report of SHELTER NSW, which comprises the balance sheet as at 30/06/2010 and the Profit & Loss statement for the year then ended, a summary of significant accounting policies and other explanatory notes which appear on pages numbered 2 - 6 of the financial report

The responsibility of the Committee for the financial report

The Committee are responsible for the preparation and fair presentation of the financial report. This responsibility includes designing, implementing and maintaining internal control relevant to the preparation and fair presentation of the financial report that is free from material misstatement, whether due to fraud or error; selecting and applying appropriate accounting policies; and making accounting estimates that are reasonable in the circumstances. The Committee has determined that the accounting policies used and described in Note 1 to the financial statements which form part of the financial report are consistent with the financial reporting requirements of the Association Incorporation Act and are appropriate to meet the needs of the members and the Department of Housing (the "specified users").

Auditor's responsibility

Our responsibility is to express an opinion on the financial report based on our audit. The financial statements have been prepared for the purpose of fulfilling the requirements of the specified users. We disclaim any assumption of responsibility for any reliance on this report or on the financial report to which it relates for any other purpose than that for which it has been prepared.

We conducted our audit in accordance with Australian auditing standards. These auditing standards require that we comply with relevant ethical requirements relating to audit engagements and plan and perform the audit to obtain reasonable assurance that the financial report is free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial report. The procedures selected depend on the auditor's judgement, including the assessment of the risks of material misstatement of the financial report, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation and fair presentation of the financial report in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. An audit also includes evaluating the appropriateness of the accounting policies used and the reasonableness of accounting estimates made by [those charged with governance], as well as evaluating the overall presentation of the financial report.

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

Independence

In conducting our audit, we have complied with the independence requirements of the Australian professional accounting bodies.

Auditor's opinion

In our opinion the financial report, in all material respects, presents fairly the financial position of SHELTER NSW as at 30/06/2010 and the results of its operations and cash flows for the year then ended in accordance with applicable Australian Accounting Standards and other mandatory professional reporting requirements (including the Australian accounting Interpretations).

Name of Partner

Karen Kelly 2061185

PO Box 1134
ROSEBERY NSW 2018

Dated : 12/10/2010

CHURTON KELLY

CERTIFIED PRACTISING ACCOUNTANTS

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