

An aerial photograph of a suburban neighborhood. The houses are densely packed, with various roof colors including dark grey, blue, red, and green. Many houses have solar panels installed on their roofs. The houses are surrounded by green lawns and some trees. In the foreground, there is a grassy field. The sky is clear and blue.

# Shelter Tas Annual Report 2020

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Supported by the Crown through the Department of Communities Tasmania.



Shelter Tasmania acknowledges the Traditional Owners of country throughout Tasmania and their continuing connection to the land, sea and community. We pay our respects to them and their cultures, and to elders past and present.



Shelter Tas welcomes and supports people of diverse genders and sexual orientations.



# Our Team



**PATTIE CHUGG**  
Chief Executive Officer



**ANDREA WITT**  
Chair



**JOHN STUBLEY**  
Treasurer



**MEREDITH BARTON**  
Vice Chair



**JED DONOGHUE**  
Secretary



**LOUISE BIESER**  
Policy Committee Representative



**BRONWYN LYSAGHT**  
Workforce Development Officer



**MEG SMITH**  
Publication & Information Officer



**HELEN RAABUS**  
Administration & Finance Officer



**PAUL DUNCOMBE**  
Finance Manager



**ALEX BOMFORD**  
Committee Member



**JENNY BERTRAM**  
Public Officer



**CYNTHIA TOWNLEY**  
Policy Officer



**DREW BESWICK**  
Committee Member



**N'DIDI OKWECHIME**  
Committee Member



**MARK SYTSMA**  
Proxy Committee Member



**MATT DUROSE**  
Committee Member



**DON MCCRAE**  
Proxy Committee Member



**PATSY HODGES**  
Proxy Committee Member



**ROS ATKINSON**  
Proxy Committee Member



**OSCAR NORTON**  
Committee Member



**RIA BRINK**  
Committee Member



**SHANE LEONARD**  
Committee Member



**LIZ LESLIE**  
Proxy Committee Member



**BELLA FOUNTAIN**  
Proxy Committee Member



**JASON WILLIAMS**  
Proxy Committee Member



**STEPHEN HILL**  
Committee Member



**KIM BOMFORD**  
Committee Member



**BOB WALKER**  
Proxy Committee Member



**BARBARA STEWART**  
Committee Member



**SALLY PUGSLEY**  
Proxy Committee Member



**DENISE LEONARD**  
Proxy Committee Member



**JAMES NORMAN**  
Committee Member



**SIMON DUFFY**  
Committee Member



**DONNA HAAS**  
Proxy Committee Member



**AMANDA MURPHY**  
Proxy Committee Member

# About Shelter Tas

Shelter Tas is an independent not-for-profit housing and homelessness peak organisation funded by membership and the Department of Communities Tasmania. Shelter Tas represents the interests of low to moderate income housing consumers, not-for-profit housing providers and specialist homelessness services across Tasmania. Shelter Tas' membership consists of a wide range of housing and supported accommodation services, tenant groups, local government, community organisations and individuals interested in housing. Shelter Tas provides leadership and independent advocacy on housing, homelessness and related issues. Our objectives are:

- To promote and maintain the right of every person to access affordable, safe and secure long-term housing that they identify as appropriate to their needs.
- To promote and maintain the right of every person to housing of a quality which enhances people's health, well-being, dignity and life opportunities.
- To promote the benefits of public and community housing in the community and across all levels of government.
- To publish, research, collect and disseminate information on matters relating to the provision of housing, particularly for people on low to moderate incomes.

Shelter Tas was established in 1975. For over 40 years we have worked to ensure that low income and disadvantaged people in Tasmania have access to housing that is affordable, safe, secure and appropriate to their needs. In the 1990s we changed our Constitution to extend our focus to include homelessness issues. We are proud to continue our role as the peak body for housing and homelessness across the state.

The Shelter Tas Annual Report presents a summary of our activities and achievements over the last year, including our financial reports. Importantly, it also contains regional reports contributed by members in the north, northwest and south of the state as well as reports from the Chair and CEO. Many of the photos are also supplied by members. We thank everyone for contributing, especially the regional report coordinators: Stephen Hill, Bella Fountain and Cathryn Faulkner.

## Vision

Affordable, appropriate, safe and secure housing for all and an end to homelessness.

## Mission

To provide a united voice for services and service users that creates a framework to effect positive change in the housing and homelessness sector.



# Shelter Tas Committees & Staff 2019–2020

## EXECUTIVE COMMITTEE

**Chair**  
Andrea Witt  
CatholicCare

**Vice Chair**  
Meredith Barton  
Tenants' Union of Tasmania

**Secretary**  
Jed Donoghue  
Salvation Army Housing and Homelessness Services

**Treasurer**  
John Stubley  
Hobart City Mission

**Public Officer**  
Jenny Bertram  
Magnolia Place - Launceston Women's Shelter

**Policy Committee Representative**  
Louise Bieser  
Anglicare

## EXECUTIVE COMMITTEE MEETINGS 2019–2020

10 July 2019  
30 September 2019  
14 November 2019 (AGM)  
22 January 2020  
18 March 2020  
20 May 2020

## POLICY COMMITTEE MEETINGS 2019–2020

18 July 2019  
9 October 2019  
5 February 2020  
8 April 2020  
28 May 2020

## POLICY COMMITTEE

**CatholicCare**  
Andrea Witt  
Proxy - Denise Leonard

**Tenants' Union of Tasmania**  
Meredith Barton/ Alex Bomford

**Anglicare**  
Louise Bieser  
Proxy - Liz Leslie

**Mission Australia Housing**  
Matt Durose/ Simon Duffy  
Proxy - Kathryn Cranney

**Karinya Young Women's Service Launceston**  
Ria Brink  
Proxy - Patsy Hodges

**Community Housing Limited**  
Oscar Norton  
Proxy - Jason Williams

**Colony 47**  
N'Didi Okwechime  
Proxy - Bella Fountain

**Salvation Army Housing and Homelessness Services**  
Jed Donoghue  
Proxy - Don McCrae

**Magnolia Place Launceston Women's Shelter**  
Jenny Bertram  
Proxy - Amanda Murphy

**Hobart City Mission**  
John Stubley  
Proxy - Bob Walker

**Housing Choices Tasmania**  
Kim Bomford  
Proxy - Sally Pugsley

**Centacare Evolve Housing**  
James Norman  
Proxy - Donna Haas

**Youth, Family and Community Connections**  
Shane Leonard  
Proxy - Ros Atkinson

**Launceston City Mission**  
Stephen Hill  
Proxy - Mark Sytsma

**Tenant Representative**  
Barbara Stewart

**Oak-Possability**  
Drew Beswick

## STAFF

**Chief Executive Officer**  
Pattie Chugg  
(1 FTE)

**Policy Officer**  
Cynthia Townley  
(.8 FTE)

**Publications & Information Officer**  
Meg Smith  
(.6 FTE)

**Workforce Development Officer**  
Bronwyn Lysaght  
(.3 FTE)

**Admin and Finance Officer**  
Helen Raabus  
(.3 FTE)

**Finance Manager**  
Paul Duncombe  
(Casual)

**Policy and Procedures**  
Laurence Hogue  
(Casual)

## AUDITOR

Chartered Accountant  
Michael Muller

## CONSULTANTS

IT  
Chris Watt

## ACKNOWLEDGEMENT

**Design and Layout**  
Bronwyn Lysaght

**Photography**  
Stephen Hill

**Sub-Editor**  
Laurence Hogue

# Representations for 2019–2020

Shelter Tasmania represents the state's housing and homelessness sector on many committees and working groups. Our submissions are available on our website: [www.sheltertas.org.au](http://www.sheltertas.org.au)

## NATIONAL FOCUS

**National Shelter**

- National Shelter Executive – Secretary
- National Council Meetings – State Delegate
- National Policy Officers' Network

## Community Housing Industry Association (CHIA)

- State Branch and Community Housing contact
- National Board member
- National Policy Network
- National Regulatory System for Community Housing Advisory Group

## Australian Bureau of Statistics

- ABS Homelessness Statistics Reference Group

## Everybody's Home Campaign - Member

## Constellation Project - Member

## TASMANIAN FOCUS

### Advice to State Government

- Meetings with the Minister for Housing and Planning
- Meetings with the Shadow Minister for Housing
- Meetings with the Minister's advisors
- Member of the Minister's Housing Summit Working Group and AHAP 2 Steering Committee
- Evidence to Upper House Inquiry into Short Stay Accommodation
- Evidence to Upper House Inquiry into Government Responses to COVID-19
- Evidence to Legislative Council Select Committee into Affordable Housing
- Participation on Reference Group for DPI/PWE review of Strata Titles Act 1998 submission to the Review

## Association of CEOs (Tasmanian Peak Organisations)

### Housing and Homelessness Reform

- Chair of Tasmanian Youth Housing & Homelessness Working Group (TYHHG)
- Co-Chair Under-16 Working Group
- Member Housing Connect Reform Steering Group
- Member Housing Connect Reform Community of Practice
- Member Greater Hobart Homelessness Alliance
- Member Greater Hobart Homelessness Alliance Steering Group

### Capacity Building, Leadership and Partnerships

- Partnership with Housing Tas, Centre for Training in Social Housing (NSW) and Skills Tasmania to deliver accredited Cert IV Social Housing & Diploma of Community Services
- Chair and convene Workforce Development Program (WDP) Reference Group
- Community Services COVID-19 Response meetings
- Mental Health and Housing Group

- Ageing & Housing Working Group
- Community Sector Policy Officer Network Meetings

## Communities Tasmania

- Consultation and feedback to Residential Care Service Industry Guidelines on COVID-19, 28 May
- Consultation and feedback to Social Assistance Service Industry Guidelines on COVID-19, 28 May
- Affordable Housing Action Plan 2 Reference Group
- Shelter Executive/Housing Tasmania quarterly meetings

## Consumer Engagement and Rights

- Advocacy for Consumer Protections
- State contact for Peer Education Support Program

## Specialist Homelessness Services (SHS)

- Chair and convene SHS North/North-West & Southern Forums
- Chair and convene Statewide SHS Forum
- Coordinate and chair Homelessness Week 2019 Planning Working Group
- Presentation to City of Hobart and Greater Hobart Homelessness Alliance

## Community Housing

- Community Housing/CHIA Tasmania Group

## Research

- AHURI Pathways to Regional Recovery From COVID-19 advisory panel
- LGBTIQ+ Inclusive Practice Guide for Homelessness and Housing Sectors in Australia – Expert Reference Group
- Demand and Supply Data Project Advisory Group

## Consumer Building and Occupational Services (CBOS)

- Residential Tenancy Act – sector consultation

## Other

- Member City of Hobart Community Sector Reference Group
- Member Women's Emergency Service Providers (WESP)
- PowerSmart Reference Group (Tasmanian Office of Climate Change project for energy efficiency upgrades in low income households)
- TasNetworks Customer Council
- Submission to City of Hobart Positive Ageing consultation

## Public Comment and Presentations

- National and state media interviews, articles, speaking engagements, media releases and social media communications
- Key topics included aged housing, the Tasmanian planning system, impact of short-stay accommodation, the Homes Act, family violence, consumer rights, energy efficiency for tenants, inclusionary zoning, LGBTIQ+ guidelines for specialist homelessness services, the Rental Affordability Index, housing for young adults, and national reforms.
- Salvos Sleepout Panel presentation
- UTAS Law Dept Panel presentation



# Chairperson's Report

As Chair of Shelter Tas I am very pleased to present this report on the organisation's work this year; a year of unprecedented challenges for not just the housing and homelessness sector or community in Tasmania, but for the world. Shelter Tas' systemic advocacy has continued despite the pressures and constraints of the COVID-19 pandemic.

Shelter Tas has shown vital leadership for Tasmania's housing and homelessness services, advocating for support for our sector as essential services, tenant protections, responses for vulnerable young homeless people, and people on spousal visas experiencing family violence. Shelter Tas has worked closely with the state government to ensure well-targeted responses to Tasmanians in housing need.

The pandemic will cast a long economic shadow, revealing yet again the importance of housing all Tasmanians in safe, secure, affordable and appropriate homes. Shelter Tas' call for 10% of all dwellings to be affordable social housing is even more pressing now as precarious incomes, and rental and mortgage stress, become the 'new normal' in many households.

Shelter Tas continues to support Tasmania's Affordable Housing Strategy and Action Plan 2 (2019-23), and to participate in the Housing Connect Reform Project.

We thank all our members for their unwavering support, again shown clearly in their commitment to the Shelter Policy Committee and participation in our forums and workforce development sessions. The effectiveness of the work we do is reflected in the 100% approval rating from the 2020 Member Survey. Thank you all for the work you do every day to deliver safe, affordable, appropriate and secure homes to all Tasmanians, and to end homelessness across the state. I recognise that whilst many were able to work from home during the peak of COVID-19, many of our members continued to work on the ground with those in need.

I would like to take the opportunity to thank the Hon Roger Jaensch, Minister for Housing, and his team. We are fortunate to enjoy a strong and positive relationship with our Minister and his government. We continue to value our relationship with those at Communities Tas, and would again like to thank Peter White, Jessemy Stone, Richard Gilmore and their teams for their dedication and hard work, along with their willingness to collaborate with the sector. Special thanks this year go to Tim Denby and team for their unstinting work on pandemic responses for Tasmania's Specialist Homelessness Services.

Thanks to our Executive team - Meredith Barton, Louise Bieser, John Stubley, Jed Donoghue and Jenny Bertram. Special thanks to Meredith, who recently stepped down from her role as Shelter Tas Vice-Chair after many years of invaluable contributions and legal expertise. We wish her all the best. We also said sad goodbyes to Phil Hoffer and Barb Stewart. Phil was our long-term colleague, in roles including Shelter Policy Committee member, policy consultant and statistical analyst. He will be remembered for his intellectual power and unwavering commitment to tenants' rights and housing justice for all. Barb was our Policy Committee's Tenant Representative; her voice and advocacy will be greatly missed.

Shelter Tas' dedicated team has worked tirelessly this year. Thank you Pattie, Cynthia, Meg, Bronwyn, Helen, Paul and Laurence for your exceptional knowledge, commitment and tenacity, which drives Shelter Tas' outstanding leadership as Tasmania's housing and homelessness peak. Once again, I am humbled and proud to have been able to be the Chair for Shelter Tas, and thank you all for your unwavering support for Shelter Tas and those individuals and families experiencing housing stress or homelessness.



**Andrea Witt**  
Chairperson, Shelter Tas



Shelter Tas Chairperson Andrea Witt and CEO Pattie Chugg at the Shelter Tas AGM and Parity Launch 2019

Andy and Pattie with Chair of Homelessness Australia Jenny Smith and Minister Roger Jaensch at the Shelter Tas AGM and Parity Launch 2019

## North West Committee Members' Report

The only way to keep Tasmania strong and safe is for everyone to have a home. This was made very clear during the lockdown in the state's northwest in April 2020, where thousands of residents - including clients and workers in specialist homelessness shelters - lived through significant restrictions and rising case numbers. We know the impacts are continuing as households and families experience additional stress and pressures, including changes to work, loss of income, and new demands on families. Every household, individual and family in the northwest felt these pressures in many ways. While it is clear that there are still more changes to come, we are beginning to construct the 'new normal'.

### Warrawee Women's Shelter

As COVID-19 hit around the globe in early 2020 Warrawee staff, management and residents also felt the impact and were still coming to terms with the 'new normal' as we ended the 2019-20 financial year. Warrawee was required to re-visit many policies, procedures and channels of communication. Zoom replaced face-to-face meetings, staff changeovers were conducted over the phone, and strict protocols were placed on transporting clients and support.

Warrawee's statistics for 2019-20 reflect the impact of the pandemic, with the virus resulting in lower overall numbers of residents, largely due to the need to extend periods of support, from an average of 32.18 days in 2018-19 to 40.56 this year. The number of unassisted clients also doubled from last year to 783, reflecting the difficulty of securing long-term accommodation and the increasingly complex nature of the client group with which we work. While single women continued to dominate intakes and accounted for 27.4% of all residents, family and domestic violence also remained the main reason why women and children seek accommodation and support at Warrawee. A quarter of all residents supported at the service were self-referrals, and the Front Door accounted for 43.65% of all clients.

The additional dollars extended by the Federal Government to many of our clients (and potential clients) alleviated some of the financial strain, especially for those on the Newstart (Job Seeker) Allowance. Thankfully, this also gave clients the financial capacity to purchase basic living essentials, as many support networks had closed their front doors during the lockdown. On a positive note, staff assisted several of Warrawee's domestic violence clients - including some on visas who are without access to benefits - to apply for Flexible Support Packages through the Justice Department, which provided funds for airfares, food, medical support, rental bonds and white goods.

A focus of our work continues to be guided by the Warrawee Improvement Plan 2019-21, that has been informed by and reflects the recommendations and suggestions from the Quality Innovation Performance (QIP) Accreditation Report from May 2018.

### CatholicCare North West

2020 in Burnie and Devonport was definitely unprecedented. Of all the regions in Tasmania we were hit hardest and fastest with the pandemic. This part of the state's health and associated services were under immense pressure and the media spotlight shone on our region like never before. Working in lockdown for extended periods, we relied on our well-established networks and provided mutual support. The northwest housing and homelessness services are a tight knit community, and good communication has been key to supporting clients through this difficult time.

Over the year we received 260 referrals, up from last year's 229. Under 'presenting reasons' for referral to our service we have seen the percentages for domestic violence, inadequate housing and eviction significantly increase. The northwest team worked remotely during the 'hard lockdown', experiencing increased phone contact with clients that focused on emotional support, practical advice and referral where needed. Rapid rehousing referrals during the busy COVID-19 period also increased up to 50%.

Now on our road to recovery, we are actively participating in the reform process and contributing our practical knowledge where we can, whilst juggling the day-to-day demands of this very vibrant and complex work. As in the north and south, we in the northwest have recently acquired additional resources by way of four 2-bedroom units that CCHCS clients will be able to access and Centacare Evolve Housing will manage. This will fill a much-needed gap in the provision of transitional housing. In the early stages of the COVID-19 lockdown some accommodation providers either closed or only accepted mandatory quarantine clients. The addition of the COVID-19 Supplement saw an increase in clients being able to self-fund; however, difficulties will arise once this payment begins to decrease.

### Youth, Family and Community Connections (YFCC)

#### Crisis Accommodation Support Services (CASS)

Client numbers have remained steady for the year, with an ongoing trend in the number of clients with more complex needs, particularly those with intellectual



disabilities and those experiencing mental health issues. YFCC utilises the Outcomes Star tools to work successfully with complex clients across multiple psychosocial domains. In the past 12 months 91% of CASS clients showed an improvement across multiple life domains. The model facilitates effective case planning, joint case management and external referral, and is key to positive outcomes for clients and effective, professional relationship with service providers.

When the COVID-19 restrictions were introduced in late March, both CASS shelters were adapted to cater for isolation of individual clients. We had several instances where clients (and some staff) have not been well and have needed to access COVID-19 testing, but we have maintained the service and availability of the shelters, though on a reduced capacity, to comply with government guidelines.

#### Transitional Accommodation Support Services (TASS)

TASS caseloads have remained full throughout the year, with a managed waiting list in place. Outreach clients in accommodation other than YFCC managed tenancies made up 60% of all TASS clients, indicating there is still a significant need in the community for support to maintain tenancies.

TASS has made gains in a number of areas, including increased referrals, higher success rates in clients securing accommodation post TASS, and a more balanced focus on outreach client servicing. The creation of a Tenancy Officer role has also proven an effective strategy, with vacancy rates in YFCC-managed tenancies lower for the year, and clients being better prepared to deal with commercial property agents and landlords when they move on from TASS accommodation.

TASS staff have had some standout successes in supporting their clients this year. One young client living in a YFCC property was supported to complete her nursing degree at UTAS and gain full-time employment. Another client was supported to overcome both mental and physical issues and obtain full time employment. YFCC's holistic and client-centred approach to service delivery enables our TASS staff to address a wide range of issues experienced by our young clients, supporting them not only with their tenancy and accommodation but also with broader life issues.

#### Salvation Army – Burnie Safe Space

The Salvos opened the Burnie branch of the Safe Space in July, funded for six months by the state government. Safe Space gives rough sleepers some shelter for the night and connects them with services that could set them up for life. People fleeing domestic violence, experiencing mental health issues or just doing it tough are able to connect with Doorways (emergency relief), Bridge Services (Alcohol and Other Drugs rehabilitation), Oakleigh Accommodation Services, corps (church and chaplaincy) and Employment Plus.

“ The beauty of the Safe Space is that it's an open door to programs that don't just help people survive the night but find a new way to live. ”

Since opening its doors the Burnie Safe Space has accommodated 872 overnight stays for guests, helped facilitate through other services access to more permanent housing, and have referred many guests on to mental health and drug and alcohol providers. Despite the guests' many challenges and barriers, the Burnie Safe Space staff will continue to provide support to achieve successful outcomes.

#### Oakleigh Accommodation Service

Client numbers have shown that there is still a significant need in the community for more affordable housing. Many clients on Newstart have found it impossible to find an affordable or appropriate property, and this results in clients staying longer in our accommodation while they wait for social housing. We are also still seeing clients with significant debts, which prevent them from moving into long-term accommodation. There is also an increase of clients working with child safety, and larger families accessing the service.

Our workers continue to provide case management and support for our clients to obtain and maintain independent living, and most of our clients stay with the program until they are successfully housed. Social housing remains the main exit point for our clients and it has become very uncommon for our clients to obtain a private rental.

Our statistics this year show we accommodated 121 adults and 140 children, provided 29 153 bed nights and opened 270 support periods. Housing crisis remains a high percentage of the reasons people cite for seeking assistance for both emergency and transitional accommodation.

The impact of COVID-19 changed our mode of service delivery. We decided to have designated staff at both sites to ensure we could still provide a service if an outbreak occurred. One staff member also opted to work from home. We stayed in regular contact with clients and staff by phone or email, providing accommodation and support for people in crisis in a different way, while continuing to meet the needs of our clients.

Clients still received property offers during this time, but the COVID-19 situation presented barriers for clients accessing furniture for their new homes, due to store and service closures. One client stayed with us for nearly six weeks longer as she was also moving from the Burnie district.

We successfully applied for a TCF grant to upgrade our playground, which is not age appropriate for many of the children. We were hoping the new playground would be installed by the end of October, but COVID-19 has caused delays.



Image supplied by Sturdybilt agencies

#### Housing Choices Tasmania (HCT)

Housing Choices Tasmania (HCT) were extremely pleased to complete the construction of a number of new homes for individuals and families across Tasmania during the last 12 months. HCT now manages over 1 532 homes across the state including properties managed on behalf of Housing Tasmania, a portfolio of HCT-owned homes and a small number of head leased properties to support people escaping from family violence.

The next 6–18 months will see us deliver an additional 162 much needed homes for Tasmanians who are excluded from the housing market. These homes will be built in partnership with local building firms and contractors to ensure the fiscal stimulus is captured in the local community. We completed our heating upgrade and ventilation program, adding to the thermal comfort of our properties. HCT also rolled out a roofing upgrade project to identified properties, and upgraded over 80 bathrooms and kitchens in our northwest portfolio.

Despite the impacts of COVID-19 we were able to deliver some great programs – including organised trips for school holidays, sewing activities, Kommunity Kids, crafts activities and walking groups – as well as supporting residents to apply for Working with Vulnerable People Licenses.

Further achievements in this area over the 2019–20 year included: committing \$110 000 to community development activities through the Resident Community Fund Grants Program that helped fund several resident and stakeholder-initiated projects and programs; sponsorship of several community-initiated events, including International Women's Day, Neighbour Day Community Meal and the Doors to Mentors Program; and 13 x \$1 000 Scholarships to HCT residents to further their educational aspirations.

The HCT Resident Advisory Committee has met a number of times over the last 12 months and is going from strength to strength. HCT is engaged with key stakeholders in the housing and community sector, including research studies with University of Tasmania, Directorships with National Housing Organisations, and contributing to Burnie Council's Community Recovery effort in partnership with state and federal governments. We support Shelter Tas, who provides a strong voice on the vital issue of increasing the supply of long term, affordable and accessible housing.

#### Anglicare

**Housing Connect:** Service delivery has been significantly impacted by the COVID-19 pandemic and the strategies required to implement Public Health advice. The northwest was particularly hard hit, with the hot spot area just down the road from some services. Tenants in our residential facilities have learned to live with the 'new normal' as we introduced changes to a range of operations, from meal services to providing transport. Some residents were delighted to be able to access online services – including GPs, psychologists and educational services – from the comfort of their home. Others struggled with the idea of lockdowns, not being able to move about in the community as they were used to, having limited access to services, and feeling that their freedom had been taken away. During this time our

primary focus was to regularly check in with residents who were having difficulty adjusting to the changes, helping them adapt to online services and encouraging involvement in on-site activities.

There were, however, great stories of resilience building, adapting to change and finding ways to continue to be an active member of their community. In some instances, people commenced online training courses to learn new skills, others fine-tuned hobbies such as sewing and photography, and others relished the feeling of being locked away from everything. This group took the opportunity to spring clean and focus solely on themselves. Staff were busy creating activity calendars designed to offer varied activities throughout the months. At Eveline House this included boot camp, gym, cooking, study groups and resumé writing, to name a few.

It's a credit to staff and a reflection of their dedication to residents and Housing Connect clients that they continued to work in programs that required face-to-face service delivery. Like residents, they were adaptable to change and looked for the positives. Unfortunately, there were a lot of casual jobs lost by residents in this time. The hardest hit were young people predominantly employed casually in hospitality. It has been positive to see that the young people have now gained new employment or enrolled at TAFE to pursue a different pathway.

**747** PRIVATE RENTAL APPLICATIONS

**781** HOMELESSNESS ASSESSMENTS PRESENTING UNIT HEAD

**1157** SOCIAL HOUSING APPLICATIONS

**2685** TOTAL ASSESSMENTS

**710** REFERRALS TO SUPPORT

**556** PRIVATE RENTAL APPLICATIONS PROCEEDING TO PAYOUT

The North West Front Door Statistics from 1 July 2019 to 30 June 2020



**Cathryn Faulkner**  
Anglicare  
On behalf of North West Shelter Tas Members



# Northern Committee Members' Report

The enormous impact of COVID-19 on the world and our daily lives has prompted all services, their clients, workers, managers, boards and stakeholders to continue to adapt and negotiate a 'new normal'. In the north, as throughout Tasmania, we do not yet know what the long-term impacts of COVID-19 on the housing market may be. We do know, however, the importance of a strong safety net that provides housing security for all Tasmanians.

## Karinya Young Women's Service

Karinya Young Women's Service was established in 1979, and we say with pride that it is a major achievement for our small non-government organisation to have, for forty years, provided safe accommodation, support and referral for young women who are homeless or at risk. We started with a single residential property housing up to ten young women aged 16 to 25 years in only two bedrooms. In June 1998 Karinya moved to its current purpose-built premises. The refuge experienced another busy year, with total bed-nights reaching 1365. The majority of young women accessing the refuge continued to be aged 15 to 18 years. The lack of exit points for young people in the 13 to 15 age range remains concerning. The lack of options results in longer stays and slower turnovers for the shelter when reunification with family or returning home is not an option.

Karinya continues to be a primary leaseholder with Housing Tasmania for 29 properties for the Northern Youth Accommodation Coalition (NYAC). Tenancy and support workers collaborate so that any issues can be flagged early and coordinated support ensures positive client outcomes are achieved.



Karinya Team

The past year has been a very busy time in the KYM program, with new participants entering the program and setting up homes. Current social circumstances are definitely impacting on our participants. Due to such a limited supply of affordable private rental properties, along with the ages of clients, most families exiting the KYM program rely on public housing as the only exit point from the program.

## Youth Futures

Youth Futures had a dramatic drop off in young people, because many were unable to adapt to Stage 3 COVID-19 restrictions. As restrictions became the norm and/or started to lift, our client intake rose. We have had increased numbers of young people from families experiencing higher levels of stress due to uncertainties about job security. As one young person stated, "I never thought I would miss school so much. It was a safe, quiet place to escape to." We all became overwhelmed by an influx of information and changing conditions on a daily basis. For clients, no longer having face-to-face support was difficult, especially if it was the first time they had contact with the homelessness sector. Staff adapted to the convenience of Zoom meetings, but do miss the face-to-face catch up.

Overall, we have had a good year and have achieved some wonderful outcomes for our young people. It is difficult to predict, however, the full impact of COVID-19 as it starts to emerge beyond a health and medical issue and the long-term economic and social consequences of this crisis comes to the fore. Hopefully young people do not get forgotten in recovery planning.

## CatholicCare Support Services - North

For CatholicCare Housing Connect Support (CCHCS) North it has been a very different kind of year. COVID-19 has, for several months now, seen us change and adjust the way we deliver our services. Staff, clients and external services have all adapted without any major issues.

During the change of service delivery we maintained a steady flow of good outcomes for clients and noticed an increase in both private rentals being obtained and in the number of people able to access shelters. The opening of Safe Space in the north has also been of great benefit to the Type 2 support team. The Coronavirus Supplement for some Centrelink benefits assisted many people who

could maintain short-term accommodation at local accommodation providers.

Recently CatholicCare has secured 8 one-bedroom units from Centacare Evolve Housing (CEH) at St Leonards for singles under a Community Tenancy model. CCHCS have started working with Type 3 services to help improve the flow through and out of shelters and to help fill a gap in the provision of transitional housing.

## Launceston City Mission – Orana House

Year-to-date occupancy rates at Orana House are lower dropping to 84% compared to 95% in previous years. The main reason is the difficulties and challenges COVID-19 has imposed on the service and in the community. Orana has still provided accommodation to 301 individuals, with over 4690 recorded bed nights. There were 468 instances of the service being unable to assist with accommodation, mostly due to no beds being available. People 'unassisted' include parents with children trying to access the family accommodation. People using the crisis accommodation support at Orana House had difficulty in securing longer term options due to the lack of affordable private rentals and low availability of social and public housing properties.

People staying at Orana have engaged with support services run by Launceston City Mission that promote the gaining of work experience and achieving job readiness. Whilst this proved difficult to navigate during the pandemic, clients were still able to access support for finding jobs as well as opportunities to further their education.

Orana has seen a consistent range of stakeholders visiting the property and we continue to be encouraged by the feedback and support from these and other services.

## Launceston City Mission – Safe Space Launceston

Safe Space Launceston (SSL) opened its doors in July, 2020. After a slow first week the service has proved very welcome. SSL has an official capacity of 16 clients, 10 allocations for males and 6 for females. We are providing shower and laundry facilities, daily meals and personalized care depending on the needs and engagement of each guest.

The guests staying with us have increased engagement with other services that provide assistance with some of the difficult issues in their lives. There has been a learning curve around supporting people who display a range of challenging behaviours. On the whole there has been overwhelmingly positive feedback from guests and other service providers who want to see this space continue.

Morton's Place, where the meals and daytime drop-in space is provided, has reported a lot of use, averaging around 15 breakfasts, 60 lunches and 30 dinners a day. We collect names of people using the service and have tracked upwards of 250 individuals coming in over the last 2 months. This number continues to rise, demonstrating the need for such a service in Launceston.

## Magnolia Place LWS, Launceston Women's Shelter

Despite the difficulties experienced this year due to COVID-19, Magnolia Place LWS continued to provide supported short-term accommodation to the women and children who required our services due to homelessness and family violence. We continued to work in collaboration with the type 2 Housing Connect services, Anglicare, and CatholicCare to ensure seamless support to our shared client group. Some of how we work has changed, such as completing intake forms via phone and providing taxi vouchers rather than transporting clients in our work cars. We are fortunate that the accommodation we provide consists of self-contained units, enabling our clients to practice social distancing.

We have recently been awarded \$1 900 000 by the Federal Government as part of the Safe Places Emergency Accommodation program. The funding is part of the investment from the Australian Governments National Plan to Reduce Violence against Women and their Children. This Grant will be used in conjunction with the identified \$4 000 000 from the Tasmanian Governments Affordable Housing Action Plan, which will double the present capacity for accommodation at the shelter. The increase in accommodation will make a huge difference to the women and children who presently have difficulty accessing the shelter because of the high demand.

I have been involved with Shelter Tasmania for a huge part of the 20 years that I have worked at Magnolia Place LWS. Pattie and the Shelter Tas staff, and other committee members besides myself, have formed a cohesive team over the years. It was with great sadness that we learned of the untimely death of our highly respected and loved member of twelve years, Phil Hoffen, earlier this year. Then, recently, the sad loss of Barbara Stewart, another highly respected and loved member of the Policy committee.

Thank you to Pattie, Cynthia, Bronwyn, Helen, and Meg and all the Shelter Tas team for the fantastic work that you do to support Tasmania's homelessness services. I am grateful and proud to be a member of Shelter Tasmania.



Launceston Women's Shelter Team

## Anglicare North

In October 2019 the Northern Front Door was conducting outreach services to George Town Neighbourhood House, Deloraine House, Ashley Youth Detention Centre and the Launceston General Hospital. The spread of COVID-19 saw outreach services suspended from March 2020. The pandemic also impacted service delivery, with the team





The Northern Front Door Statistics from 1 July 2019 to 30 June 2020

completing telephone assessments except to those in immediate crisis. From March to June 2020, in person presentations to the Front Door decreased by almost 60% compared with 2019. Calls to the Housing Connect After Hours Service increased by 30%.

The Private Market Case Worker program received further funding and operated from November 2019, enabling people to maintain or access the private rental market. Ninety-four households were supported to secure or maintain their accommodation.

The transition of Thyne House to an Education First Youth Foyer (EFYF) has progressed this year. The team have completed the EFYF training through the Brotherhood of St Laurence. Anglicare implemented the Eat Well, Move Well, Live Well program, which creates independent living skills for young people based around healthy meal planning, food budgeting and healthy lifestyle choices. A life coach, dietician and personal trainer were employed to deliver the program. Thyne House will be expanding, with an additional 20 self-contained units for young people at risk or who are experiencing homelessness. The building construction has been estimated to start this November (to be completed in 2021).

Group activities at Levi House are becoming popular again, with residents meeting every Tuesday afternoon for craft group activities. One craft group created mini floral arrangements for senior citizens, which were accompanied with cupcakes and distributed by the Door of Hope volunteers (who have also organised BBQs for the

residents). Friday has become an afternoon of puzzles and games and twice a week the support worker encourages residents to work out in the gym, while other residents prefer to cultivate the community garden or use the communal kitchen for cooking.

The Indigo Lodge team has been busy supporting residents to obtain the DSP and NDIA packages. The support team have been focused on building resilience and independence, enabling a number of residents to move out and live independently in the community. The staff have managed to involve residents in recreational activities, even though there have been limited opportunities outside the Lodge this year. This has resulted in an emphasis on in-house activities, including pamper days, movie days, art and craft days, a women's healing group and a relaxation group. A number of the men became involved in woodworking workshops and gardening around the Lodge. This has kept residents occupied and further developed a sense of community at the Lodge.

#### Community Housing Ltd.

CHL is in its seventh year of managing social housing in the suburbs of Mayfield, Mowbray, Ravenswood, Rocherlea and Waverley. During the COVID-19 pandemic our organisational adjustments included face-to-face interactions at the office becoming appointment-only and replaced with phone and other types of communications where possible. Our teams made welfare check phone calls to all tenants, communicating clearly on required activities and applying best practice precautions to maintain the best possible level of service.

CHL's Community Development Program was constrained by the COVID-19 pandemic but positive outcomes included the Waverley Fishing Festival (November 2019), a Community BBQ at Pioneer Parade Garden (September 2019), the School Gardening Project at Pioneer Parade (August–November 2019) and the Phase 3 development of Pioneer Parade (November 2019). CHL also participated in the Homelessness Expo in Hobart organised by Housing Tasmania.

CHL manages a number of National Rental Affordability Scheme (NRAS) properties across all regions of Tasmania, including 26 new units recently constructed in Ravenswood. We continue to ensure that we are housing Tasmania's most vulnerable people, including some pre-approved BHF tenants.

CHL participates in the Rapid Rehousing Program that helps people affected by family violence move into safe and affordable private rental homes. For each property approved by Housing Tasmania under this initiative, a grant payment is made to CHL Tasmania to assist with costs - including subsidising the rent on head lease properties, paying bonds and purchasing furniture where required.



Stephen Hill  
Launceston City Mission

*On behalf of Northern Shelter Tas Members*

## Southern Committee Members' Report

It was another busy year for all involved, with the ongoing housing crisis compounded by the Coronavirus pandemic. In response, providers in the south have worked tirelessly and flexibly to support people in housing hardship and crisis. People who experience homelessness deserve to be safely housed, and this is even more important under COVID-19.

#### Housing Connect Front Door - South

We are very proud of the way the Southern Front Door and our partner agencies managed the challenges and changes of an ongoing housing crisis and the COVID-19 pandemic, responding to 600 more enquiries than last year. Innovations ensured our doors remained open and outreach was completed safely.

The Coronavirus Supplement payments allowed many service users to manage their day-to-day lives better. Additional funding for the Residential Rent Relief grant and extended brokerage enabled more flexibility when working with consumers.

The Front Door and Safe Space Hobart placed a worker onsite to ensure clients accessing Safe Space Hobart can easily access all Front Door Services.

#### Housing Connect Support Teams - South

##### CatholicCare Support

What a big year! From the 2019 housing crisis to the 2020 pandemic CatholicCare and its Housing Connect Support (HCS) services responded quickly with adherence to Public Health recommendations to keep staff and clients safe. Most staff commenced remote working; we accelerated our IT capabilities and found new ways to engage with clients, community and teams.

CatholicCare accepted a total of 2 444 referrals from the Front Door across Hobart, Burnie and Launceston. In the south 939 support periods were opened. In late 2019 CCHCS partnered with Centacare Evolve Housing to establish 'Buenos Aires' transitional accommodation for women aged 55 years and over. This is a wonderful asset to the sector.

We commend Housing Connect Staff for their adaptiveness, perseverance, creativity, resilience and diligence across this challenging year.

The Southern Front Door team and consumers achieved great outcomes despite 43 280 total enquiries (in person, telephone, email, fax, website based, mail) handled by the Housing Connect Front Door team along with:



The Southern Front Door Statistics from 1 July 2019 to 30 June 2020

#### Colony 47 Support

Colony 47 Housing Connect Support Coaches, working with an average caseload of 31, have helped 398 people to achieve their goals. The main presenting reason for referrals was 'Housing Crisis', followed by 'Inadequate or inappropriate dwelling conditions'.

During the 2019-20 financial year clients spent an average of 151 days with support. We made more than 291 outgoing referrals that connected people to a network of opportunities. Brokerage amounted to \$54 000 for the year.

The impact of COVID-19 saw changes to service provision and the working environment. Just one or two unplanned events can spiral an individual or family into housing insecurity.



Our Team's strength is in guiding people towards their goals and helping them rebuild confidence in their ability to thrive again. Their success is our success!

### Salvation Army

During 2019-2020 the Salvation Army Housing Connect Support Team received three hundred and thirty-six (336) referrals. Our SASH team provided support for 452 primary clients (an increase of 73 from last year) who were either experiencing homelessness or at risk of homelessness. We provided case management, service coordination, advocacy, material aid, brokerage and emergency/short-term accommodation. Our team made 7 432 individual contacts with people, 1 210 more than last year.

Our clients were 58% males and 42% females, and 11% recorded their Indigenous Status as Aboriginal and Torres Strait Islander. Over 70% of people were aged between twenty and fifty years, only 7.2% of the cohort were employed. Over 46% of the cohort had a mental health diagnosis and only 0.4% had been in the Australian Defence Forces. Sixty-two percent of clients were single people, who face challenges when sourcing affordable accommodation in the private market.

Case Managers assisted over 87.6% of clients to fully or partially achieve their goals or assisted them until no longer requiring our service.

Before being referred to SASH over 52% of people were experiencing unstable situations including incarceration, over-cramped living conditions and the threat of eviction. Nearly 25% of clients were in primary homelessness or in non-conventional accommodation. People were experiencing homelessness mainly due to eviction from previous properties (28.5%), living in inadequate or inappropriate dwelling conditions (21.2%), and escaping domestic violence (7.2%).

### Hobart City Mission

In late 2019 Hobart City Mission, in partnership with The Salvation Army, launched Safe Night Space, a 6-month pilot program providing overnight shelter and support for people sleeping rough in Hobart. When the COVID-19 pandemic hit, the State Government committed 6 months more funding, expanding to a 24-hour service model and extending to Launceston and Burnie (run by Launceston City Mission and The Salvation Army). A total of 2 407 bed nights were provided at Safe Night Space during the 2019/2020 year, with 190 individuals assisted.

Hobart City Mission's Housing Connect team assisted 296 clients who were experiencing or at risk of homelessness. There were 201 new referrals in this period and 230 cases were closed. Hobart City Mission continued the Small Steps and DIY Dads programs, supporting respectively young mums and their children and dads and their children.

Thanks to a generous legacy Hobart City Mission plans to open additional supported accommodation services in the coming year, including a service to help aged and homeless men.

### Housing Connect Emergency Support Program

Since the winter of 2018 Housing Connect's Emergency Support Program (ESP) has provided outreach Front Door services and complex case management to people experiencing primary homelessness. By meeting people

in spaces where they feel comfortable, ESP successfully connected 174 people sleeping rough to services.

Recently ESP has become a Front Door In-reach service based at the Safe Space day service in Barrack Street. This supports the assertive outreach service provided by Safe Space. This collaboration will also see funds being provided to Safe Space for more assertive outreach and case management for people who are sleeping rough in the Greater Hobart area.

### Southern Housing Connect Accommodation Services

#### College Units

For the past 15 years Colony 47 has been supporting rural students at Hobart, Claremont and Rosny Colleges. Housing Tasmania supplies 18 units and Colony 47's Housing Connect Support Team supports the students to gain independent living skills, attend full-time college and maintain successful tenancy.

The Fit for the Future project funded healthy cooking options and 15 Personal Training sessions, and Hobart College donated the use of its College Gym. The young people enjoyed getting together after college twice a week and challenging their bodies physically. They stretched, lifted weights and laughed as they learned how to exercise in a safe, fun and effective way.



Colony 47 College Units - Fit for the Future project

#### Colville Place

Colville Place supported 36 young people over the last financial year; 23 were supported towards outcomes including returning home to family, placement with child safety and longer-term accommodation. During COVID-19 the numbers of young people accessing services has dropped, but the number of young people and families contacting for support has increased with 63 support periods opened throughout the year. Due to COVID-19 many young people were unable to return home due to restrictions and already challenging relationships at home.

Many young people struggled to engage in online education and support. Colville Place has continued to support young people to enrol, re-engage and continue to engage in education, with 96.5% of young people it supports engaged in education. Colville Place saw a significant increase in young people with mental health issues, as restrictions prevented many from engaging with their regular supports. Colville Place continued to support brief therapeutic interventions and on-site activities (including arts, crafts and gym sessions) and some external services provided online activities/contact with young

people. Colville Place is excited about more activities on-site for the remainder of 2020.

#### Mara House

Mara House supported 25 young people with accommodation in the last financial year with 89 referrals unassisted, mostly because the service was at capacity. The average stay was 63 days. Seven young people were supported towards a long-term outcome (including rentals within the private and public markets), 6 young people were referred to another specialist homelessness agency, and 10 self-exited/did not return to service.

Mara House has seen various challenges during COVID-19. Many private rentals had shorter leases, and the uncertainty and instability of new Centrelink allowances meant young people missed out. Mara House saw more people accessing accommodation due to family violence, and many young women unable to return home due to restrictions and already strained relationships. Mental health issues did not appear to increase during COVID-19, though pre-existing concerns were exacerbated due to isolation and the inability to maintain social connections. Staff remained connected with young people to provide therapeutic intervention and engagement activities; however, obtaining external support was a challenge due to waiting periods.

Residents engaged in education were able to continue their online study requirements. Whilst education is now back on track for most residents, the young women are feeling disheartened with their ability to enter an already challenging job market.

Funded through a Healthy Living Grant and fundraising events for National Homelessness Week, Mara House now provides an inhouse living skills programs, recreational activities and outings on the weekends (i.e. bushwalks, movies, beach trips to buy fish and chips, bowling etc).

#### Launch Youth Accommodation Service

Launch Youth caters for up to 10 medium to long-term homeless males, aged 13 to 22 yrs. It has a high intervention and rehabilitation focus, supporting National Disability Insurance Scheme (NDIS) clients and those battling issues with alcohol and other drugs.

Launch has now refurbished two of its self-contained units to house high-needs NDIS clients with sleepover accommodation for staff. These clients are for the first time able to experience independent living, being integrated into their local community with a duty-of-care support by Pathways' highly experienced and motivated staff. Their lives are full of new possibilities, local travel options and support for their education and future.

Pathways has noticed dramatic improvements in all our supported clients and is keen to expand the program throughout the wider Pathways organisation for adults.

Looking ahead: for the start of next year we will be an accredited NDIS service provider, and will be able to further expand our impact for the most vulnerable young men who battle homelessness, addiction and mental health issues.

#### McCombe House Women's Shelter

McCombe House has completed another year, with some interesting twists and turns. For half the year we were

running some amazing programs and for the second half working with the effects of COVID-19 to run a safe and secure refuge for clients and staff. The staff has worked hard, doing some incredible work in isolation. McCombe has a wonderful team that adapts to changes with ease.

The service ran above 98% occupancy across the Domestic and Family Violence, Outreach and Homeless Units, with the average length of stay in the Outreach units being 60 days. While the number of clients accommodated at McCombe has increased from last year, the length of stay for clients has decreased as more Housing Tas and Community Housing properties have become available for clients. Outcomes also included movement to private rentals (4) and Rapid Rehousing Properties (3).

#### JIREH House

COVID-19 impacted Jireh services significantly during the lockdown period and has increased our stays because we have less exit points available for our clients.

We have continued to see the benefits of using the larger crisis house next door. This enables crisis support for larger families, families that have children with complex needs, and families with teenage boys. This week we have received the exciting news of being awarded \$404 219 as part of the Safe Places Emergency Accommodation program. Our project falls directly in line with the purpose of their program for increasing emergency accommodation for women and children escaping family violence.

We are very encouraged by the ongoing support from the Tasmanian Community Fund, which has facilitated this expansion project on a five year arrangement that has also secured approval of funding from the State Government to build another house on the same land.

This year staff and clients enjoyed a social event wearing Hats for Homelessness and fundraised some money for SHS (see photo below).



JIREH House Team participating in Hats for Homelessness 2020

#### Hobart Women's Shelter

Over the 2019-2020 Financial Year HWS accommodated 130 women and 170 children, a decrease on the previous year because clients are staying in crisis accommodation for longer periods of time rather than there being a decrease in demand. 43.4% of support periods were due to domestic and family violence, which continues to be the major reason for women to seek crisis accommodation. 'Unassisted' requests for support were 3 517 for the financial year, an increase of 678 on the previous year.



During the past year HWS has added 7 off-site transitional properties and 10 accommodation 'pods' on-site to our service. With the addition of the 'pods' HWS now has 25 self-contained properties at our crisis accommodation site to house women and children.

Generous donors have enabled HWS to continue to run a very successful Children and Young Persons (C&YP) Support program, facilitated by 2 part-time experienced C&YP Support Workers. All children have a Case Plan, and the Support Workers conduct individual therapy sessions with children who have experienced trauma and provide activities to enhance positive social interactions. In the latter part of 2019 HWS conducted Mentors in Violence Prevention (MVP) workshops within communities across the state as part of a pilot to support our submission for grant funding from the Tasmanian Community Fund. MVP is a bystander intervention program which provides participants with strategies to interrupt, confront and prevent bullying, harassment or acts of violence against women. This submission - in partnership with Women's Health, Women's Legal and Engender Equality - was successful and we now have funding for a 3-year program to run these workshops around the state, in all local government areas.

#### Bethlehem House

Bethlehem House is a full service, supported accommodation facility for homeless men, including homeless NDIS participants. Last year 121 clients had a diagnosed mental health issue, and a further 83 were identified as having a non-diagnosed mental health issue. The prevalence of mental health support needs remained high this year.

We operated 12 crisis accommodation beds, one unit for dads with children, and a Supported Independent Living House for NDIS clients. All were 100% occupied, including during the period of COVID-19 restrictions.

We had 159 separate admissions to our accommodation and support service overall, including 92 men who needed to stay in our emergency 'after hours' bed on at least one occasion. There were often multiple demands for this emergency service and we supported 38 men for more than one night, sometimes on up to 8 separate occasions. We support 14 men who sleep rough and regularly request a bed for the night as respite.

To remain COVID-safe we eliminated shared rooms and reduced the numbers of bed spaces in our main residence. We can now accommodate 31 men, and we have 18 additional transitional Living Pods (with private facilities) attached to the facility where residents have control over their own space.



Bethlehem House's 18 additional transitional Living Pods

Our kitchen provides 31 000 meals to residents each year, and a further 5 000 meals to non-resident homeless men. Thanks to generous donations we provide clean clothing, new underwear, essential toiletry items, blankets, backpack beds and swags. Our residents operated a free clothing shop where men were able to pick up everything from warm jumpers to shoes.

We run a range of additional skills-based support programs, thanks to the Tasmanian Community Fund grant for 'Improving Skills: Improving lives of homeless men' project.

Our long-awaited and much needed move to a purpose-built facility is planned for 2023.

#### Launch Youth Accommodation Service

Launch Youth caters for up to 10 medium to long-term homeless males, aged 13 to 22 yrs. It has a high intervention and rehabilitation focus, supporting National Disability Insurance Scheme (NDIS) clients and those battling issues with alcohol and other drugs. Pathways Tasmania is provisionally accredited as an NDIS service provider.

Launch underwent an overdue major refurbishment in January 2019, funded by the Department of Communities. This included a new kitchen facility, upgraded recreation room which doubles as the emergency bedroom, new paintwork, sheltered outdoor areas, improved bedroom facilities and carpet throughout. It is greatly appreciated by both our staff and clients. This improvement program also covered our self-contained units for adult males.

Pathways sponsored two of our residents to travel for 9 days on the open ocean on the amazing Windward Bound tall ship docked in Sullivan's Cove, Hobart. We have had numerous trips around Hobart, and they also redid the garden in front of Launch.

Qualified Launch staff have been providing NDIS-funded support services, with this service rapidly expanding. This has enabled clients to reconnect with family members on the Mainland, improve their health and confidence levels with gym memberships and personal trainers, improve social skills through supervised outings and practical experiences, and fund private medical and mental health support services. Launch has noticed dramatic improvements in all our supported clients and is keen to expand the program throughout the wider Pathways organisation for adults. The program is managed by one of Pathways' senior staff, Leanne Taylor, who has extensive personal experience working with the NDIS.

Looking ahead: for the start of next year we will be an accredited NDIS service provider, and will be able to take homeless boys with special needs. Exciting times ahead for us all!

#### Anglicare: Bayview and Bilton Lodge

This year Bayview and Bilton Lodge have focused on in-house recreation and increased participation of tenants in the day to day activities of Lodge life. One of the most popular activities is yoga classes. Residents report benefits to their mental health and general wellbeing. Residents have also enjoyed games nights and karaoke, with hidden talents being revealed. When the weather has permitted, residents have enjoyed getting out and about bike riding. A number of residents have had their

NDIS plans approved and are benefiting from the increased support and social interaction provided. The sense of community has grown and residents have benefited from the caring nature of others. A number of residents have successfully transitioned to independent accommodation.

#### Anglicare: Trinity Hill

Trinity Hill has had a busy 12 months working towards the transition to an Education First Youth Foyer model. TasTAFE are on-site two days a week and several students have now commenced their Certificate I in Developing Independence. During the COVID-19 pandemic many students have had to adapt to alternative ways of studying, several lost employment, and social isolation was challenging. Many students are now returning to work, continuing their studies or looking for work. Twelve students have moved into other accommodation, with the majority going into private rentals with others to share the costs. Many students who have exited Trinity Hill will still drop by to say hello. It is great to see they are happy and thriving as independent young adults.

#### Anglicare: Goulburn Street

Goulburn Street has focused on providing tenants with the skills and confidence to live independently. On average one person exits each month, mostly into their own private rentals. Others have moved in with a partner or reunited with family. A number of tenants have moved out after securing their first full time job, their licence and a car - some at the age of 50+. One tenant was invited to India (before the pandemic) to undertake an 8-week artist residency, which was very successful. Others utilised the time in lockdown to obtain qualifications and are now looking for work.

#### Anglicare: Youthcare

Occupancy rates at Youthcare range above 85%, with the majority of young men being known to the service. The main reasons for presentation are relationship/family breakdown and a lack of family and/or community support. There is a significant gap in accommodation options for youth exiting the shelter. Due to unaffordable rentals, significant wait times to secure social housing, the lack of family support and Child Safety involvement we see many young men recycling through the shelter - sometimes for years. During the COVID-19 pandemic Youthcare made a conscious effort to accommodate youth as per normal. We did not deny service to any young person if a bed was available, and attempted to provide an environment that was both stable and safe during a period of uncertainty.

### Community Housing Providers

#### Centacare Evolve Housing

Centacare Evolve Housing Limited, a nationally registered Tier 1 Community Housing Provider, owns or manages approximately 2 000 social and affordable housing properties throughout Tasmania. As well as providing sustainable housing opportunities for over 4 100 people, a number of properties are specifically allocated to people experiencing particular barriers - such as family violence, mental health concerns, or exiting the prison system. Centacare Evolve Housing manages all properties under the Tasmanian Government's Private Rental Incentives program, which provides additional affordable rental properties to lower income families.

Centacare Evolve Housing is in the midst of extensive building and upgrade activities. Over 150 new properties were completed in the 2019-20 financial year and many more are in the pipeline. The maintenance team is overseeing major upgrades and refurbishment to existing homes, with over 140 kitchen and bathroom upgrades completed during the financial year. Increasing both the quality and supply of community housing improves the lives of many families.

Being the largest provider of community housing in Tasmania is about much more than managing and building properties. Centacare Evolve Housing has a strong commitment to enhancing the well-being of its tenants and their communities. Underpinned by a social impact approach, a Community Wellbeing Team engages tenants and the community to build positive partnerships and capacity building initiatives. Build Up Tassie delivers training and employment opportunities for young people aged 15 to 24 and the Brighton Leadership Program helps build the skills and confidence needed for collaborative community projects. Our community work is guided by an award-winning Master Plan. The Centacare Evolve Housing operations team is based in Bridgewater, providing best possible access to the large number of local tenants.

#### Mission Australia Housing

Mission Australia Housing manages an ever-growing portfolio of social and affordable housing properties across the Clarence Plains and Glenorchy areas. In particular, we have seen growth in the number of Affordable Housing properties, through our development program and an increase in the number of backyard units in partnership with Housing Tasmania. This helps young people in the area remain in stable housing and families to stay connected.

Mission Australia Housing's new Partnership and Support Coordinator model empowers tenants to make decisions and changes in their lives that allow them to flourish. Outcomes include effective engagement with a broad range of support services, assisting tenants to maintain their tenancies and increasing connectivity to the community.

Our community development team have effectively adjusted to COVID-19 provisions and engaged in wellbeing checks and strategic planning for new projects to continue to support tenants. They have also delivered outcomes against the Clarence Plains Master Plan, including trail bike responses, improvements to community safety and security, and our ongoing work with One Community Together.

This year has also seen a significant change in staff as we have said farewell to long-term team members who made enormous contributions to the community, including our Regional Manager, Matt Durose. We have since welcomed our new Regional Manager, Simon Duffy, who brings extensive sector knowledge to the Mission Australia Housing team.

Thanks to everyone who has partnered with us across 2019-20, especially our tenants! We are better together!



Bella Fountain  
Colony 47  
On behalf of Southern Shelter Tas Members





Anita Wells, Dan Goss, Kim Bomford and Donna Haas at Shelter Tas AGM 2019



Ben Foley-Jones, Jo and Raf Paterson at Shelter Tas AGM 2019



Denise Leonard and Kay Dolman at Shelter Tas AGM 2019



Don McCrae and Michael Parkinson at the Shelter Tas AGM 2019



Shelter Tas' Helen Raabus supporting her Melbourne family with handmade masks



Hannah Richardson and Ewan Higgs at Safe Space Hobart



Meg Webb, N'didi Okwechime and Barb Stewart



James Kelly and his artwork featured in Parity



Jed Donoghue, N'didi Okwechime and Drew Beswick



Matt Durose, Stephen Hill, Oscar Norton and Kim Bomford



Marg Flannery and Phil Hoffen



Cynthia Townley, Peter White, Aldo Antolli and Phil Hoffen



SHS Forum Evendale, Feb 2020, pre-COVID-19



Andrea Witt, Lynden Penicott and Matt Durose



CatholicCare Housing Connect Support Team

# Shelter Tas' Report on Achievements 2019-2020

## Tasmanian Context

Tasmania's housing debt was waived in September 2019, bringing excitement and optimism to Shelter Tas and our members. While this success has been somewhat eclipsed by the COVID-19 pandemic, it is an important reminder of the power of persistence, evidence and systemic advocacy. For over fifteen years Shelter Tas had called for debt relief in our budget submissions, meetings with decision makers and media engagements. We now see the result – an additional \$15M per year of funds to be spent on much-needed social housing rather than being returned to the Commonwealth Government.

Throughout this year Shelter Tas has continued its strategic advocacy, including our call for 10% of dwellings to be affordable social housing. Resolving the pre-pandemic shortage of affordable housing remains a fundamental priority for Shelter Tas and our members.

At the national level, Shelter Tas' advocacy has actively contributed to and supported the Social Housing Acceleration and Renovation Program (SHARP) proposal from National Shelter, CHIA, and the Everybody's Home campaign. As with 2019's relief of Tasmania's public housing debt, we know that persistence, consistency and strong evidence-based policy will eventually yield results.

During the COVID-19 pandemic our member services have needed to adjust rapidly to support clients with a range of government initiatives at both state and federal levels. Housing Connect and homelessness services are currently involved in major reform. New state and federal programs, such as new JobSeeker and JobKeeper payments, have supported housing security for many households. As these safeguards that protect income and housing security are withdrawn, people will face increased risk of rising housing stress and homelessness. As the long-term economic impacts of COVID-19 become apparent, even more short-term safety nets and long-term affordable housing may be needed.

As well as working with our members, Shelter Tas has provided feedback to numerous inquiries and government initiatives, identifying gaps and taking opportunities to strengthen protections for Tasmanians in housing stress or vulnerable to homelessness. For example, we wrote to the Premier advocating for women on spousal visas to have access to family violence grants, and we were pleased to receive a positive response. Our submissions and consultations are listed below and on the 'Representations' page.

The Housing Connect Reform process is underway, and Shelter Tas participates on both the Housing Connect Reform Steering Committee and the Community of Practice. Shelter Tas' CEO is also a member of the Affordable Housing Action Plan 2019-23 (AHAP 2) Reference Group led by Minister Jaensch, and co-chair of the Under-16 Working Group.

The saddest moment for the team at Shelter Tas came with the passing of our loved and valued colleague



Phil Hoffen, Meredith Barton and the Shelter Tas Team 2018

Phil Hoffen in early 2020. Phil had been a long-term contributor to Shelter Tas, as a member of our Policy Committee and as a policy consultant. Phil was a stalwart advocate for tenants' rights, and provided sharp and insightful analysis of data and policy. He is greatly missed by us all.

## Working with government and our members during the COVID-19 pandemic.

Since March, the COVID-19 pandemic has dominated much of our work. We have kept our members informed by supplementing our regular fortnightly eNews with additional COVID-19 issues and email updates. We held online SHS forums every week from March to June that facilitated clear lines of communication with the Department of Communities, and enabled prompt and effective resolution of many issues. We established COVID-safe arrangements for all our meetings and forums.

Shelter Tas and our members have implemented COVID-safe plans and practices, but potential outbreaks in our state and in our sector still remain possible. At the time of writing we are fortunate to have no cases in the Tasmanian community but this may, of course, change. Preparation and planning for real or suspected cases in Specialist Homelessness Services is continuing.

*Shelter Tas are always on top of Government announcements, representing the homeless and housing. Shelter Tas has supported agencies not only with up to date information but training courses and meetings around changes.*

## This Year's Submissions

Our submissions reflect our strategic priorities and draw on significant consultation with our expert members and stakeholders.

Our major submissions for 2019-20 include:

- Feedback/consultation to the Draft Bill to Repeal the Offence of Begging – October 2019
- 3 articles published in Tas Parity Edition – November 2019
- Submission to the State Budget Process 2020-21 – December 2019



- Response to the NDIA COVID-19 questionnaire – 27 April, 2020
- Consultation and feedback to the Residential Care Service Industry Guidelines for COVID-19 – 28 May, 2020
- Consultation and feedback to the Social Assistance Service Industry Guidelines for COVID-19 – 28 May, 2020
- Submission to the City of Hobart Positive Aging consultation – May 2020
- Revised Submission to the State Budget Process 2020-21 – August 2020
- Premier's Economic and Social Recovery Advisory Council submission – 5 June, 2020
- Commonwealth House of Representatives Committee Inquiry into Homelessness Submission – 12 June, 2020
- Participation on the Reference Group for DPIWE review of Strata Titles Act 1998; submission to the Review – 19 June, 2020
- Huntingfield Masterplan submission – 26 June, 2020
- Appearance before the Tas Planning Commission 'Temporary Dwellings, Planning Directive No. 7' – 28 July, 2020
- Public Accounts Committee Inquiry into the State Government's response to COVID-19 submission – sent 31 July, appearance 28 August, 2020
- Signed the Charter 2020 'Time to Fix Mental Health' and the Joint Letter to Prime Minister Scott Morrison from Mental Health Australia and other stakeholders – 2019
- Shared Statement of Intent for Engaging Tasmanians in Recovery and Rebuilding – 2020
- Contribution to National Shelter Policy and Platform Development
- Provided feedback to the Australian Bureau of Statistics Homelessness Enumeration Working Group on outreach for Tasmania's 2021 Census (ongoing).

## Shelter Tas member survey

Our 2020 member survey tells us:

- Our members are highly satisfied with how Shelter Tas operates as their peak body. 100% of respondents rated Shelter Tas as good or excellent for our overall performance, compared to 96% in 2019 and 86% in 2018.
- The 2020 survey included an additional question about our performance as the peak body during the COVID-19 health emergency. Results were similar to the overall performance question, with most respondents rating Shelter Tas as excellent (73%), and 97% of respondents rating Shelter Tas as good or excellent (73% excellent, 24% good).

*“ Proactive, supportive of all services and great at communicating all issues and responses, particularly impressive around COVID19. ”*

- 97% of respondents rated the eNews as good or excellent, this shows an increase in ratings of excellent from 68% in 2019 to 81% in 2020.
- The most important activities for Shelter Tas to focus on for the next 12 months were identified as Advocacy and representation on behalf of the

housing and homelessness sector (95%), raising awareness about housing affordability and homelessness (89%) and sector development and training (84%). This is consistent with 2019 survey results.

- 81% of respondents attended events organised by Shelter Tas.

*“ [Attended] Training and meeting. Shelter Tas are one of the most effective and committed peak bodies that I have ever been involved with. Training is appropriate and always sector informed. ”*

- Adequacy of the supply of housing and homelessness support services has become the top issue for advocacy (87%), followed by Adequacy of the supply of supported and emergency accommodation (84%) and Adequacy of the supply of affordable rental housing (76%). These are the same top 3 issues as in 2019, but the order has changed.

Thanks to everyone who contributed to our 2020 survey. Our annual survey gathers the feedback and clear direction that is essential for us to advocate and represent the sector effectively.

## Communication & Media

Communication has been more important than ever this year. Our priority has been ensuring that our members are up to date with the latest and most useful advice from government about COVID-19. We held extra meetings, and delivered additional eNews to keep our members well-informed.

The Shelter Tas eNews continues to be an integral method of communication with our members and stakeholders, with now almost 700 subscribers and a total of 35 editions published throughout the year. Our Twitter account has almost one thousand followers.

Shelter Tas delivered a significant amount of media interviews, media statements on significant sector issues, plus talks and presentations, such as:

- National radio, including ABC RN Life Matters
- Television appearances on ABC, WIN and Southern Cross
- Local and regional radio and print media, including the Mercury, Examiner and Advocate.

## Partnerships

Shelter Tas partners with housing and homelessness organisations in other states and territories, including:

- National, State and Territory Shelters
- National Shelter Council
- Community Housing Industry Association (CHIA)
- Homelessness Australia
- Council to Homelessness Persons (CHP)
- National Shelter Policy Group
- CHIA National Policy Group
- ABS Homelessness Statistics Reference Group
- Community Coalition for Healthy, Affordable Homes (advocating for energy efficiency standards).

## We contribute to statewide networks such as:

- The Tasmanian Community Sector Peaks' Network
- Community Sector Policy Officers' Network
- Community Sector Communication Officers' Network
- Women's Essential Service Providers (WESP)
- Housing Connect Regional Group (Southern)
- Joined-up Services Reference Group
- PowerSmart Reference Group (Tasmanian Office of Climate Change project for energy efficiency upgrades in low income households)
- TasNetworks Customer Council.

## We support research projects such as:

- LGBTIQ+ Inclusive Practice Guide for Homelessness and Housing Sectors in Australia - expert reference group member
- AHURI Pathways to Regional Recovery From COVID-19 - Advisory Panel member.

Please see page 7 for full list of our representations.

## The year ahead

Shelter Tas will continue to provide leadership on Tasmania's housing and homelessness issues. We will use our independent voice to represent our members and advocate for affordable, appropriate, safe and secure housing for all Tasmanians. We will be a consistent and professional voice for housing and homelessness services and the people who use them, and we will be a trusted source of information and knowledge about housing and homelessness in Tasmania.

## We will:

- Lobby for at least 10% of Tasmanian dwellings to be affordable social housing
- Advocate for our members' priorities through the State Budget Process and other pathways
- Maintain our co-design approach to policy development with our members and stakeholders
- Continue our advocacy for a Housing Impact Analysis in all policies
- Work towards a robust system of consumer engagement across our sector
- Monitor impacts on consumers of emerging digital technologies
- Participate in Budget Estimates to scrutinise the State Budget and to hold the government accountable
- Continue to co-chair the Under-16 Working Group and liaise with the Commissioner for Children and Young People on better outcomes for under 16s experiencing homelessness
- Continue producing regular eNews, media releases and making media appearances
- Argue for clear powers in the planning system that enable and encourage social inclusion, housing affordability and inclusionary zoning
- Support the strengthening of protections for public consultation and greater transparency in decision making
- Build partnerships around health, mental health and housing
- Continue to build and maintain networks with state-based and national peers to strengthen our expertise and advocacy voice
- Support the ABS Census Homelessness Count for 2021

- Provide effective and evidence-based policy leadership for the housing and homelessness sector in Tasmania.

Launch of Wirikworth 2019



*“ You all do sterling work, are very committed, knowledgeable and add a lot to the industry. ”*

In conclusion, we very much appreciate the continued support and contributions from our members, especially their participation in our systematic consultation with services across the state. This ensures that we understand and reflect the experiences and concerns of the housing and homelessness sector and the people who use these services. Our Shelter Policy Committee provides ongoing strategic and policy guidance for all our activities. The Specialist Homelessness Services forums in the north, northwest and south, the Community Housing Providers/ CHIA Tasmania Group meetings, and the Tas Youth Housing and Homelessness Group (TYHHG) provide targeted advice in their specialised areas. The strong attendance at these meetings reflects a high level of engagement and support from the sector and key stakeholders, and grounds our expertise and co-designed policy development. In the face of constant change the team at Shelter Tas will continue our professional and responsive leadership as we work towards our vision of affordable, appropriate, safe and secure housing for all, and an end to homelessness.

The Shelter Tas team remains very grateful to the Shelter Tas Executive and Policy Committees and our members for their ongoing support of the work of Shelter Tas. Without our members, Shelter Tas would not exist.

For further information on Shelter Tas activities - including submissions, resources, training details, media releases and eNews archives - please see [www.sheltertas.org.au](http://www.sheltertas.org.au).



**Cynthia Townley**  
Policy Officer



**Meg Smith**  
Publication and Information Officer



**Helen Raabus**  
Finance and Admin Officer



**Bronwyn Lysaght**  
Workforce Development Officer



**Laurence Hogue**  
Policy and Procedures





Workforce Development Vicarious Resilience training Hobart



Workforce Development Vicarious Resilience training Devonport



Workforce Development Vicarious Resilience training Devonport



Workforce Development Vicarious Resilience training Hobart



Workforce Development Vicarious Resilience training Devonport



Workforce Development Vicarious Resilience training Devonport



Workforce Development Planning Day, Feb 2020



Workforce Development Vicarious Resilience training Hobart



Workforce Development Vicarious Resilience training Hobart



Narelle, Pattie, Helen and Jenny at the Workforce Development Planning Day - Feb 2020



Workforce Development Planning Day - Feb 2020



Workforce Development Vicarious Resilience training Hobart



Workforce Development Working with Complexity training Hobart



SHS Forum - February 2020



Sue Wynne and Senior Sergeant Mel Death Tas Police Statewide SHS Forum

# Shelter Tas Workforce Development Program: 2018-2023

Shelter Tas has been delivering a customised professional development program for Tasmania's Homelessness Sector since 2015. Our successful program of specialised training relies on carefully selected trainers and targeted content that is tailored to the needs of our sector.

Through consistent, quality training provision, and sector engagement in a co-design approach, the Shelter Tas Workforce Development Program (WDP) was well placed to respond to the emerging needs of the sector in 2019-2020.

Shelter Tas and the Workforce Development Reference Group held a strategic planning session on February 13, 2020 to analyse the WDP survey data and schedule priority training topics for the year. However, rapid changes associated with the COVID-19 pandemic saw the WDP pivot to ensure a focus on supporting our specialist homelessness services around the state to navigate emerging issues. Dispersed teams, new ways of communicating, changes to government payments and public health risk mitigation strategies prompted changes to the program. For example, we hosted an online COVID Peer Support Session addressing changes to payments, safe work practices, tenancy issues in the changing environment and housing related initiatives from the State Government.

## WDP TRAINING & WORKSHOPS 2019-2020

*Mental Health - A Trauma Informed Approach*  
18 and 21 October 2019 - Devonport & Hobart  
*Working with Complexity Workshop #2*  
4 and 12 March 2020 - Hobart & Devonport  
*Tools for Selfcare Workshop #3*  
6 and 13 October 2020 - Statewide

## WDP COVID PEER SUPPORT SESSIONS 2019-2020

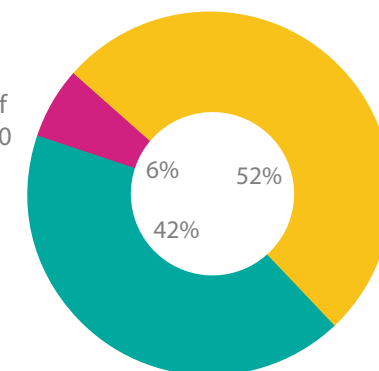
14 May 2020 *Centrelink & Housing Tas-Q & A*  
9 June 2020 *Worksafe Tas Regulations-Q & A*  
25 June 2020 *RTA and Tenants' Union-Q & A*  
2 July 2020 *COVID-19 H&H packages-Q & A*  
11 August 2020 *Introduction to Advantaged Thinking-Q & A*

## WDP REFERENCE GROUP MEETINGS 2019-2020

25 July 2019  
3 October 2019  
January 2020 (Statewide Sector Survey)  
13 February 2020  
4 June 2020  
13 August 2020

Overall rating of training 2019-20

Excellent  
Good  
Neutral



Exacerbated by the pandemic, Tasmania's housing crisis continues. Increased demand for services, and pressure on housing and homelessness services, means quality training for practitioners is more important than ever. Practitioners continue to report intensive workloads in the sector as they need to: respond to housing connect reforms; carry high caseloads; manage clients with more complex needs; respond to changing client profiles as the housing crisis affects a widening group of people; and manage work related stress and worker self-care to secure health and safety for workers and stability for our workforce.

Our five-year funding from the Department of Communities enables Shelter Tas to manage the program and subsidise sector participants. Our experienced Reference Group grounds our co-design process.

The program is highly valued across the sector and ninety-four percent (94 %) of people who participated in Shelter Tas training events in 2019/20 rated the training as good or excellent. Practitioners report that the value of the training content is enhanced by the opportunity to share experiences and insights with colleagues across different organisations, housing support types and locations.

In 2021, WDP will continue to facilitate statewide opportunities for our community of peers to foster shared reflections and knowledge which will lead to better outcomes for clients and stronger support networks for workers.

We thank the Workforce Development Reference Group for their dedicated and professional contribution.

We thank this year's trainers – Alex Bomford from the Tenants' Union, Tracey Harris from Amovita, Carly Cameron from Bend Consulting, Ken Nolan from Worksafe Tasmania, Sue Brooke from Centrelink, Mark Cox from Brotherhood of St Lawrence, Rachael Andrews, Anna Balmforth, Terri Clifford and Tim Denby from the Department of Communities.

We would also like to thank the practice professionals from across the state whose contribution and insights made the online peer support sessions a valuable learning experience for everyone. We commend the professionalism and commitment shown by specialist homelessness services across the state during this challenging year.

*"I think the advocacy and ability to adapt and connect all services in the Housing and homeless sector during COVID has been great."*



# National Homelessness Week 2020

Homelessness Week takes place in August each year, to raise awareness of people experiencing homelessness, the issues they face and the actions needed to achieve enduring solutions. As the peak body for housing and homelessness, Shelter Tas' role includes convening a series of planning and co-ordination meetings; hosting and promoting the events calendar on our website; and liaising with local councils, politicians and sector stakeholders to build partnerships and maximise community involvement and support.

This year Shelter Tas, together with the Homelessness Week 2020 Reference Group, coordinated an innovative and Covid-safe calendar of events. The theme for Homelessness Week 2020 in Tasmania was *Housing Ends Homelessness*. Shelter Tas also supported the Everybody's Home campaign.

For Homelessness Week 2020, people experiencing homelessness shared their stories through the Colony 47 Soundscape, which was displayed in libraries and local government venues from Smithton to Huonville.

The City of Hobart's Housing with Dignity Reference Group developed a multimedia art project called 'I Am Somebody', which honoured the unique stories of five community members and told of the impacts living without a home has had on all aspects of their lives. There were also tours of CatholicCare's brand-new social housing village in Claremont and the new Living Pods at Bethlehem House in Hobart.

There was a strong theme of involving young people this year. Hobart students and businesses raised money through the 'Hats for Homelessness' campaign, Launceston students used photography to explore 'what home means to me', and films made by young people and shared by the HELP film festival were on display across the state.

The National Everybody's Home Campaign launched the "I Support Social Housing" pledge, and we thank the Honourable Roger Jaensch, Minister for Housing, for supporting Homelessness Week with a powerful video message.

All Tasmanians are now aware just how closely housing and health are linked. In the pall of the COVID-19 pandemic, the need to reduce and eliminate homelessness in Tasmania is especially urgent.

Even before COVID-19, too many Tasmanians were facing homelessness. Over the last year our 49 Specialist Homelessness Services supported more than 6 500 clients. On any given day agencies were supporting over 1 900 people. Of those receiving assistance and support, almost 500 were young people aged between 15 and 24, and 191 were children in families. In total, 682 people aged under 25 tried to find assistance from Tasmanian Specialist Homelessness Services. Housing Connect received over 40 000 inquiries for housing and homelessness information and assistance.

Homelessness is far more common than people think. Of the 1 600 people counted in the 2016 Census, only 8% were sleeping rough. We need to consider the remaining 92% of people who are in insecure, temporary, overcrowded and unsafe places yet remain unseen and are rarely thought about. This includes people sleeping in their car, staying on couches or floors, or staying in motels or other short-term accommodation.

Each day in Tasmania there were on average 31 requests for assistance that homelessness crisis services and emergency shelters were unable to meet. This number has increased from 28 unassisted requests each day in the previous year.

National Homelessness Week highlights the work that homelessness services do every day. The challenge is great but so are the efforts and successful programs that are run throughout Tasmania, including those that bring the essential voice of consumers – experts in experience – to improve and co-design services and systems.

Shelter Tas would like to acknowledge everyone who knows what it is like to be struggling to find a safe and affordable place to live. We also thank our member organisations who supported Homelessness Week 2020 and work every day towards ending homelessness, providing services and assistance on behalf of our whole community. We appreciate the goodwill shown by all sides and levels of government, the private and community sectors, and individuals whose understanding and generosity can make a real difference.

Homelessness Week 2020 showed once again that the whole community can work together to ensure everyone's right to a safe and affordable home and to any support they may need.



## Housing ends homelessness

Homelessness Week: Sun 2–Sat 8 August 2020

sheltertas.org.au  
#HW2020

Artwork: Year 7 Fahan School students



Andrew Wilkie - Everybody's Home Campaign 2020



HW202- City of Glenorchy Mayor Kristie Johnston



HW2020- City of Hobart - I AM Somebody Campaign



HW2020- City of Hobart Artist Helene Thomas, Kimbra Parker and Tim Short



HW2020- City of Hobart - I AM Somebody Campaign



HW2020- City of Hobart - I AM Somebody Campaign



HW2020 - Vinnies School Sleepout



HW2020 - Salvation Army Sleepout Launch



HW2020 - Salvation Army Sleepout Launch



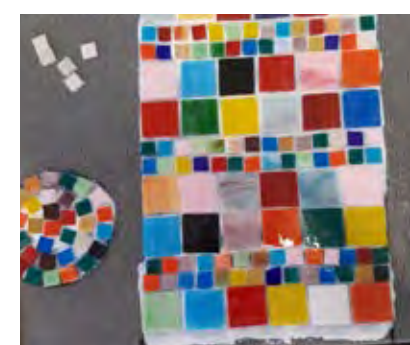
HW2020- GCC and Bethlehem House Key to Kindness



HW2020- Hats for Homelessness



HW2020- Hats for Homelessness in the workplace



HW2020 - Glenorchy City Council Keys to Kindness campaign throughout Action August



HW2019 - Couch Surfing Awareness, Devonport



Sharon Applebee, Liz Leslie, Al Ollington and Catheryn Faulkner





The Community Housing Industry Association (CHIA) is the national peak body representing community housing providers in Australia. CHIA recognises Shelter Tas as the state peak body for community housing, and works with Shelter Tas to develop and promote community housing in Tasmania. Shelter Tas is a member of the National CHIA Board and the national CHIA policy group, and has provided input into a range of national submissions.

Shelter Tas auspices the Tasmanian CHIA branch meetings with community housing providers, tenant representatives and sector advocates to discuss state and federal social housing issues, social housing reform, national regulation, best practice and service improvement. The focus this year, as with last year, has been on building more community housing in Tasmania with the support of Housing Tasmania. The Community Housing Sector provides over six thousand community housing rental properties in Tasmania.

Australia's housing affordability crisis has emerged and intensified over the past two decades, as population and the cost of housing have increased. Low income earners cannot rely on private rental providers to solve the shortage of affordable housing. The community housing sector specialises in providing affordable housing for vulnerable and low-income citizens.

Community housing is a growing sector, supplying over 3 per cent of Australia's rental housing, owning or managing \$30 billion in residential real estate, and generating over \$700m per year in rental income. The community housing sector has a strong social mission and works within a robust regulatory framework. Channelling social and affordable housing investment through not-for-profit housing organisations maximises the impact of public investment because these organisations reinvest the usual developer margin and use taxation concessions to generate supply.

## Social Housing Acceleration and Renovation Program (SHARP)

The Government's emergency measures to support businesses and workers during the pandemic brought relief to many unemployed Australians. SHARP is a joint proposal from National Shelter, CHIA and the *Everybody's Home* Campaign. *Everybody's Home* advocates for a Commonwealth government-driven stimulus program to kickstart our country's economy as it emerges from the pandemic's impact. This stimulus will be vital in getting people back to work and enhance building companies' confidence to retain workers.

Government can capitalise on historically low bond rates through an infrastructure investment boost that will deliver long-term economic benefits and, by including social housing, begin to redress the intensifying shortfall in affordable rental provision across Australia. Under SHARP, Australian Government investment could enable the delivery of at least 30 000 additional social housing units and the renovation of many existing properties to higher standards. Shelter Tas and CHIA will continue to advocate for SHARP.

## National Affordable Housing Alliance

Australia's peak housing groups, community housing groups and unions have formed a national alliance focused on supporting the delivery of social and affordable housing across Australia.

The Alliance members include: Housing Industry Association, National Shelter, Property Council of Australia, Community Housing Industry Association, Australian Council of Trade Unions, Australian Council of Social Services, Master Builders Australia, Industry Super Australia and Homelessness Australia.

The Alliance will draw on the work of the National Affordable Housing Summit Group (2004-2010) that brought together key stakeholders and worked closely with the government to improve housing outcomes in Australia. This new Alliance is seeking the support of the Australian Government, in partnership with all state and territory governments, to act now to boost the supply of social housing, which includes both public and community housing, and affordable housing available to households on low incomes across Australia.

## Housing and Productivity Research Consortium

CHIA is part of the Housing and Productivity Research Consortium (HPRC), a group of cross-sector stakeholders also including the Housing Industry Association, Industry Super Association and National Shelter. The group promotes research designed to improve understanding of the way that Australia's housing system impacts on national economic performance, including growth and productivity, stability and the distribution of income and wealth.

The HPRC has launched its inaugural project 'Housing and the Economy: Scenarios for Australia to 2025 and 2045' with support from BlueCHP, Haven Home Safe, SGCH and Evolve Housing. The City Futures Research Centre at UNSW are leading this work, which will build on a review of published literature on evidence of key housing economy relations in Australia and use a 'Delphi' technique for gauging expert opinions on a range of housing and productivity related issues. We hope to launch this work at a Housing Summit in February 2021.

## Longer Term Reform

CHIA is finalising a proposal to complete the Constellation Project's 'aggregator' work, and integrate it with the Affordable Housing Infrastructure Booster. The Booster is a policy blueprint for creating investment in affordable housing. The combined proposal will include more extensive consultation. The National COVID-19 Commission Advisory Board (NCC) have expressed an interest in a briefing on this work.

**Jed Donoghue**  
CHIA Board Member  
Shelter Tas Secretary



Since the start of 2020 our year - like everyone else's - has been dominated by COVID-19. Work on policies, partnerships and advocacy has continued, in spite of restrictions and changes. Following the 2019 Federal Election, National Shelter began to refresh and update our policy platform - including a renewed focus on renting, accessibility and sustainability, and tax reform.

Led by CHIA, we helped to develop the Social Housing and Renovation Program (SHARP) in preparation for the May 2020 Federal Budget.

The Rental Affordability Index (RAI) came out last November and gained impressive traction in the media. The importance of renting and renters is rising as their situations become more difficult. More low-income households struggle to make ends meet, and things are incredibly tough for single person households. Early indicators for the 2020 RAI are that, despite improvements to income from JobSeeker, low income households continue to really struggle.

Working with CHIA, the Property Council of Australia (PCA) and the Housing Industry Association (HIA), National Shelter has now produced a new National Affordable Housing Alliance (NAHA). The NAHA also includes ACOSS, the ACTU, the Master Builders Association, Industry Super and Homelessness Australia.

We are also partnering with Rights Inclusion Australia, Enliven and ADACAS in the ACT on a project to roll out information and training for, with and via people with disability. This project aims to enhance participants' understanding of their housing options and rights, resulting in improved access to decent housing.

National Shelter has joined CHIA in the development of a Housing Productivity Research Consortium. This is part of an international collaboration looking to develop the idea of social and affordable housing as productive infrastructure rather than passive welfare. We also joined with UNSW City Futures around another research project looking at the impact of COVID-19 on housing and homelessness, which should report in mid-2021.

These activities build on our existing research on rental affordability and on rental quality, a process we undertake with CHOICE and the National Association of Tenant Organisations (NATO).

National Shelter has participated in a range of meetings throughout the year, including multiple meetings with:

- Infrastructure Australia
- Assistant Minister Howarth
- Ministerial staff of DSS, Housing, Assistant Treasurer and Assistant Minister for Social and Community Housing
- WA Govt Housing Strategy Advisory Group
- NSW Ministry; Forum Chairing role
- Council of Lord Mayors

- PWC
- NHFIC
- Housing Productivity Research Consortium
- NAHA and build up
- National Aboriginal and Torres Strait Islander Housing Association (NATSIHA)
- Everybody's Home Operations Group

Despite all the disruptions throughout this year we have a highly functioning Executive and we've managed to conduct an increased number of National Council Meetings. We have exchanged Karen Walsh for John Engeler in the Vice Chair role, and I maintain vital weekly meetings with our chairperson, Alice Clark. These regular meetings help to develop, plan, manage and explore the many facets of National Shelter's work.

Finally, I wish to thank the Executive; especially Alice for her support, Peter (who has overseen an improvement in our financial position), Pattie (whose experience is invaluable), and Karen and John (who share an enthusiasm and energy). We wish Karen well in her role in the NT, and we continue to be in safe Executive hands. Thank you to all National Shelter members, especially the state-based organisations who allow staff to support us on various projects. We are well supported by the extended Shelter family and I hope our contact across the nation is valuable, even as I value each and every one of you.



**Adrian Pisarski**  
Executive Officer, National Shelter





## Chief Executive Officer's Report

As you read this report I encourage you to appreciate the depth and breadth of work performed across all regions of the state by Shelter Tasmania and its members. Along with leading our sector's response to the COVID-19 pandemic, Shelter Tas (in consultation with our members, Board and Policy Committee) has advocated on matters ranging from Tasmania's planning system, the need to build more homes, tenants' rights, the national homeless inquiry, and laws on rough sleepers. This year's great achievement is the removal of Tasmania's long-standing public housing debt, enabling another \$15m per year to be spent on much needed housing and accommodation!

Living through the public health crisis of COVID-19 reminds us we all need to be safe, and to be safe we all need a home. Tasmania's shortage of affordable housing was concerning before the pandemic hit, and the crisis has not magically disappeared. In the private rental market, vacancy rates remain tight – statewide, the vacancy rate decreased to 2% in the September 2020 REIT report. Hobart remains the least affordable capital city in Australia according to the latest Rental Affordability Index (December 2020). We know the fiercest competition for rental properties is at the lower end of the private market. Tasmania has more than 40 000 households in the private rental market, and over 120 000 people living in poverty.

The social housing waiting list was at 3 373 in June 2020, with priority applicants waiting on average 63 weeks to access a home. There are now over 13 000 households living in public and community (social) housing, where income-based rental means they are buttressed against housing hardship and insecurity. The not-for-profit community housing sector is leading the way in new construction of affordable rentals that will stay affordable in the long term. Shelter Tas calls for the proportion of affordable social rentals (community and public housing) to be raised to 10% of all housing across Tasmania.

This year has demonstrated in new ways how the housing and homelessness sector is affected by external factors, such as COVID-19 and rapid changes to people's employment and income. Recent research by Digital Finance Analytics shows over 25% of Tasmanian households are in rental or mortgage stress. As always, burdens fall most heavily on the least resourced people in our community, who in the worst instances face the risk and reality of homelessness.

Now, Tasmania needs to do more than adapt to a new normal. We need to create a better normal.

During the public health crisis we have seen the Tasmanian Government respond effectively to support tenancies, house people safely and even place a freeze on rent increases. The need for effective responses to our housing crisis goes beyond just the social housing waiting list and must focus clearly on housing need across the community. Shelter Tas is heartened by the government's effective responses as we call for a broader vision and whole of government approach, including the recognition of housing as a human need, not a want. The challenge is to build on these gains, and ensure that people are safely housed in the long term.

Strong and visionary decisions by government working alongside the community sector can flatten the curve on homelessness. It is a challenge worth fighting for.

In the year ahead trends indicate housing costs, in particular for low income renters, will continue to increase. The State Government's commitment to a construction-led recovery can be wise investment in affordable homes, led by the community -housing sector. It is clear we need to build more affordable rental homes to protect the whole community, and deliver economic and social outcomes for all Tasmanians.

Together with the housing and homelessness sector and other stakeholders, Shelter Tas will continue to challenge the economic and social divide created by the unequal housing of people. Shelter Tas will provide leadership and systemic advocacy on behalf of our members and the Tasmanians they serve. By working together, Tasmania has shown we can reach the goal of zero COVID-19; surely we can also reach the goal of zero homelessness.

### Thank you and acknowledgments

I would like to acknowledge the outstanding work of our colleagues in the frontline of the housing and homelessness sector, who kept their doors open throughout the pandemic. Under extreme and uncertain conditions our members have continued to deliver essential services to Tasmania's most vulnerable people.

I greatly appreciate the ongoing support and collaboration of my colleagues who take part in our consultative infrastructure of statewide and regional meetings. They provide invaluable insight about the 'on the ground' issues of the housing and homelessness sector, and continually inform our co-design approach to policy, strategy and advocacy. The trust and reciprocity between Shelter Tas and our members validates our work, and ensures the expertise of the sector is reflected in policy and advocacy. Our annual 'member survey' reinforces the high levels of approval from the sector for our advocacy, communication and policy work.

On a personal note, I would like to thank Meredith Barton - our long-serving Executive member, Vice-Chair and Policy Committee member - who recently resigned due to ill-health. We wish her all the best and thank her for her extraordinary legal and tenancy expertise, exceptional clarity and negotiation skills. Her strength and calm pragmatism will be greatly missed.

I would like to thank our hardworking and expert Shelter Executive. Andrea Witt, as Chair, has strategically guided Shelter Tas over the last year, skilfully supported by Deputy Chair Meredith Barton, Secretary and acting Deputy Chair Jed Donoghue, Treasurer John Stuble, Policy Committee Liaison Louise Bieser, and Public Officer Jenny Bertram. Shelter Tas depends so much on your collective wisdom and wide expertise.

I thank our fabulous sixteen-member statewide Policy Committee for their continual commitment and dedication. You are the strength and vision of Shelter Tas.

The work of Shelter Tas can only be achieved through the outstanding skills and efforts of our professional team: Cynthia Townley, Meg Smith, Bronwyn Lysaght, Helen Raabus, Paul Duncombe, Phil Hoffen and Laurence Hogue. It has been a pleasure working with you all throughout the year.

I'd also like to thank the Minister for Human Services, Housing and Planning, the Hon Roger Jaensch, for his ongoing support, as well as Ministerial Housing Advisor Simon Verdouw and planning expert and Chief of Staff Anthony Reid. From the Department of Communities Tasmania I would especially like to thank Secretary Michael Pervan, Deputy Secretary Peter White, Jessemy Stone, Richard Gilmour, Lynden Pennicott, Tim Denby, Anna Balmforth, Belinda Jones and the rest of the Housing Tasmania team. I would also like to thank Lord Mayor Anna Reynolds and the City of Hobart team, the Shadow Minister for Housing Alison Standen and advisor Dan Goss, and Greens Leader Cassy O'Connor. Special thanks go to Adrienne Piccone and the team from our sister peak TasCOSS for their sterling work bringing the community sector together in response to the COVID-19 crisis.



### In Memoriam Phil and Barb

The year at Shelter Tas was overshadowed by sadness, as we lost our beloved Phil Hoffen in January 2020. As all who knew Phil will remember, he was a brilliant and staunch advocate for tenants and vulnerable Tasmanians, and a peerless connoisseur of beer. For his humour and humanity, his sharp intellect, ingrained sense of justice and statistical precision he is sorely missed. Phil had been part of Shelter Tas for over 14 years - as a member of our Policy Committee and of our office team, attending every strategic meeting and celebration along the way.

To add to the sadness, in September 2020 we also lost our much-respected colleague and advocate, Dr Barb Stewart, who had been our tenant representative on our Policy Committee and had provided a tenant voice at our two Community Housing conferences. With insight and good humour Barb always reminded us to place lived experience at the heart of our decision-making and policy discussions, and to always seek to foster more inclusive practice. We will miss you, Barb.

Drawing on the support of our members, and on the legacy of Phil and Barb, our mission to end homelessness in Tasmania will remain at the heart of everything that we do!



**Pattie Chugg**

*Chief Executive Officer, Shelter Tasmania*







## Treasurer's Report

### Shelter Tasmania Inc

ABN 99 007 503 300

Financial Statements  
For the year ended 30 June 2020

The total grant funds received from the Department of Communities Tasmania for the year ended 30 June 2020 was \$462 272. This consisted of \$387 118 for Peak Body Advocacy and \$54 428 for the Workforce Development Program (WDP). Increases for the 2019-2020 year are based on a CPI rate of 2.25% and the final round of the Equal Remuneration Order (ERO) for wages. A further small grant of \$4 900 was received via TasCOSS from the Essential Technology Fund. Shelter Tas has received additional funds through the Commonwealth Government's ATO Cash Flow Boost of \$49 018.

The revenue received from memberships for the year was \$24 665. This consisted of \$16 308 for Shelter Tas membership and \$8 357 from the Community Housing Industry Association (CHIA). Membership income for Shelter Tas saw an increase of \$1 737, or 12%, on the prior year, which is due to a combination of increased membership and fee increases. The further \$8 357 received from CHIA was out of their membership base for providers with Tasmanian properties.

Shelter Tasmania had a total equity of \$61 745 at the commencement of the year, and \$110 504 at the end of the year. This is an increase in equity of \$48 761, which is in line with the profit for the year. This reflects an increase in equity of 79%.

Cash and Receivables increased by \$98 742 from \$211 117 to \$309 859, or approximately 46.7%. This is primarily made up of the ATO Cash Flow Boost of \$49 018, Grants of \$12 180, Memberships of \$8 000 and WDP Training Income of \$29 450.

This is the second year of our five-year negotiated funding agreement for our Peak Body Advocacy and Workforce Development Program with the Department of Communities Tasmania. This has given us certainty for an extended period that is very much welcomed. We commend the Department for their vote of confidence in our position as peak body for housing and homelessness for the sector, and are pleased to see the Department share our desire to ensure all workers in the sector will have access to the same, high quality training opportunities over the next three years.

The Financial Statements were audited by Michael Muller, Chartered Accountant, for the year ended 30 June 2020, and I would like to recommend that he be engaged to undertake the audit for the subsequent financial year, being the year ending 30 June 2021.

A copy of the Independent Auditor's Report to members is attached to the Annual Report, which is also available on the Shelter Tas website.

I would like to take this opportunity to thank Pattie, Helen and Paul for the excellent way they continue to maintain the financial records on behalf of Shelter Tasmania and to manage the budget within the financial limitations of our ongoing funding.

As Treasurer for Shelter Tasmania, I would like to thank all the Executive Committee members for their continued support and assistance; in particular Andy, our Chairperson, and our Vice Chair Meredith.

To Pattie, our Chief Executive Officer, thank you too for your dedicated approach and enthusiasm for all of Shelter Tasmania's work.

I would also like to take this opportunity to thank the Minister for Housing, Roger Jaensch, and the Deputy Secretary for Housing, Disability and Communities Services, Peter White, and his team for their continued support of Shelter Tasmania.



**John A. Stubley**  
*Treasurer, Shelter Tasmania*

**Michael J Müller**

Chartered Accountant

1st Floor 175 Collins Street

Hobart TAS 7000

Phone: (03) 62 319 722 Fax: (03) 62 344 088

Email: [michael@mmuller.com.au](mailto:michael@mmuller.com.au)



**Shelter Tasmania Inc  
 Independent Audit Report**

**Auditor's Opinion**

I have audited the accompanying special purpose financial report of Shelter Tasmania Inc, being the Statement by Members of the Committee, the Income and Expenditure Statement, the Balance Sheet and the Notes to the Financial Statements for the year ended 30 June, 2020.

In my opinion, except for the effects of the matter described in the Basis for Qualified Opinion paragraph, the financial report of Shelter Tasmania Inc. is properly drawn up in accordance with the Associations Incorporations Act (1964), including:

- i) giving a true and fair view of the Association's financial position as at 30 June, 2020 and of its performance for the year ended on that date in accordance with the accounting policies described in Note 1; and
- ii) complying with Accounting Standards in Australia to the extent described in Note 1 to the financial report.

**Basis for Qualified Opinion**

As is common for organisations of this type, it is not practicable for Shelter Tasmania Inc. to maintain an effective system of internal control over donations, fee income and other fundraising activities until their initial entry in the accounting records. Accordingly, my audit was limited to amounts recorded in the financial accounts.

My audit was conducted in accordance with the Australian Auditing Standards. My responsibilities under those standards are detailed further in the Auditor's Responsibility section of my report.

In conducting my audit, I have complied with the independence requirements of the Australian professional ethical pronouncements. I am independent of the Entity in accordance with 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 my audit of the financial report in Australia. I have also fulfilled my other ethical responsibilities in accordance with the Code.

I believe that the audit evidence I have obtained is sufficient and appropriate to provide a basis for my audit opinion.

**Shelter Tasmania Inc.  
 Independent Audit Report continued**

**Emphasis of Matter – Basis of Accounting**

The financial report has been prepared to assist Shelter Tasmania Inc. to meet the requirements of the Associations Incorporations Act (1964) as described in Note 1 to the Financial Statements. As a result, the financial report may not be suitable for another purpose. My opinion is not modified in respect of this matter.

**Committee's Responsibility for the Financial Report**

The Committee of the Association are responsible for the preparation and presentation of the financial report and the information contained therein. The Committee have 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 Associations Incorporations Act (1964), are appropriate to meet the requirements of the Association's Constitution and are appropriate to meet the needs of the Members.

The Committee's responsibilities also include establishing 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.

In preparing the financial report, the Committee is responsible for assessing the Entity's ability to continue as a going concern, disclosing, as applicable, matters relating to going concern, and using the going concern basis of accounting unless the Committee either intends to liquidate the Entity or to cease operations, or has no realistic alternative but to do so.

Those charged with governance are responsible for overseeing the Entity's financial reporting process.

**Auditor's Responsibility**

My responsibility is to express an opinion on the financial report based on my audit. My 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 my opinion. No opinion is expressed as to whether the accounting policies used, as described in Note 1, are appropriate to meet the needs of the members. 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 and 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.



**Shelter Tasmania Inc.**  
**Independent Audit Report continued**

**Auditor's Responsibility continued**

As part of an audit in accordance with the Australian Auditing Standards, I exercise professional judgement and maintain professional scepticism throughout the audit. I also:

- Identify and assess the risks of material misstatement of the financial report, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for my opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit 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.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by management.
- Conclude on the appropriateness of management's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Entity's ability to continue as a going concern. If I conclude that a material uncertainty exists, I am required to draw attention in my auditor's report to the related disclosures in the financial report or, if such disclosures are inadequate, to modify my opinion. My conclusion is based on the audit evidence obtained up to date of my auditor's report. However, future events or conditions may cause the entity to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial report, including the disclosures, and whether the financial reports represents the underlying transactions and events in a manner that achieved fair presentation.
- Communicate with the Committee and those charged with governance regarding, among other matters, the planned scope and timing of the audit, any significant audit findings, including any significant deficiencies in internal control that I identify during my audit.



Michael J Müller  
Chartered Accountant

Dated at Hobart this 8<sup>th</sup> day of October, 2020.

**Shelter Tasmania Inc**  
**ABN 99 007 503 300**  
**Statement by Members of the Committee**  
**For the year ended 30 June 2020**

The Committee has determined that the association is not a reporting entity and that this special purpose financial report should be prepared in accordance with the accounting policies outlined in Note 1 to the financial statements.

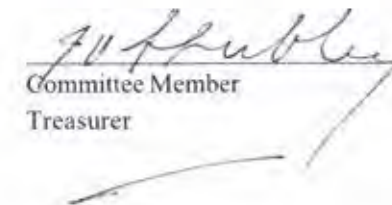
In the opinion of the Committee the Income and Expenditure Statement, Statement of Financial Position, and Notes to the Financial Statements:

1. Presents fairly the financial position of Shelter Tasmania Inc as at 30 June 2020 and its performance for the year ended on that date.
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:



Committee Member  
President



Committee Member  
Treasurer



**Shelter Tasmania Inc**  
**ABN 99 007 503 300**  
**Income and Expenditure Statement**  
**For the year ended 30 June 2020**

	2020 \$	2019 \$
<b>Income</b>		
DHHS Grants	387,117.60	369,096.60
Other Grants	4,900.00	0.00
WDP Income	54,427.97	65,171.23
Membership	24,664.84	14,570.91
Sundry Income	0.00	810.00
WDP Income training	29,450.37	3,779.57
Donations	6,111.70	10,024.84
Interest received	987.91	3,026.90
ATO Cash Flow Boost	49,017.50	0.00
Total income	556,677.89	466,480.05
<b>Expenses</b>		
Audit fees	2,670.00	2,150.00
Bank Fees And Charges	245.98	252.79
Car Allowance	12,304.00	11,857.00
Computer Expenses	12,759.75	7,945.51
Consultants fees	0.00	2,954.55
Depreciation	206.60	460.00
Electricity	1,951.04	2,111.75
Equipment purchases	9,360.75	509.09
Forums and Meetings	14,766.08	31,797.12
Insurance	5,647.09	4,955.03
Membership Expenses	7,414.27	6,435.17
Office Expenses	1,275.32	1,180.97
Postage	495.00	342.64
Printing & stationery	3,676.10	3,065.30
Rent Expenses	15,741.88	15,280.47
Resource Materials	749.07	449.30
Sundry expenses	7,448.10	832.55
Superannuation	30,621.96	30,322.67
Telephone	2,348.36	2,957.50
Training costs	20,205.00	0.00
Travelling and accommodation	8,166.80	8,610.79

The accompanying notes form part of these financial statements.

**Shelter Tasmania Inc**  
**ABN 99 007 503 300**  
**Income and Expenditure Statement**  
**For the year ended 30 June 2020**

	2020 \$	2019 \$
WDP Expenses	0.00	2,000.00
Wages and entitlements	349,864.11	317,264.73
Total expenses	507,917.26	453,734.93
<b>Profit from ordinary activities before income tax</b>	<b>48,760.63</b>	<b>12,745.12</b>
Income tax revenue relating to ordinary activities	0.00	0.00
<b>Net profit attributable to the association</b>	<b>48,760.63</b>	<b>12,745.12</b>
<b>Total changes in equity of the association</b>	<b>48,760.63</b>	<b>12,745.12</b>
Opening retained profits	61,743.45	48,998.33
Net profit attributable to the association	48,760.63	12,745.12
<b>Closing retained profits</b>	<b>110,504.08</b>	<b>61,743.45</b>

The accompanying notes form part of these financial statements.



**Shelter Tasmania Inc**  
**ABN 99 007 503 300**  
**Detailed Balance Sheet as at 30 June 2020**

	2020 \$	2019 \$
<b>Current Assets</b>		
<b>Cash Assets</b>		
CBA General Cheque Account	58,107.50	16,192.38
CBA Cash Management Account	106,308.46	65,804.30
CBA Employment Liability Account	113,316.82	112,852.91
WDP Account	15,549.03	15,599.60
Debit Card Account	500.00	468.00
Petty Cash	200.00	200.00
	<u>293,981.81</u>	<u>211,117.19</u>
<b>Receivables</b>		
Sundry debtors	15,877.50	0.00
	<u>15,877.50</u>	<u>0.00</u>
<b>Total Current Assets</b>	<u><b>309,859.31</b></u>	<u><b>211,117.19</b></u>
<b>Non-Current Assets</b>		
<b>Property, Plant and Equipment</b>		
Plant & equipment - at cost	23,545.00	23,545.00
Less: Accumulated depreciation	(22,857.60)	(22,651.00)
	<u>687.40</u>	<u>894.00</u>
<b>Total Non-Current Assets</b>	<u><b>687.40</b></u>	<u><b>894.00</b></u>
<b>Total Assets</b>	<u><b>310,546.71</b></u>	<u><b>212,011.19</b></u>

The accompanying notes form part of these financial statements.

**Shelter Tasmania Inc**  
**ABN 99 007 503 300**  
**Detailed Balance Sheet as at 30 June 2020**

	2020 \$	2019 \$
<b>Current Liabilities</b>		
<b>Payables</b>		
<b>Unsecured:</b>		
Accrued expenses	5,679.59	2,766.58
	<u>5,679.59</u>	<u>2,766.58</u>
<b>Current Tax Liabilities</b>		
GST payable control account	10,111.19	8,765.33
Input tax credit control account	(2,482.29)	(3,890.47)
Amounts withheld from salary and wages	6,074.00	4,934.00
	<u>13,702.90</u>	<u>9,808.86</u>
<b>Provisions</b>		
Employee entitlements	48,525.66	48,803.36
Annual Leave Provision	31,961.48	19,634.33
LSL Provision	46,864.99	36,672.38
Web Site Provision	3,716.00	3,716.00
	<u>131,068.13</u>	<u>108,826.07</u>
<b>Other</b>		
Grants in Advance	49,592.01	28,866.23
	<u>49,592.01</u>	<u>28,866.23</u>
<b>Total Current Liabilities</b>	<u><b>200,042.63</b></u>	<u><b>150,267.74</b></u>
<b>Total Liabilities</b>	<u><b>200,042.63</b></u>	<u><b>150,267.74</b></u>
<b>Net Assets</b>	<u><b>110,504.08</b></u>	<u><b>61,743.45</b></u>
<b>Members' Funds</b>		
Accumulated surplus (deficit)	110,504.08	61,743.45
<b>Total Members' Funds</b>	<u><b>110,504.08</b></u>	<u><b>61,743.45</b></u>

The accompanying notes form part of these financial statements.



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**Note 1: Summary of Significant Accounting Policies**

This financial report is a special purpose financial report prepared in order to satisfy the financial reporting requirements of the Associations Incorporations Act. The committee has determined that the association is not a reporting entity.

The financial report has been 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 significant accounting policies, which are consistent with the previous period unless otherwise stated, have been adopted in the preparation of this financial report.

**(a) Property, Plant and Equipment (PPE)**

The depreciable amount of all PPE is depreciated over the useful lives of the assets to the association commencing from the time the asset is held ready for use.

**(b) Impairment of Assets**

At the end of each reporting period, the entity reviews the carrying values of its tangible and intangible assets to determine whether there is any indication that those assets have been impaired. If such an indication exists, the recoverable amount of the asset, being the higher of the asset's fair value less costs to sell and value in use, is compared to the asset's carrying value. Any excess of the asset's carrying value over its recoverable amount is expensed to the income statement.

**(c) 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 have been measured at the amounts expected to be paid when the liability is settled.

**(d) 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 reasonably measured. Provisions are measured at the best estimate of the amounts required to settle the obligation at the end of the reporting period.

**(e) Cash and Cash Equivalents**

Cash and cash equivalents include cash on hand, deposits held at call with banks, and other short-term highly liquid investments with original maturities of three months or less.

**(f) Revenue and Other Income**

Revenue is measured at the fair value of the consideration received or receivable after taking into account any trade discounts and volume rebates allowed. For this purpose, deferred consideration is not discounted to present values when recognising revenue.

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Interest revenue is recognised using the effective interest rate method, which for floating rate financial assets is the rate inherent in the instrument. Dividend revenue is recognised when the right to receive a dividend has been established.

Grant and donation income is recognised when the entity obtains control over the funds, which is generally at the time of receipt.

All revenue is stated net of the amount of goods and services tax (GST).

**(g) Leases**

Leases of PPE, where substantially all the risks and benefits incidental to the ownership of the asset, but not the legal ownership, are transferred to the association, are classified as finance leases.

Finance leases are capitalised by recording an asset and a liability at the lower of the amounts equal to the fair value of the leased property or the present value of the minimum lease payments, including any guaranteed residual values. Lease payments are allocated between the reduction of the lease liability and the lease interest expense for that period.

Leased assets are depreciated on a straight line basis over the shorter of their estimated useful lives or the lease term. Lease payments for operating leases, where substantially all the risks and benefits remain with the lessor, are charged as expenses in the period in which they are incurred.

**(h) 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 Tax Office. In these circumstances, the GST is recognised as part of the cost of acquisition of the asset or as part of an item of the expense. Receivables and payables in the balance sheet are shown inclusive of GST.

**(i) Trade and Other Payables**

Trade and other payables represent the liability outstanding at the end of the reporting period for goods and services not received by the association during the reporting period, which remain unpaid. The balance is recognised as a current liability with the amounts normally paid within 30 days of recognition of the liability.



