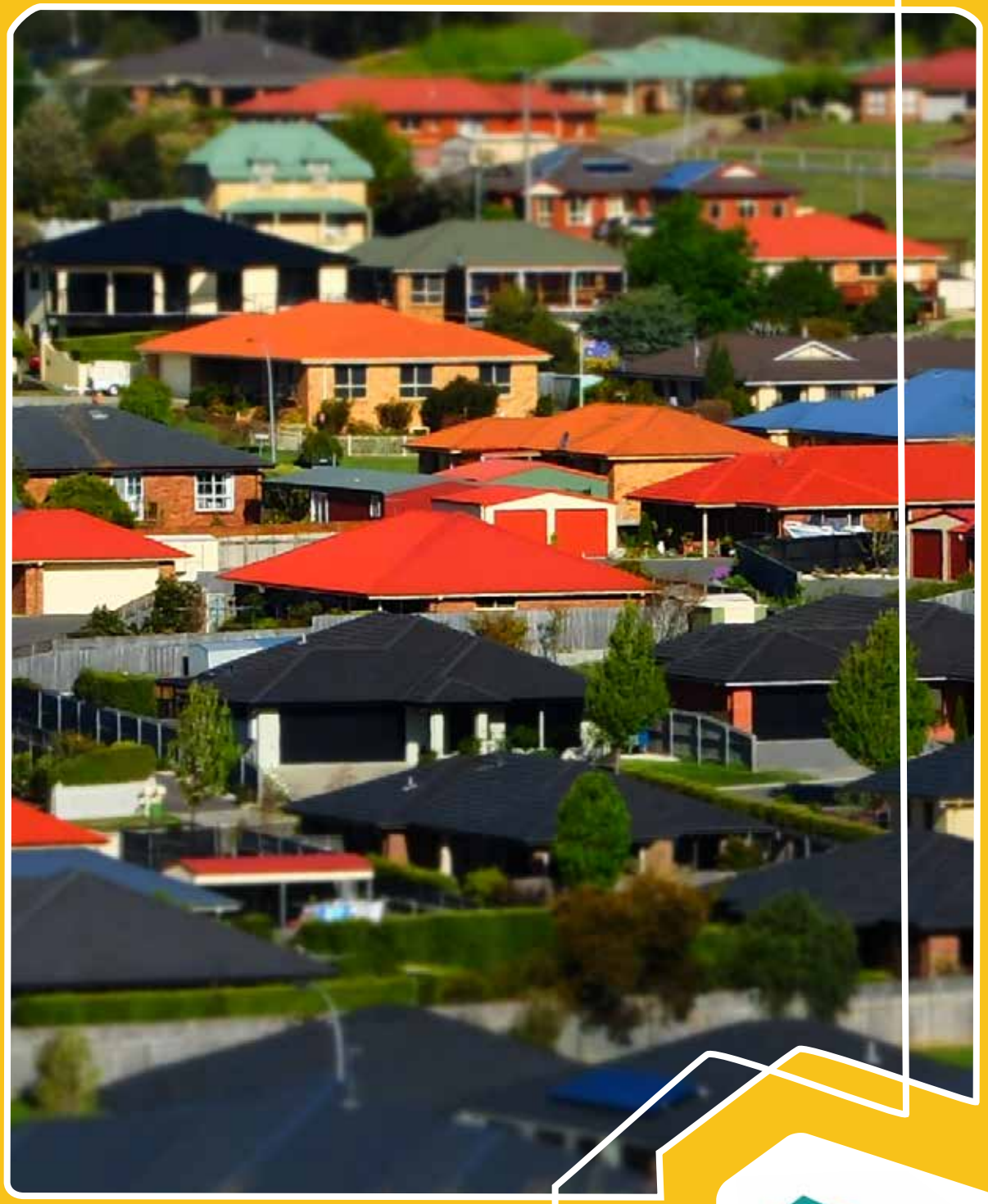

ShelterTAS

Annual Report 2021

SUPPORTED BY

Tasmanian Government

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 the LGBTIQ+ community, and the creation of a diverse and inclusive society.

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Contents

Our Team	4
About Shelter Tas	5
Shelter Tas Committees & Staff 2020 - 2021	6
Representations for 2020 - 2021	7
Chairperson's Report	8
North West Committee Members' Report	9
Northern Committee Members' Report	13
Southern Committee Members' Report	17
Shelter Tas Report on Activities 2020 - 2021	23
Shelter Tas Workforce Development Program: 2018 - 2023	27
Homelessness Week 2021	28
Community Housing Industry Association (CHIA) Report	30
National Shelter Report	31
Chief Executive Officer's Report	32
Treasurer's Report	35
Financial Statements	36

Our Team

PATTIE CHUGG
Chief Executive Officer

ANDREA WITT
Chair

JOHN STUBLEY
Treasurer

JED DONOGHUE
Vice Chair

LOUISE BIESER
Secretary

OSCAR NORTON
Policy Committee Representative

BRONWYN LYSAGHT
Workforce Development Officer

MEG SMITH
Publication & Information Officer

HELEN RÄÄBUS
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

CHRISTINA AUGUSTINE
Proxy Committee Member

DON MCCRAE
Proxy Committee Member

PATSY HODGES
Proxy Committee Member

ROS ATKINSON
Proxy Committee Member

MICHELLE FILZ
Committee Member

RIA BRINK
Committee Member

SHANE LEONARD
Committee Member

JACINTA ATKINS
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

JOHN ROWLAND
Proxy Committee Member

SALLY PUGSLEY
Proxy Committee Member

DENISE LEONARD
Proxy Committee Member

JAMES NORMAN
Committee Member

SIMON DUFFY
Committee Member

JANE GAETANI-BLACK
Committee Member

AMANDA MURPHY
Proxy Committee Member

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.

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 community housing providers (CHP) and specialist homelessness services (SHS) across Tasmania.

Shelter Tas was established in 1975. For over 45 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.

Shelter Tas' membership consists of a wide range of housing and supported accommodation services including all funded SHS and CHPs in Tasmania, tenant groups, local government, community organisations and individuals interested in housing.

Shelter Tas provides leadership and independent systemic 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.

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, N'didi Okwechime and Shane Leonard.

Shelter Tas Committees & Staff 2020–2021

EXECUTIVE COMMITTEE

Chair
Andrea Witt
CatholicCare

Vice Chair
Jed Donoghue
Salvation Army Housing and Homelessness Services

Secretary
Louise Bieser
Anglicare

Treasurer
John Stubley
Hobart City Mission

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

Policy Committee Representative
Oscar Norton

POLICY COMMITTEE

CatholicCare
Andrea Witt
Proxy - Denise Leonard

Tenants' Union of Tasmania
Alex Bomford

Anglicare
Louise Bieser
Proxy - Michelle Filz

Mission Australia Housing
Simon Duffy
Proxy - Katie Wheeler

Karinya Young Women's Service Launceston
Ria Brink/ Jane Gaetani-Black
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 - Christina Augustine

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

Launceston City Mission
Stephen Hill
Proxy - Mark Sytsma

Oak-Possability
Drew Beswick
Proxy - John Rowland

Wintringham
Jacinta Atkins

LIFE MEMBERS

Belinda Jones - 2019

STAFF

Chief Executive Officer
Pattie Chugg
(1 FTE)

Policy Officer
Cynthia Townley
(.8 FTE)

Publication & 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
Peter Gartlan

PUBLISHING CREDITS

Design and Layout
Bronwyn Lysaght

Photography
Stephen Hill

Editor
Laurence Hogue

EXECUTIVE COMMITTEE MEETINGS 2020–2021

8 July 2020
25 September 2020
11 November 2020 (AGM)
3 February 2021
23 March 2021
5 May 2021
23 June 2021

POLICY COMMITTEE MEETINGS 2020–2021

23 July 2020
24 September 2020
29 October 2020
4 February 2021
15 April 2021
29 April 2021
21 May 2021

Representations for 2020–2021

Shelter Tas represents the state's housing and homelessness sector at a national and state level, on matters ranging from construction standards, reform, planning, population cohorts, consumer protections and workforce issues. For all submissions written this year, please go to our website: 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

ABS Homelessness Statistics Reference Group

National Campaigns

- Improve energy standards in the National Construction Code
- Healthy Homes for Renters
- Everybody's Home
- Constellation Project

Major Submissions

- House of Representatives' Standing Committee on Tax and Revenue Inquiry into Housing Affordability and Supply in Australia
- National Strategy to Prevent Child Sexual Abuse

TASMANIAN FOCUS

Advice to State Government

- Meetings with the Minister for Housing and Minister for Planning
- Meetings with the Shadow Minister for Housing
- Meetings with the Ministers' advisors
- Consultation for Premier's Social and Economic Recovery Advisory Committee (PESRAC)
- Co-Chair Youth Taskforce Implementation Group (u16s)
- Appearance before Tas Planning Commission – Temporary Housing Permits, Planning Directive No. 7
- Submission to State Budget Process
- Budget Estimate Questions

Specialist Homelessness Services (SHS)

- Chair and convene SHS North/North West & Southern Forums
- Chair and convene SHS Statewide Forum
- Chair of Tasmanian Youth Housing & Homelessness Working Group (TYHHG)
- Coordinate and chair Homelessness Week 2021 Planning Working Group
- Member of Greater Hobart Homelessness Alliance
- Member of Greater Hobart Homelessness Alliance Steering Group

Community Housing

- Community Housing/CHIA Tasmania Group
- Facilitate briefing on Land Use and Planning Amendments Bill for Community Housing Providers

Housing Connect Reform

- Member of Housing Connect Reform Steering Group
- Member of Housing Connect Reform Community of Practice

Capacity Building, Leadership and Partnerships

- Association of CEOs (Tasmanian Peak Organisations)
- Community Services COVID-19 Response meetings
- 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
- Mental Health and Housing Group
- Ageing and Housing Working Group

Communities Tasmania

- Multiple engagements with Department of Communities to ensure that the Public Health Emergency approach to outbreak management is suitable for SHS, including the Vaccine Plan for workers in 2021
- Tender to review panel for health services for people experiencing homelessness
- Shelter Executive/Housing Tasmania quarterly meetings

Consumer Engagement and Rights

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

Research

- AHURI Pathways to Regional Recovery from COVID-19 - advisory panel
- Monitoring the Impact of Short-Term Rentals on the Tasmanian Housing Market

Consumer Building and Occupational Services (CBOS)

- Residential Tenancy Act – sector consultation
- Quarterly meetings

Other

- Member of City of Hobart Community Sector Reference Group
- Member of Women's Emergency Service Providers (WESP)
- TasNetworks Customer Council
- Expert feedback on City of Hobart Homelessness Commitment

Presentations and public comment

- National and state media interviews, articles, speaking engagements, media releases and social media communications
- Key topics include 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
- Homelessness Week presentation at YFCC Luncheon Devonport
- Tas Youth Parliament panel presentation
- Presentation to Glenorchy City Council

Chairperson's Report

As Chair of Shelter Tas, it is my pleasure to present the Annual Report for 2020-21. This year has been an exceptionally exciting one, with the benefit of no longer having a National Housing debt, positive initiatives and a major reform process taking place alongside continuing challenges for the housing and homelessness sector and the Tasmanian community. Shelter Tas' systemic advocacy has been even more essential, with increasing need across Tasmania for the services of the housing and homelessness sector and the ongoing impact of the COVID-19 pandemic. Shelter Tas is yet again punching above its weight in all areas, due to our outstanding, committed and dedicated Shelter Tas team, our collaborative and engaged sector, and ever-loyal members.

Shelter Tas advocates strategically for support for all Tasmanians facing housing hardship and homelessness, for our sector as essential services, tenant protections, responses for vulnerable young homeless people, and people on spousal visas experiencing family violence who are unable to access many mainstream supports (such as Centrelink payments). Shelter Tas provides vital leadership for Tasmania's housing and homelessness services, including both lobbying and working alongside the state government to ensure well-targeted responses to Tasmanians in housing need. 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.

Shelter Tas' call for 10% of all dwellings in Tasmania to be affordable social housing is even more pressing now, as precarious incomes and rental and mortgage stress become the new normal in more households. The year ahead will bring continuing pressure from the COVID-19 pandemic and its impact on our economy will likely last for years.

Among the year's positive developments we have seen low-barrier shelters – Safe Spaces – continue in all regions of the state, and the establishment of the Wintringham model which provides specialised accommodation and support to older people who have experienced homelessness. The announcements of a Youth at Risk Crisis Centre in the north and Youth2Independence facilities in both Hobart and Burnie (still awaiting the outcome from the RFP) have been very welcome. Several women's shelters were successful in their applications to the Federal Government's Safe Places grants program, and we congratulate these Shelter Tas members.

On behalf of the Shelter Tas Board I 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 2021 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. We are fortunate to enjoy a strong and positive relationship with our Minister and the 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 goes to Tim Denby and the team for another year of unstinting work on pandemic responses for Tasmania's Specialist Homelessness Services.

Thanks to our Executive team - Louise Bieser, John Stubley, Jed Donoghue, Oscar Norton and Jenny Bertram. Special thanks to John Stubley, who recently stepped down from his role as Shelter Tas' Treasurer after many years of invaluable contributions and expertise. We wish him all the best.

Sadly, we also said a final farewell to Meredith Barton in May 2021. Meredith was Shelter Tas' longstanding Vice Chair, and also the Principal Solicitor at the Tenants' Union. She will be remembered for her intellectual acuity, calm wisdom and unwavering commitment to tenants' rights and housing justice for all. Her thoughtful voice and effective advocacy are greatly missed by everyone at Shelter Tas, and across not just the sector but also the Tasmanian Community.

Shelter Tas' dedicated team has worked professionally, effectively and tirelessly this year. Thank you Pattie, Cynthia, Meg, Bronwyn, Helen, 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

North West Committee Members' Report

This has been another challenging, busy and productive year for the housing and homelessness sector in the northwest, with increasing demand for our services and greater challenges for all those trying to enter the rental market, whether that be private or public. The services have all but adapted to meet the current COVID-19 requirements and expectations. Thankfully the state has remained virtually COVID-19 free since last year's outbreak.

Housing Tasmania have initiated the transition to the Housing Connect 2.0 system. This reform aims to improve the pathway for the people that access our services. Our sector looks forward to the future of this process and the development of a system that caters to all client needs.

Youth, Family and Community Connections (YFCC)

YFCC Crisis Accommodation Support Services (CASS)

Over the last financial year the number of support periods decreased (from 126 to 78), while there has been a significant increase in 'bed nights' (from 2 501 to 3 227), showing that clients are staying longer. This is a direct result of the tightening of the rental market, both public and private, with vacancy rates at historic lows. The low vacancy rates cause a bottleneck in the CASS services, making sustainable long term housing outcomes more difficult. Clients increasingly present with more complex and multiple needs, particularly intellectual disabilities and those experiencing mental health issues.

The CASS service model was evaluated this year. An external evaluator (The Social Yield) undertook structured interviews with young people, staff and management and reviewed data and documentation. A plan to implement recommendations was developed, and CASS practice was restructured in response. The professional development and complex client case reviews will continue into the next financial year.

YFCC continues to utilise the Outcomes Model based on the Housing Outcomes Star tool, which is the key to working successfully with complex clients across multiple psychosocial domains. The model supports effective case planning, joint case management and external referral, delivering positive outcomes for clients and effective, professional relationships with service providers. Due to CASS intervention, over the past 12 months 94% of CASS clients showed improvement across multiple life domains.

CASS continues to comply with the state government's COVID-19 requirements, and the Moreton Group provided Pfizer vaccinations to many young people.

YFCC's Transitional Accommodation Support Services (TASS)

The TASS team have had full caseloads throughout the year, with a managed waitlist for tenancies and outreach services. Clients in properties not managed by YFCC have remained at 60% of the total TASS caseload. This shows once more that there is a significant need in the wider community for support to maintain tenancies.

The Tenancy Officer role continues to be a pivotal part of the TASS service, managing YFCC's property portfolio and acting as an educational resource to assist our tenants when they move on to their own properties.

YFCC's holistic and client-centred approach to service delivery enables our TASS staff to work across a wide range of issues experienced by our young clients, supporting them not just with their tenancy and accommodation issues but also with broader life issues.

In November 2020 YFCC's celebrated its 40th Anniversary with a luncheon and a special publication overviewing our history. YFCC has a great deal to be proud of – from being volunteer-based, not-for profit community service organisations (based in Burnie and Devonport) to evolve and grow into a major community service organisation delivering quality support to clients in need, across a range of support services on the North West and West Coast and King Island. YFCC will remain a quality deliverer of services consistent with our Mission and Values.

YFCC 40th Anniversary Celebration - (left to right) YFCC Chair Nick Sherry, Deputy Premier Jeremy Rockliff, YFCC CEO Ros Atkinson and former YFCC CEO John West

Salvation Army

Oakleigh Accommodation

This year the Oakleigh team have delivered activities for our clients, including Halloween, Christmas festivities, Families Week, Easter celebrations and Mother's Day activities. Anti-Poverty Week in October was a highlight,

where all clients were provided with paper hearts or hands so they could write down their thoughts and experiences about poverty for showcasing in our display cabinet. We had great participation from our clients and families.

In 2019 we received a $50 000 grant from The Tasmanian Community Fund and the Burnie City Council to replace our outdated playground. The new playground (see below) has completely transformed the appearance of the units. We have developed a great collaboration with the Child and Family Centre. The family violence worker from the centre attends our fortnightly coffee morning and clients can chat with workers in a relaxed atmosphere while children play in our new playground. One of the great benefits from this connection has been the enrolment of some of our clients in Shark Cage training and participation in some of the wonderful programs offered by the Centre.

The team have had some great successes with clients this year, including one client who had accumulated significant housing debt. The client was initially accommodated in our crisis units and then transferred to a transitional property, where they developed a budget and savings plan to pay off their housing debt. After they were offered permanent housing the client praised the case worker for helping significantly with budgeting, improving confidence and living skills to achieve this wonderful outcome.

New playground for Oakleigh Accommodation Service

Burnie Safe Space 24/7

The Safe Space Program, which is funded through to June 2022, provides an immediate solution for those who are sleeping rough in NW Tasmania. It now provides safe shelter, with emotional wellbeing and physical support, at night and during the day. Since opening on July 21 2020, the Safe Space has provided 3 569 'bed nights' for people who needed them, and assisted 3 678 people during the day with housing, Centrelink, mental health, AOD issues, doctors' appointments, NDIS referrals and more. Over 37% of people who had entered the program secured permanent housing during that time.

The Salvation Army Australia's Homelessness Stream supports adults with accommodation, case management, outreach support, financial assistance, connection and referrals to other specialist services. Our philosophy is that every person deserves dignity, respect and quality of service; and that no one should be without a safe, affordable and secure home. Services are free, voluntary, accredited and delivered by professional and committed staff.

> *"After the emotional, overwhelming & heartbreaking event that I've experienced, to end up here is something that I'll hold to myself. Knowing that help/support is out there, I'll never be scared, ever again, to ask for help."*
>
> *Burnie Safe Space guest*

Warrawee Women's Shelter

This year the service has recorded increased numbers, with a total of 222 women and children utilising the service in the financial year ending June 30 2021, compared with 197 the previous year.

Warrawee has also experienced a change in the clients we support. As rental housing affordability has plummeted in Tasmania, the number of available properties have also dropped significantly, forcing many families to seek support for the first time.

Families previously able to secure long-term private rentals have faced the difficult scenario of receiving eviction notices from landlords, who are selling properties in a hot market while there is an absolute dearth of available rentals – either affordable or exorbitant. The Anglicare Rental Snapshot this year revealed a reduction of available rentals of nearly 40% in the northwest, compared to the previous year, and rental prices had increased by 18%.

The length of accommodation remains higher at Warrawee this financial year, with the average stay now at 40.95 days compared to 32.18 days in pre-COVID 2018-2019. This highlights the increasing difficulty experienced by our residents in sourcing secure, long-term accommodation. Our residents face increasingly lengthy waits on the public housing waiting list, and heartbreaking, constant failure to make successful applications for private rentals.

Self-referrals to Warrawee have always been high but this year it has been the most common way for clients to seek accommodation, with 38.74% choosing to call us directly. This was followed by 34.68% of referrals via other SHS services; 6.76% from family and domestic violence support services; and 4.5% from police. Family and domestic violence is listed by 45.95% of clients as their main reason for needing support and accommodation.

2020 was a disruptive year for the shelter. COVID-19 altered the way we delivered our service to clients, and how we as a team worked together. Social distancing enforced a lockdown of clients at the shelter, strict client numbers for adherence to bathroom and living capacity, and staff handovers were being completed via telephone. Warrawee staff, clients and management members are still working within COVID-safe frameworks.

Housing Choices Tasmania (HCT)

Housing Choices Tasmania is a Tier 1 Registered Community Housing Provider and has been operating in Tasmania for close to 11 years, (six years in the North West region). We operate out of Shorewell Park and Devonport, providing a place-based service for our residents and stakeholders.

HCT now manages over 1 326 homes across the northwest (including a small portfolio in the north). This comprises properties managed on behalf of Housing Tasmania and a growing portfolio of HCT-owned homes, which currently stands at 205 dwellings.

Tasmania has continued to feel the impacts of an extremely tight housing market, resulting in an ever increasing demand for good quality, stable and affordable housing. During the past 12 months our construction program has delivered new homes for individuals and families who are at risk of homelessness or who are unable to afford to rent in the private market. Importantly, we have a further 254 dwellings in the pipeline.

Whilst building more homes we also support our residents to live in resilient and inclusive neighbourhoods that support life opportunities. Our partnerships help us to achieve this critical goal. A highlight this year has been our partnership with the highly valued Youth Family and Community Connections team. Community projects, events and activities for our residents and others continues to be a focus in the northwest.

Our success is evidenced by an 87% resident satisfaction rating from our 2021 external survey. These results are important in demonstrating to government the value of our organisation in the social housing sector, and has led to our success in securing a new and expanded Residential Management Agreement (RMA) for the next 20 years.

Key elements include:

- Management of an additional 475 Housing Tasmania properties in the North West region;
- Expanding our service offering to include Intensive Housing Support capacity;
- Bolstering our resourcing of Community and Tenant Engagement; and
- Growing our staffing capacity by 9.4 FTE to reflect our increased portfolio.

CatholicCare

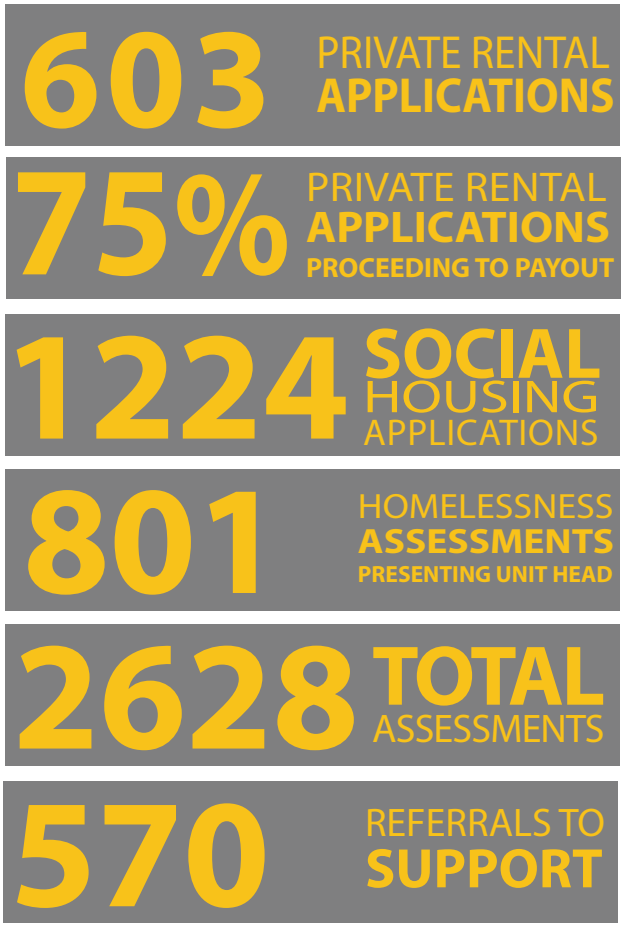
Demands on our service have continued; we note, however, that more individuals and families are struggling with unaffordable rentals and the persistent shortage of properties for rent generally. Support have been very busy within the family violence space, with many families accessing Rapid Rehousing. We continue to work closely with the Front Door and other SHS in our region.

Anglicare

Housing Connect Front Door

This financial year the North West Front Door experienced a change in demand for service. The number of social housing applications increased slightly (by 8% compared to 2019/2020). The number of private rental applications, however, declined by 32% but the payout rate remained high, increasing from 76% to 79%. This variation reflects the changing private rental market, increasing rents, little movement and more people looking to social housing for long-term housing affordability and security.

The North West Front Door Statistics
from 1 July 2020 to 30 June 2021



Front Door are spending more time reviewing housing applications with people and adding supporting documentation to ensure the person's needs are well understood for allocation purposes. The service has provided more discretion for private rental applications (bond and rent) due to higher rent to income ratios (another outcome of increasing rental prices). The Front Door continues to conduct outreach to Safe Space Burnie, the NW Regional Hospital and Neighbourhood Houses.

Referrals to housing support remain steady, with people presenting with multi-faceted issues relating to health, family breakdown, domestic violence and housing unaffordability. This is evidenced by 808 referrals sent to non-Housing Connect support services - such as health professionals, shelters, supported accommodation facilities, financial counselling, AOD providers and others.

Housing Connect Support

The Anglicare Housing Connect Team received 429 referrals from the Front Doors or direct from Housing Connect support. Females made up 52% of referrals, with the largest cohort in the 25-29 age bracket. 436 support periods were opened, with most people (90%) requiring only one support period. The team had over 8 950

contacts with people. The average support period was 115 days and 52% of people presented as a lone person, with the majority of people seeking support due to a lack of family and/or community support. This reason for needing support was closely followed by a housing crisis or the person's previous accommodation having ended. 63% of brokerage was spent on emergency accommodation, and 19% on assisting people to either establish or maintain their tenancy.

Eveline House
Eveline House has been busy continuing its transitioning to the 'Education First' model of practice. Past tenants, Headspace, Huon Aquaculture, YFCC: Survival Strategies in the Kitchen Project, Devonport Chaplaincy Musicians, Work in Training, Centrelink, Reclink, counsellors delivering Shark Cage sessions and the Country Women's Association have all contributed to our calendar of activities.

Forty-two young people were supported at Eveline House during the 12-month period, and 17 exited into alternative accommodation. The majority secured private rentals (often shared) or returned to family if appropriate. The collaboration with TasTAFE has welcomed a teacher on-site to deliver Certificate 1 in Developing Independence (DI), helping young people to identify their skills and formulate their goals and aspirations. One young person wanted to set up a business based on their interest in visual arts. They are currently studying at Foundry, and are starting to receive invitations from businesses who would like to work alongside them to help them achieve their future employment goals.

Burnie Lodge
Burnie Lodge accommodated 44 residents in the 12-month period to 30 June 2021. The majority of residents are aged over 40, and on average they stay for just over 2 years. The main reasons for people seeking accommodation at the lodge are housing affordability stress and financial difficulties. As COVID-19 restrictions lessened the residents organised and participated in activities, including Drum Beat sessions, movie nights, cooking lessons, 8 ball competitions, and outings to Deloraine, the Tasmania Zoo and Dip Falls. Residents have also been busy upgrading the vegetable and herb garden. The produce is then used to prepare meals on-site, which is a hit with residents.

Grove House
Grove House, in Ulverstone, provides long-term accommodation for people eligible for social housing. The average length of stay is 4 years, with the majority of residents seeking accommodation support due to inadequate or inappropriate dwellings and housing affordability stress. Having secure tenure means residents can turn their minds to the good things in life. For many this is pursuing interests they have previously put aside, such as playing a musical instrument or joining sporting groups. To enable these pursuits, Grove House has established connections with groups such as Reclink (who provides a swim club and a fitness group) and the Ulverstone Ukulele Group (UUG - who provide music therapy weekly). Residents also enjoy being pampered by a hairdresser every 8 weeks. The residents often use the communal kitchen to prepare batches of relish and other treats to share.

Catheryn Faulkner at Marist Regional College Burnie HW2021

Looking forward, all services from the North West region will continue to adapt to any upcoming changes or challenges that the next year may bring. We will continue to ensure that we deliver the quality of services all of our clients deserve.

I would like to thank the following people for their input into this year's report:

- The Team at Warrawee
- Denise Leonard, CatholicCare
- Michelle Filz, Anglicare
- Karen Riley and Nathan Hughes, Salvation Army
- Kim Bomford, Housing Choices Tasmania

The contributors have made it possible to have a wide view of service delivery in the North West Region of Tasmania, so well done all.

Finally, as in previous years I would like to thank the staff, the Executive and the Policy Committee Members of Shelter Tas. The multi-regional membership of our Peak Body is an invaluable asset, which continues to provide ongoing support to all of its members.

Shane Leonard
Youth, Family and Community Connections
On behalf of North West Shelter Tas Members

Northern Committee Members' Report

Throughout the year Northern Services continued to manage the challenges associated with the uncertain nature of COVID-19, both within the workplace and in daily life. Organisations have experienced increasing demand for their services. New supplies of social housing are enabling good outcomes for many people, although intensifying pressures in the private rental market have made it harder for many others to find appropriate and affordable homes.

Launceston City Mission

Safe Space Launceston

It has been an amazing year of growth and refinement for Safe Space. Although we still have room to improve, this first year has seen some amazing things. During the first six months we provided free breakfast, lunch and dinner to anyone from the community. While breakfast and lunches are still available to all, the evening meal is now provided solely for people using the overnight service.

Demand for the service has continued to grow, and most days see the list for people using the service filled within an hour of opening for referrals. The team has worked well with Housing Connect Front Door and Type 2 services to adapt processes to better support people who use the service as well as the staff assisting them.

Throughout the year a steady number of people have been able to access longer term accommodation from the Safe Space service. There have also been a significant number of people whose situation has improved since contacting Safe Space. While most of these people may still be waiting for an appropriate long-term housing option, their general wellbeing has improved through the support of the team and those other services who collaborate with Safe Space.

2020-2021 Data Highlights include:

- Providing 4 344 bed nights
- Providing 15 815 free meals
- In the first 6 months an average of 54.05% capacity
- In the last 6 months an average of 94.9% capacity

Orana House

Orana House's occupancy rate saw a slight increase from the previous year (up from 84% to 89%), as we adapted to living within COVID-19 guidelines. Orana House provided accommodation to 408 individuals, with over 6 150 'bed nights' recorded this year.

There were 544 instances of the service being unable to assist with requests for accommodation, mostly due to no beds being available when people made contact. People 'unassisted' included parents with children trying to access the family unit accommodation. People using the crisis accommodation support at Orana House have had difficulty in securing longer term options due to the lack of affordable private rentals and low availability of social and public housing properties. Orana House has changed the length of support to some rooms, enabling better flexibility to meet the needs identified by people and improved reaction to the high demand.

People staying at Orana have continued to engage with support services operated by Launceston City Mission that promote the gaining of work experience and achieving job readiness. Orana House had an influx of clients willing to join these programs this year, with positive outcomes as some people transitioned into employment and further education.

With COVID-19 still very much present in our lives today, we were glad for the vaccination opportunity provided by Moreton Group for our clients. Over 60% of our clients took advantage of the offer and are now fully vaccinated.

Karinya Young Women's Service

Within the refuge it has been another full and consistent year. Most of the young women for whom Karinya provided accommodation and support were aged 16-17 years. Approximately 43% of Karinya's referrals were received through Specialist Homelessness Services such as Housing Connect, and 20% of clients were self-referred. The main reasons for young women seeking emergency accommodation and support were 'relationship/family breakdown' (36%) and 'time out from family' (20%). As in previous years September was the busiest month, with a total of 165 bed nights.

It remains challenging to support residents with complex health and wellbeing issues within the shelter's shared facilities (which includes bedrooms, bathrooms and communal living spaces). Vulnerable individuals seeking crisis accommodation find the lack of personal space and privacy to be an issue. The last two years during the global pandemic has highlighted the importance of, and requirement for, good hygiene and infection control. Shared bedrooms pose a barrier to self-isolating a client when they have cold/flu symptoms, or if they need to isolate while awaiting a COVID-19 test result.

Karinya Team at HW2021 event

The team continues to work closely with specific youth support, housing support, education, the police and the Strong Families Safe Kids (SFSK) program. At times a lack of clarity around roles and responsibilities, along with inconsistent support, can create challenges when it comes to advocating for the most appropriate outcomes for our young people. Ultimately, this impacts engagement with and outcomes for our young people.

Exit options for young women accessing Karinya continue to be scarce, with the Northern Youth Accommodation Coalition program (NYAC) and Thyne House being the only secure medium to long term options available. All too frequently our residents either return to couch surfing or to unpredictable family environments, which provides uncertainty and wavering safety. We continue to see clients return to Karinya when living situations once more break down.

Positively, we have been able to provide and maintain community tenancy opportunities to some of our young women who have demonstrated the capacity to live independently. We have also supported young women to transition to living independently within the community, or in supported medium to long term accommodation, through our transitional unit on-site and with the support of philanthropic funding to develop independent living skills.

Youth Futures

Youth Futures provides emergency accommodation and support for young men aged 13-20. Support periods for 2020-21 are down slightly; however, we have had increased occupancy. Unfortunately, high demand and a significant lack of affordable accommodation options continue to be a barrier for our young people.

Half our client group this year have been under 18 years of age, and they typically lack the experience and skills necessary to live independently. We endeavor to ensure that despite being homeless those young people stay engaged in education, and we work with education providers to accommodate the instability and issues that come with homelessness. Youth Futures has provided educational support for just over one third of the young people.

Engagement with Child Safety continues to be fraught with difficulties. Our young people do not seem to proceed past "unallocated" (we have had a "now turned 14 year old" in the shelter for 10 months). We understand that the system is stretched; however, improved protocols for Child Safety and shelters working together could alleviate some of the strain.

Many coming through the shelter are not on an income, or are too young to receive income, and have no identification - obtaining such can quite often be a lengthy process.

I am thankful to our team, who continue to advocate and mentor our young people to ensure they have access to the same opportunities as the rest of the community.

CatholicCare North

This year we have seen an increase in people entering the service with a 'Notice To Vacate' due to the property they are renting being sold. CatholicCare is seeing people stay in transitional accommodation for longer, because of the low turnover in social housing and the current nature of the private market. 18% of people accessing CatholicCare support identified as requiring a 3, 4 or 5 bedroom property.

For Homelessness Week 2021 CatholicCare hosted a morning tea and invited many real estate agents, as a way of networking and to help them understand what services Housing Connect Support can provide. Three people being supported by Housing Connect shared information about their experience and situations, which was received well. CatholicCare has visited and strengthened relationships with three real estate agencies in Launceston, speaking to them about our service and how we can support people. All three of them confirmed a trend of losing properties from the rental market to owner occupiers. One agent, who manages 6 000 properties statewide, lost 700 off the rent roll (with 600 going to owner occupiers), another lost 120 properties, and the third agency advised that they have lost 12% of their properties.

CatholicCare was lucky enough to have Housing Minister Michael Ferguson pay the site a visit to meet with staff and thank them for the work they are doing.

Safe Space is continuing to be utilised well by Housing Connect, along with the other shelters in the north, when there are available vacancies.

Community Housing Limited Tasmania (CHL)

At the end of June 2021, CHL Tasmania was managing a little over 1 200 properties - inclusive of the Better Housing Futures (BHF) program, National Rental Affordability Scheme (NRAS) properties, Rapid Rehousing program and our own Long Term Affordability properties program.

Although Tasmania has been very fortunate that there has been such a low number of COVID-19 cases, being an island state has severely impacted our supply chains and highlighted the limited availability of certain skillsets. This has forced our team and contractors to review the way we scope and prioritise work, in order to limit potential delays dues to shortages, while still maintaining the quality of our service and product delivery.

In addition to the supply challenges, CHL Tasmania has very successfully adapted to working in the changed environment. The safety and wellbeing of our tenants, stakeholders and staff has been paramount during this time, with face-to-face interactions replaced by phone calls and other types of communications where possible. Our tenancy and maintenance teams, as well as contractors, have kept on top of essential tasks by making 'welfare check' phone calls to all tenants, communicating clearly on required activities, and applying best practice precautions in all situations. Where preferable, and in the best interests of achieving a successful outcome, our teams are engaging in-person and are applying best practice preventative measures.

In September 2020 we were invited to submit a proposal for the Community Housing Growth Program Northern portfolio, which encompasses all our existing Better Housing Futures (BHF) stock, as well as an additional 452 properties. The additional properties are located west-south-west of Launceston in the local government areas of Launceston, Meander Valley and the Northern Midlands (the furthest of which is in Deloraine).

We are pleased to confirm that we have successfully signed the new management agreement for the portfolio we currently manage, as well as these additional properties. This will not only allow CHL to continue to build on the work that has already been done in the northern suburbs of Launceston, but also to move into areas outside of Launceston and thereby offer a broader range of options to prospective and existing tenants.

Housing Connect Front Door North

In line with the rest of the state, we have seen sharp increases in private rents in our region during 2021. The median rent in the private market sits just above $400 per week, making private rental out of reach for low income earners. While Housing Connect Front Door service delivery was impacted for a significant portion of 2020 by COVID-19 restrictions, 2021 has seen us fully recommence face-to-face service delivery, including outreach to regional communities at Deloraine House, Westbury Community Centre, George Town Neighbourhood House, Dorset House, St Helens Anglicare office, Safe Space Launceston and Launceston General Hospital.

The Private Market Case Worker program continued to be rolled out across the north and north-west. Over the past 12 months the program received 573 referrals, supporting 595 adults and 556 children. The program enabled over 200 households to secure new accommodation or maintain their current accommodation. Many people were referred into the program who had a good rental history but were struggling to secure their next affordable rental. One new area of work was providing short term support to people who required assistance for navigating the online application process and collating supporting documentation.

The Northern Front Door Statistics
from 1 July 2020 to 30 June 2021

610 PRIVATE RENTAL **APPLICATIONS**

83% PRIVATE RENTAL **APPLICATIONS** **PROCEEDING TO PAYOUT**

1432 **SOCIAL** HOUSING APPLICATIONS

1446 HOMELESSNESS **ASSESSMENTS** **PRESENTING UNIT HEAD**

3488 **TOTAL** ASSESSMENTS

1266 REFERRALS TO **SUPPORT**

Anglicare North

Housing Connect Support Service

The Anglicare Housing Connect Support Service was busy, with the 3.5 FTE receiving 389 referrals. Females made up 55% of people referred, and 62% of referrals were single person households. 420 support periods were opened, with most people (86%) requiring only one support period. The average support period was 106 days. In all, the team had over 8 000 contacts with people. The main reasons people sought assistance was due to a housing crisis and a lack of family and/or community support. The majority of brokerage was spent on emergency accommodation, providing 683 'bed nights'.

Thyne House

Thyne House provides long term accommodation to young people aged 16-25. Over the past 12 months Thyne House has been implementing further elements of the Education First model, including a focus on connection to business. We have fantastic partnerships with businesses such as Agri Labour and JBS Foods. A high percentage of students are working or have engaged in work tasters. The number of on-site activities has increased, ranging from information sessions with Ambulance Tasmania to cooking lessons and to art therapy. Students are also encouraged to participate in social groups, including involvement in a weekly 5km park run. This not only improves their physical health and broadens social connections, but also provides an opportunity to volunteer their time helping to set up the event.

Art therapy for young people at Thyne House

Indigo Lodge

Indigo Lodge is accommodating more residents with complex needs, such as multiple mental health issues. Forty-seven people (21 females and 26 males) were accommodated during the year and 21 exited, with the average length of stay being just under two years. Over the past 12 months Indigo has seen an increase in females (who had an average age of 40) requiring accommodation. Over 80% of residents are on the Disability Support Pension, and many have accessed the NDIS with support from staff. Applying for the NDIS is time-consuming but has provided positive outcomes for residents. Their plans range from one-on-one support to engage in more social

activities to high level support for Supported Independent Living accommodation. The team continues to forge new relationships with external providers, including with NDIS providers.

Levi House

Levi House has a long-term resident group, with the average length of stay being 3.7 years. When a vacancy occurs it is filled very quickly. Many people are looking for fully independent units that are affordable and safe.

Residents range in age from 21 to 74, and 61% are males. Fifty percent (5) of those seeking employment have secured work, and another resident is participating in vocational training. The support worker continues to provide very popular craft, cooking and recreational activities.

Craft activity at Levi House

Magnolia Place LWS (Launceston Women's Shelter)

A busy but exciting year is coming up. After many delays - due to COVID-19, land rezoning and other issues - there has been movement on a new development that will provide Magnolia Place LWS with fifteen more units. Excavation of the site has been completed, and the builders have their temporary offices established. On completion, the new units will make a huge difference to our ability to provide crisis accommodation to those many families we cannot presently accommodate. The expansion has been made possible through the Tasmanian Government's Affordable Housing Action Plan and a grant from the Commonwealth Safe Places Emergency Accommodation Program.

There have been frequent opportunities to provide community education in relation to homelessness, family violence and the work that we do at the shelter. We have given talks to various groups (many who provide us with donations). Thanks to generous community support we can offer each woman a shopping voucher at intake, as well as a non-perishable food pack and cleaning products, a "Share the Dignity" bag, knitted items and a toiletry pack. At exit the women receive a voucher and Sheridan linen pack, which is also provided by community supporters.

Over the past year we have seen an increase in young women with babies, or who are pregnant, accessing Magnolia Place LWS, with several giving birth while living in the shelter. We have accommodated several young teenagers dealing with trauma and have had to deal with the resulting behavioural issues. Most families access the shelter because of family violence. There has been an increase in people who have NDIS packages needing extra support with daily living requirements, such as cleaning. When needed, our team provides mentoring support (for household chores and cooking) to aid women towards retaining a successful tenancy after leaving their shelter accommodation.

Our qualified art therapists provide "Arting" sessions for women, which have increased in popularity over the past year. The children's workers also do art therapy and sand play with the children, as well as playgroup. Our school holiday program provides entry for activities at the entertainment centre, swim centre and movies, as well as organised activities in the shelter. These activities are provided through donated money.

Over the past year the Magnolia Place LWS team have appreciated and benefited from various training opportunities organised and subsidised by Shelter Tas. Thank you to Pattie and all the wonderful team at Shelter Tas for your continued hard work and invaluable support to the housing and homelessness sector. Thank you to all members of the Policy and Executive Committees, of which I am proud to be a member. It was a sad loss to all of us this year when Meredith Barton, who was involved with both committees for many years, lost her battle with cancer, leaving behind a young family. You are never to be forgotten, Meredith!

Northern Members at the Shelter Tas Northern SHS Meeting Evandale

Stephen Hill
Launceston City Mission
On behalf of Northern Shelter Tas Members

Southern Committee Members' Report

This year has again been impacted by many of the issues that confronted us in 2020, COVID-19 related and otherwise. This has been exacerbated by the rising cost of rents and housing. Southern services have stood up to the challenge, working tirelessly and flexibly to support people in housing, hardship and crisis.

Colony 47

Housing Connect Southern Front Door

The Southern Front Door team responded to the end of COVID supplements and an increased pressure within the current rental market. The service has organised a dedicated team to focus on applications for social housing, a group focusing on private rental assistance (arrears), an option for people to complete applications over the phone, and higher utilisation of safe community outreach.

> *"That's amazing. I Honestly can't thank you enough. You have taken a lot of pressure off me and I appreciate it immensely."*

Colony 47 Housing Connect Support

Colony 47 Housing Connect Support Coaches worked with 421 people during 2020-2021. The main presenting reason for referrals was 'Housing Crisis' (172 people), followed by 'inadequate or inappropriate dwelling conditions' (166 people), 'financial difficulties' (159 people) and 'housing affordability stress' (157 people). 43% of people had been previously diagnosed with a mental health condition.

Participants spent an average of 175 days with support workers. Our support team made more than 648 outgoing referrals that connected people to a network of opportunities and other supports. We saw an increase in the demand for emergency brokerage, spending $64 000 for the year. An Aurora grant funded 'Starter Home Packs' for people moving into a new home. The support team successfully supported 87 people into long-term, safe, secure housing.

The Southern Front Door team and consumers achieved great outcomes despite 43 181 total enquiries (in person, telephone, email, fax, website-based, mail) handled by the Housing Connect Front Door team along with:

1969 PRIVATE RENTAL **APPLICATIONS**

42% PRIVATE RENTAL **APPLICATIONS** **PROCEEDING TO PAYOUT**

2653 **SOCIAL** HOUSING APPLICATIONS

2058 HOMELESSNESS **ASSESSMENTS** **PRESENTING UNIT HEAD**

6680 **TOTAL** ASSESSMENTS

1914 REFERRALS TO **SUPPORT**

The Southern Front Door Statistics from 1 July 2020 to 30 June 2021

> *"Well, we did it! After 16 long months of being gypsies we are finally in our own safe, secure and warm unit ..."*
>
> *Housing Connect Support feedback*

College Units

For the past 16 years Colony 47 has been supporting young people to continue engaging in education at Hobart, Claremont and Rosny Colleges, specifically targeting rural students. Housing Tasmania supplies 18 units and Colony 47's Housing Connect Support Team support the students to gain independent living skills, attend full-time college, maintain a successful tenancy and explore options into secure accommodation at the end of year 12.

During the past year Colony 47 has seen an increase in mental health concerns for young people around suicide ideation, self-harm and hospitalisations. Colony 47 works with young people to successfully complete college while they are in stable accommodation, and to explore options into secure accommodation at the end of year 12.

Mara House

Mara House supported 54 young people in the last financial year. The average length of stay was 34 days. The main presenting reasons were family relationship breakdown and their previous accommodation having ended.

COVID-19 restrictions last year made it challenging to gain employment or stay engaged in school. The pressures on the housing market continue to leave young people unable to enter the rental market.

Colville Place

Colville Place supported 61 young people over the past financial year, with the average length of support period being 25 days. The main reasons for presenting at Colville Place were family/relationship breakdown and time out from family/other situation.

This year Colville Place has focused on our "place-based" environment. 'Advantaged Thinking' is at the heart of our work with young people. To reflect these values we have worked with the Tasmanian Jackjumpers, Bunnings Warehouse and Rotary Tasmania to assist with painting, murals, tutoring and additional resources and donations to increase activities and opportunities for young people.

Tutoring at Colony 47 Colville Place

Anglicare South

Trinity Hill

Trinity Hill has continued implementation of the Education First model, with great outcomes for young people. Eleven young people have completed their accredited Certificate 1 in Developing Independence, and several have obtained their driver's licence. One has started their own business, which is thriving. Many young people have positively reconnected with family. Activities have included cooking classes, information sessions, social activities and education workshops. The Australian Bureau of Statistics (ABS) worked with staff to ensure all the young people were counted on the census, which for many was a new experience. 17 young people transitioned from Trinity Hill, most securing private rentals with a partner or friend. It's been great to see the young people happy and achieving their goals!

Bayview Lodge

This year residents at Bayview Lodge have enjoyed a range of recreational activities, including games of cricket and BBQs on sunny days at the beach. A former Australian cricket player provided a coaching session. The residents have also designed and built a vegetable patch to grow broad beans, carrots, pumpkins and potatoes for use in meals at the lodge. Residents have enrolled at TasTAFE in courses that include fashion design, IT, and community services. NDIS plans have supported others to begin new health routines and start part-time jobs. Residents have greatly benefitted from these new connections.

Bilton Lodge

Bilton Lodge has created, with resident feedback, specific spaces for a craft room, library and games area. Residents have also been keen to create a fruit and vegetable garden. Display areas celebrate resident artwork, and the residents describe their experiences and achievements via the Lodge newsletter. Residents have built community connections through craft days and shoreline cleaning at Port Huon. Several residents have moved into independent accommodation.

Goulburn Street

Goulburn Street has focused on providing residents with the skills and confidence to live independently. Residents are mentored so that they can coordinate their external supports on a daily basis. Several residents have moved out after securing their first full-time job, gaining their licence and purchasing a vehicle. On average one person exits every two months; generally, to a private rental (in some cases at the youthful age of 50 plus). Residents continue to plan and organise their own recreation activities, with tenants often experiencing a different sport or activity for the first time.

Youthcare

Youthcare's occupancy rate is approximately 85%; 46 young men were assisted and there were 40 unassisted episodes. The main reasons for presentation were relationship/family breakdown and a lack of family and/or community support. Youthcare has worked with housing providers to enhance exit points for those eligible for social housing. Youthcare continues to provide a safe environment and tailored goal-based planning. We are proud of our practice and record of not denying service to any young person if there's an available bed. The young men have enjoyed recreational activities, including go-karting, cinema and paintball.

Housing Connect Support - Anglicare South

During 2020-2021 the Anglicare Housing Connect Team received 481 referrals from the Front Doors. Females made up 61% of people referred, with the largest cohort in the 20-24 age bracket. The team had over 9 000 contacts with people. The majority of people were seeking support due to a housing crisis or housing affordability stress. 56% of people had a previous mental health diagnosis, 34% were currently receiving a service and only 10% had no history of receiving mental health support. 78% of brokerage was spent on emergency accommodation, and 47% of people were on a lease at the end of their support period. 542 support periods were opened, with most people (91%) requiring only one support period. The average support period was 129 days.

Wintringham

After years of planning Wintringham, in partnership with the Tasmanian Government, proudly began operations in Hobart in March 2021. Initial services include the provision of Tenancy Management and Housing Support services for people living in Housing Tasmania properties across Hobart.

Wintringham's Housing Support provides residents with case management throughout their tenancy so that people can successfully maintain their housing.

By 30 June 2021 Wintringham had established an office at Wirksworth House in Bellerive and commenced managing 52 social housing units in Hobart and Howrah. In our first three months we employed five staff and provided support to 68 clients.

This next year will see continued growth in our outreach support services for older people experiencing homelessness, and we will manage an additional 119 housing units across Glenorchy, New Town and Bellerive.

In order to provide continuity of care for our clients we are also looking forward to managing the Tasmanian Government's new Residential Aged Care Facility currently being built in Bellerive. This will ensure our clients can access higher care as their needs change and ultimately have 'a home until stumps'.

Bethlehem House

It's been a transformational year! A new long-term accommodation facility at 272 Murray St, provided by Communities Tasmania and operated by Bethlehem House, has provided settled accommodation to some men who have never before experienced housing security. It provides a rapid housing option as well as an exit point for men who were formerly trapped in crisis and transitional accommodation.

The Residential Rehabilitation and Recovery Team provided a hugely beneficial needs-led and trauma-informed mental health focus, linking clients with mainstream services as well as in-house programs. Our team grew significantly, enabling us to integrate support work, activities and case management. We integrated our life-skills programs, funded through the Tasmanian Community Fund, with our core supports. We expect this will reduce the extent to which men experience cyclical homelessness and crisis intervention services.

189 men were accommodated over 13 680 bed nights, despite having a reduced capacity during COVID-19 restrictions. Men stayed with us for longer time periods and received more intensive supports (including 1:1 specialist counselling, group therapy and opportunities to engage in their community in positive ways) to build their resilience.

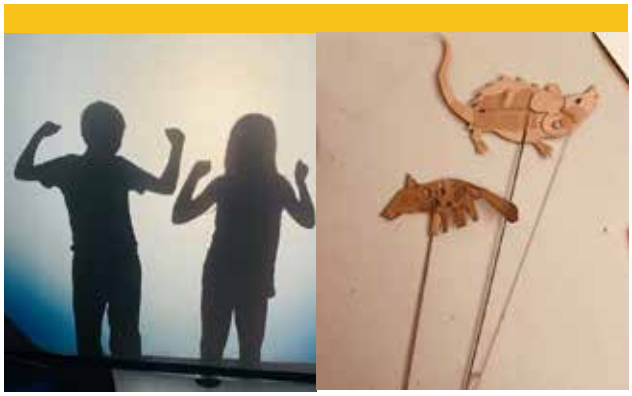
Hobart Women's Shelter (HWS)

Over the past year HWS accommodated 179 women and 201 children. Thanks to having 10 extra 'accommodation pods' on-site, these numbers are an increase on last year. Housing unaffordability and lack of supply, however, have resulted in women and children staying for longer periods.

We had 5 303 'unassisted' requests for accommodation (which includes those contacting us multiple times) over the 12-month period, which was 1 786 more than last year. Overall, 79% of the women and children seeking crisis accommodation could not be accommodated due to the lack of availability.

46.7% of support periods were due to domestic and family violence as the primary reason for seeking support. For many other women, past domestic and family violence has been a contributing factor to their current situation of homelessness.

Thanks to generous donations we can run a series of therapeutic programs (including Cook and Connect, art programs, creative writing, women in sport) and holiday activities which included social circus, shadow puppet workshops, art and craft skills, NAIDOC week activities.



HWS Shadow puppet activity with Terrapin Puppet Theatre

Mentors in Violence Prevention Workshops: Funded by Tasmanian Community Fund, HWS run these workshops are across the state in partnership with Women's Health, Women's Legal and Engender Equality. To June 2021 there were 15 workshops, with 9 planned before the end of December 2021.

Possability

The housing crisis is increasing the cost of rent in the private rental market above what many can afford, including those on a Disability Support Pension. NDIS funds Specialist Disability Accommodation (SDA) housing for a small percentage of participants who meet the strict eligibility criteria of very high support needs. Supported Independent Living (SIL) funding provides for a person's supports rather than the housing itself.

We co-hosted *Ideas Without Barriers* with Life Without Barriers in Hobart in May. Providers shared their willingness to work with the Tasmanian Government on the planning and rollout of new social housing. The voices of people with disability must be heard, with supported decision-making facilitated where needed.

Hobart City Mission

Safe Space

The Hobart Safe Space program has grown in the last 12 months and has relocated to a separate day space at Barrack Street, where we are averaging 87 individual clients a month, with over 15 support services regularly attending. The night space recently moved to a new space on Davey Street, supporting 20 individuals each night, with over 6 000 bed nights in the last year and an average of 50 individual clients per month. We see an average of 20 new clients each month. Safe Space continues to be a low barrier program that supports clients to access shelter and support without prejudice.

Mountain View

Mountain View is a supported accommodation facility with 31 units, each is a fully furnished bedsit with ensuite. The building was purchased with HCM donations and state government funding. A percentage of income is charged to cover rent, power, water and all food. Staff and clients engage in social activities - from walking on the mountain to beach trips and fishing. Since opening in November last year we have assisted 49 clients to live in and move on from Mountain View into other accommodation. We have a very successful relationship with the Italian Day Center, running the commercial kitchen and providing all the meals on-site.

DIY Dads

DIY Dads is a supportive accommodation program with eight self-contained two-bedroom units for single fathers and their children who have been homeless or at risk of homelessness. The dads are able to stay in the program with their children for up to two years until permanent accommodation is secured.

DIY Dads has two full-time staff on-site who work with the dads on parenting and life skills (such as budgeting, maintaining a tenancy and relationship-building with their children). This past year 13 dads and 27 children have been assisted.

Small Steps

Small Steps is a supportive live-in parenting and life-skills program, with 12 units for young mums aged 15–25 with children under 5. The young mums and their children can stay in the program for up to two years, allowing them to focus on their parenting skills and bonding with their baby. The mums can recognise their baby's developmental milestones, and identify and achieve their own personal goals.

The life-skills program includes education, cooking, maintaining a home, driving, and budgeting. After Small Steps most mums and their children move into either Housing Tasmania housing or a private rental. In the last financial year 16 mums and their children have been supported in the Small Steps program.

Launch Youth Accommodation Service

Launch Youth (a service of Pathways Tasmania) caters for up to 10 medium to long term homeless males, aged 13 to 25 years. It has a high intervention and rehabilitation focus, supporting NDIS clients and those battling issues with alcohol and other drugs.

During the year we had numerous COVID-19 scares, with all clients fortunately testing negative.

The team now services several NDIS clients, who have progressed into semi-independent living in the community and receive our care remotely.

During the COVID-19 crisis the clients and staff turned the front of our shelter into a garden oasis. Pathways also held its annual community bike ride fundraiser, the Freedom Ride, in March 2021. Our Launch Youth boys assisted by supervising some of the food stalls, making it our most successful Freedom Ride ever!

An action-packed year for Launch Youth Accommodation Service

Salvation Army Tasmania

Supported Housing -Housing Connect

During 2020-2021 the Salvation Army Housing Connect Support (SASH) team received 348 referrals, providing support for 439 primary clients who were experiencing homelessness or at risk of homelessness. We provided case management, service coordination, advocacy, material aid, brokerage and emergency/short- term accommodation, with 10 126 individual contacts overall. The client group comprised of 54.7% males and 45.3% females, with 12.3% recording their 'Indigenous Status' as Aboriginal and Torres Strait Islander. Over 67% were people aged between twenty and fifty years. Only 5% of the cohort were employed at the time. Over 59% of the cohort had a mental health diagnosis. 0.4% had been in the Australian Defence Forces.

Despite community perceptions, there are many positive outcomes for clients in need of accommodation and support. New community housing providers, and access to new properties, is seeing a significant increase in positive outcomes for clients.

McCombe House Women's Shelter

This year McCombe House has adapted to the regulations around COVID-19 to keep clients, staff, and visitors safe. The service ran at 98% occupancy across the family

violence, homeless and outreach properties. The average length of stay was 3.5 months.

McCombe House held house meetings once a month. Activities included soap making with the chaplain, information sessions around protective behaviours for keeping women safe, International Women's Day, Christmas in July, and a Christmas party with 28 people attending (including 15 children).

McCombe House successfully applied for a Safe Places Grant and will be building six new family violence properties, three 3-bedroom units and three 2-bedroom units. McCombe House will then have a capacity to accommodate eighteen women with children.

Salvation Army Housing

Salvation Army Housing (Tas) has had a busy year. Our occupancy levels have remained at 99% throughout the year, with very little turnover. In total we have had 17 properties vacated throughout the year, of whom five had an average tenancy of 15.6 years.

The change in tenancies was because of downsizing, property being more suitable for their health needs, or just moving in with family to save costs. We struggled with our community engagement functions throughout the year but were still able to provide every tenancy with a Christmas food hamper for them to enjoy. Onward and upward for the year ahead!

Housing Coffee Ground Café

The 2020-21 Financial Year was the most challenging yet for the Salvation Army Housing's social enterprise on Campbell St, the Coffee Ground café, due to the post COVID-19 downturn. The not-for-profit café sources workers from the tenant community of our supportive housing program.

It has been hugely satisfying to recruit a further 4 staff over the past 12 months, with a current team of 1 senior barista and 8 introductory baristas.

All have had the opportunity to train on-the-job, be supported by CVGT (our partner Disability Employment Service provider) to gain experience, be part of a team and contribute to the increased social and community capital that has been realised in this part of Hobart.

Street to Home Primary Outreach program

The Street to Home program (S2H) has run since 2011, providing an integrated response to people experiencing primary homelessness within the Hobart area, while aiming to end the cycle of chronic homelessness experienced by most vulnerable rough sleepers.

Salvation Army Street to Home

People who are experiencing primary homelessness often have a strained or even disengaged relationship with service providers. Perhaps the most important support we can provide when people are in crisis is spiritual/emotional care. Many of these people have had experiences of significant trauma in their past, and a life of uncertainty and instability with homelessness leaves them vulnerable to mental ill-health and AOD issues. This year S2H have worked closely with the national Census to hopefully shed more light on the numbers of people experiencing primary homelessness.

Centacare Evolve Housing

Centacare Evolve Housing is an accredited Tier 1 Community Housing Provider (CHP) that owns or manages over 2 500 properties across Tasmania. In the 2020/21 Financial Year the organisation provided a home to over 4 400 people.

Centacare Evolve Housing manages the state government's Private Rental Incentive Scheme, and successfully tendered to become the state-wide provider of Rapid Rehousing.

In response to the Community Housing Growth Program, Centacare Evolve Housing has opened a new office in New Norfolk to add to its existing presence in Bridgewater, Launceston and Devonport.

With the support of government funding we constructed over 150 new dwellings in 2020/21, with more than 600 in the pipeline for completion by mid-2023.

Centacare Evolve Housing has a strong community wellbeing commitment, including Build Up Tassie (a construction-focused 'work readiness' program that provides supported employment pathways to young people). Thanks to a partnership with St Joseph Affordable Homes 16 young people have attained full time apprenticeships, with more to join them as regular program intakes continue.

CatholicCare Housing Connect Support (CCHCS)

As we reflect on 2021 we welcome the introduction of Wintringham and Safe Space. The other less welcome observation is the 'extended stays' for individuals and families in all forms of transitional accommodation. Rapid Rehousing, community tenancies, brokered accommodation and long waiting times for affordable housing continue unabated. We are seeing new builds coming on-line and it is always a delight to see these being offered to individuals and families, many whom had almost given up hope of ever receiving an offer of affordable housing.

CatholicCare's Housing Connect teams continue to maintain and refine our triage system. The Housing Connect reform has provided us with a vision and the support team is looking forward (albeit with some trepidation) to the HC 2.0 pathways and to the revised tools and processes to assist staff and clients alike to navigate the service system in 2022 and beyond.

Mission Australia Housing

This has been a big year for Mission Australia Housing (MAH) as we joined with other community housing providers (CHPs) in the Community Housing Growth Program, which is transferring 2 000 Housing Tasmania properties to CHP management. Almost 700 of these have come to MAH. This has made for an exciting time, preparing and welcoming new tenants (including community meetings and one-on-one conversations to help tenants understand the changes).

With the increase in portfolio holdings has come rapid growth in staff numbers across our tenancy, assets and community development streams. We are working with our partners on a shared office space to combine a whole range of services for our tenants.

As part of our partnership with Mission Australia Community Services we are delivering the Tailored Support Coordinator Services, which supports tenants who require help to maintain their tenancy.

Work in the Clarendon Vale Community Park includes the creation of an edible-tucker garden. Our work with tenant groups from two of our housing complexes resulted in a community garden and carpark redesign in response to tenant needs. We also had the privilege of hosting ChangeFest, which is a national celebration of place-based change.

Thanks to everyone who has partnered with us throughout 2020-21, especially our tenants. We are better together!

Jireh House

We were pleased to receive some Safe Places funding from the federal government, enabling us to purchase a 3-bedroom house next door, and state government funding has enabled us to build a second 3-bedroom unit. We are now able to offer crisis accommodation for larger families, for families with teenage boys and children with special needs. The second house is currently under construction, and expected completion is in February 2022. We are very grateful for the support of the Tas Community Fund for their 5-year support grant to manage this extension project.

This year we were again only able to service a smaller cohort of clients, due to COVID-19 and the overloaded housing market. On average in our past years we regularly helped around 90 women and 110 children, but this past year our numbers were 56 for women and 74 for children. We had 1 845 calls for assistance, which was a lot higher than last year's total of 1 422 people needing a home.

Jireh House fundraising morning with Hats for Homelessness HW2021

We enjoyed a fundraising morning with our clients and staff, having fun taking pictures of ourselves with hats/ wigs for Homelessness Week.

Housing Choices South

Housing Choices Tasmania (HCT) is a Tier 1 registered Community Housing Provider and has been operating in Tasmania for close to 11 years.

HCT now manages over 245 homes across the south. Our Hobart office provides an accessible service for our residents and stakeholders.

Core to our success is our commitment to delivering quality tenancy and property management services, evidenced by an 87% resident satisfaction rating from our 2021 external survey. These results are ultimately important in demonstrating to government the value of our organisation in the social housing sector, and has led to our success in securing a new and expanded Residential Management Agreement (RMA) for the next 20 years.

Key elements include:

- Expanding our service offering to include Intensive Housing Support capacity;
- Bolstering our resourcing of Community and Tenant Engagement; and
- Growing our staffing capacity by 3 FTE to reflect our increased development task and overall portfolio.

Importantly for our staff, residents, support and community partners and contractors this agreement provides certainty for our service delivery until 30 June 2040.

N'didi Okwechime
Colony 47
On behalf of Southern Shelter Tas Members

Shelter Tas' 2020-2021 Report on Activities

Tasmanian Context

Shelter Tas is the peak body for housing and homelessness services. Our membership includes all Tasmania's funded Specialist Homelessness Services and registered Community Housing Providers. Over 50 Specialist Homelessness Services work in all regions of Tasmania to support people experiencing or at risk of homelessness to find safe and secure homes. Last year these services assisted 6 400 Tasmanians. Community Housing Providers are supporting over eight thousand households and building new homes across Tasmania. Altogether the sector employs almost 900 people and is expanding.

The context for the work of Shelter Tas and our members in the last year, however, has been the unrelenting pressure on the housing and homelessness system. The waiting list for social housing has now passed 4 000 applications. The cost of renting or purchasing a home is now higher than ever, and the Australian Institute of Health and Welfare (AIHW) has reported that the 'turn away' rate from Tasmanian Specialist Homelessness Services is at a record 36 per day.

The chronic shortage of affordable homes in Tasmania continues to drive more and more people out of housing and into homelessness. The last ABS Census in 2016 counted more than 1 600 Tasmanians living without a home. We don't know how many people experiencing homelessness were counted in the 2021 Census, but indications are that this number will surely be much higher now.

The state's critical shortage of affordable rental homes is the number one cause of homelessness. The solution is also clear - build an adequate supply of affordable and social housing to ensure that stable long-term housing is available to all Tasmanians, whatever their income, if they are desperately in need.

Shelter Tas works with its members and key stakeholders to improve the system of housing and homelessness support in Tasmania. Our work includes systemic advocacy through submissions, consultations, meetings with decision makers, policy development and support for the sector. Notable achievements this year include a successful Homelessness Week (see p 28), contributions to the Housing Connect Reform process, campaigning for 10% of Tasmanian dwellings to be social housing, working to keep housing and homelessness at the centre of the 2021 Tasmanian election, and submissions and advocacy at national, state and local government levels. In addition to our annual submission to the State Government Budget Process 2021-22 on behalf of the housing and homelessness sector, we provided a major submission to the Premier's Economic and Social Recovery Advisory Committee (PESRAC), arguing for the need to maintain a focus on housing as the foundation for sound health during COVID-19 and throughout the recovery.

We also worked on a range of practical measures to assist our sector and its clients to continue to manage the impacts of COVID-19. For example, the rollout of vaccines for clients and workers, engaging with the state government and Worksafe Tasmania on COVID-safe standards for Tasmania, and the classification of workers in our sector as essential workers to enable priority access to vaccination.

Most recently we have advocated for social and affordable housing to be included in the Tasmanian Planning Policies, with supporting submissions from many members and stakeholders. Making social and affordable housing part of our planning system has been a long-term advocacy goal for Shelter Tas, and we hope to see a successful outcome from our collective efforts. As with 2019's relief of Tasmania's historic public housing debt, we know that persistence, consistency and strong evidence-based policy will eventually yield results.

We continue to develop work on housing solutions for older Tasmanians, unaccompanied young people under 16 experiencing homelessness, changing NIMBY (not in my backyard) to YIMBY (yes in my backyard) reactions, and urging all levels of government to include a housing need and impact analysis in all policy areas (including tourism, health, employment, transport and education).

In the lead up to the 2021 state election the Shelter Tas Committees called on all candidates and parties to endorse the key priorities drawn from our consultation and budget submission, including our call for 10% of dwellings to be affordable social housing, and for housing to be included in all governmental policies. Personally addressed letters were sent to major party candidates and strategically selected independent candidates, and a range of follow-up meetings were held.

The reform of Housing Connect has continued through 2020-21, with the sector meeting the challenge of engaging with the reform process at the same time as maintaining regular activities in an environment of increased demand. Shelter Tas participates on both the Housing Connect Reform Steering Committee and the Community of Practice. Shelter Tas' CEO is also co-chair of the Under-16 Homelessness Working Group, established to implement the recommendations of the Under 16 Youth Homelessness Taskforce.

Shelter Tas commenced a new project in 2021 to monitor the impacts of Airbnb/short stay accommodation across Tasmania. We often hear about properties moving from long-term rental to short stay holiday accommodation, but little systemic data has been available before now. Professor Peter Phibbs is leading this research, which will deliver six-monthly monitoring reports over three years.

Throughout the year Shelter Tas has provided feedback to numerous inquiries and government initiatives, drawing on the expertise of our Policy Committee to identify gaps in the system and to take opportunities to strengthen protections for Tasmanians who are experiencing housing stress or vulnerability to homelessness. We have engaged with local, state and federal government this year, reflecting our strategic priorities and the advice of the Shelter Policy Committee, including:

Local Government

- City of Hobart update of Housing and Homelessness Commitment
- Clarence Council Homelessness Strategy
- Open letter to City of Hobart Councilors regarding Short Stay Recommendations
- City of Hobart Community Sector Reference Group
- Greater Hobart Homelessness Alliance

State Government

- Appearance before the Tas Planning Commission 'Temporary Dwellings, Planning Directive No. 7' – 28 July, 2020
- Appearance before the Public Accounts Committee Inquiry into the State Government's response to COVID-19:
- Submission to the Inquiry into the State Government's response to COVID-19
- Submission to Premier's Economic and Social Recovery Committee (PESRAC)
- State Budget Submission, Dec 2021
- Submission on Tasmanian Planning Policies, October 2021
- Submission to the Consultation on Draft Land Use Planning and Approvals and Housing Land Supply Amendment Bills

Commonwealth Government

- Submission to the Commonwealth Inquiry into the Social Services Legislation Amendment (Strengthening Income Support) Bill 2021
- Submission to the Commonwealth House of Representatives Standing Committee on Tax and Revenue Inquiry into housing affordability and supply in Australia, September 2021
- Submission to the Inquiry into Homelessness in Australia, June 2020

National Campaigns

- Energy standards in rental homes – August 2021 (national campaign)
- Including housing in the Commonwealth consultation on family and domestic violence
- Everybody's Home campaign
- National Shelter Policy and Platform Development

Listening to our members

Each year Shelter Tas surveys our members to learn about their priorities and evaluate our performance as their peak body. Our annual survey gathers the feedback and clear direction that is essential for us to continue to advocate and represent the sector effectively.

- Our overall performance was rated as good or excellent by 91% of respondents
- Our performance as the peak body during the COVID-19 health emergency was rated as good or excellent by 91%
- Once again, the Shelter Tas eNews received the best rating of all our work: 97% rated the eNews as good or excellent.

Our survey tells us that the most important activities for Shelter Tas to focus on for the next 12 months are advocacy and representation on behalf of the housing and homelessness sector (91%), facilitating networking (88%), raising awareness about housing affordability and homelessness (83%) and sector development and training (83%). This is consistent with survey results from the last two years.

Thanks to everyone who contributed to our 2021 survey.

> *"Excellent at bringing service providers together and facilitating community initiatives. Amazing at advocating for those experiencing homelessness as well as those supporting individuals experiencing homelessness. A tireless driver for change!!"*
>
> *Member Feedback*

Communication & Media

Communication has been more important than ever this year. Our priority is to ensure that our members are up to date with the latest and most useful advice from government about COVID-19, and changes to programs such as the COVID-19 Rent Relief Fund and Landlord Support Fund. Throughout the year we delivered additional eNews as well as targeted messaging to keep our members well informed around COVID-related programs and issues.

Both targeted messaging and eNews continue to be an integral method of communication with our members and stakeholders. The Shelter Tas eNews now has 720 subscribers and published 26 editions throughout the year. Our Twitter account has over one thousand followers.

Shelter Tas delivered an appreciable number of media interviews and 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.

> *"Great communication, I enjoy receiving the updates. Shelter Tas do an amazing job for a small organisation."*
>
> *Member Feedback*

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)
- Better Renting.

Shelter Tas has provided expert feedback to research projects, including:

- Invited panellist for COVID 19 - Law Tenancy and Housing (UTAS Law School)
- Innovations in stock matching and allocation for social housing (AHURI)
- Young people, homelessness and COVID (Social Action and Research Centre - Anglicare Tas)
- Advisory Panel for Pathways to Regional Recovery (AHURI).

Please see page 7 for full list of our representations.

The year ahead

As Tasmania looks forward to re-opening its borders with other states (currently slated for December 2021), the subsequent strong likelihood of more cases of COVID-19 will bring new challenges to the housing and homelessness sector. Services are well prepared with safety plans in place, and vaccination opportunities for staff and clients are continuing to be made available. All Shelter Tas meetings and forums can take place online with our new upgraded technology. We have recently resumed some face-to-face meetings and forums, and in the year ahead will be able to continue in these formats as circumstances permit.

Shelter Tas will continue to provide leadership on Tasmania's housing and homelessness issues.

We will influence public policy and programs to achieve affordable, appropriate, safe and secure housing for all Tasmanians and an end to homelessness through:

- Facilitating networking and collaboration across the sector
- Advocating for our policy positions
- Providing advice and feedback on program and service delivery improvements
- Participating in national strategic networks, including CHIA National and National Shelter
- Continuing sector development and training
- Building our research partnerships.

Shelter Tas exists because of our members, and we will use our independent voice to represent them at all times. 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.

The Shelter Tas team wholeheartedly thanks the Shelter Tas Executive and Policy Committees and our members for their ongoing encouragement and wisdom.

Shelter Tas team 2021

For comprehensive information on Shelter Tas activities - including submissions, resources, training details, media releases and eNews archives - please see:

www.sheltertas.org.au.

Cynthia Townley

Policy Officer

Helen Rääbus

Finance and Admin Officer

Meg Smith

Publication and Information Officer

Bronwyn Lysaght

Workforce Development Officer

Laurence Hogue

Policy and Procedures

Sexual Trauma First Aid training Hobart

Sexual Trauma First Aid training Hobart

Sexual Trauma First Aid training Devonport

Sexual Trauma First Aid training Hobart

Roxana Cariaga and N'didi Okwechime

Sexual Trauma First Aid training Devonport

Bronwyn Lysaght, Georgia Hurst and Christina Augustine

Shelter Tas SHS Meeting Northern SHS Forum

Juanita Colgrave-Williams, Elizabeth Ward, Nic Green & Stephen Hill

Roz Atkinson, Jane Gaetani-Black and Lisa Legge SHS Forum

Sexual Trauma First Aid training Hobart

Aboriginal Cultural Awareness Training (TAC) piyura kitina (Risdon Cove)

Helen Rääbus , John Stubley and Pattie Chugg

Aboriginal Cultural Awareness Training (TAC) piyura kitina (Risdon Cove)

Cynthia at Shelter Tas Staff Meeting ZOOM

Shelter Tas Workforce Development Program: 2018-2023

Since 2015 Shelter Tas has been delivering a customised professional development program for Tasmania's Homelessness Sector. Each year the program builds on our past successes and learnings, as we maintain and improve the quality of training for the sector. We engage carefully selected trainers to deliver content tailored to the needs of our sector, as identified by the Workforce Development Reference Group and the findings of the sector training survey. We use a co-design approach to ensure consistent, quality training that is responsive to the needs of practice professionals in the housing and homelessness sector.

To date we have delivered 12 face-to-face training sessions around the state and 12 online Q&A sessions on emerging topics. The average rating across all training was 97% (Good-Excellent).

Quality training for housing and homelessness practitioners is more important than ever. Increased demand for services, working in a COVID-constrained environment and escalating pressures caused by the shortage of affordable rental housing have intensified the workload for practitioners.

Providing tailored, relevant, trauma-informed training to our workforce is a necessary step towards better outcomes for the increasing number of Tasmanians experiencing housing stress and homelessness.

Our evaluations show that the opportunity to share experiences and insights with colleagues across different organisations, support types and locations is highly valued by participants. In the year ahead, the Workforce Development Program will continue to facilitate state-wide opportunities for our professional community to build capacity through shared reflections and knowledge.

> *"I've loved the online and face to face training, it's been great hearing from a greater range of people from across the state."*

340 PARTICIPATED IN **TRAINING**

169 **EVALUATIONS COMPLETED**

161 RATED TRAINING **GOOD OR EXCELLENT**

WDP TRAINING & WORKSHOPS 2020–2021

Tools for Selfcare Workshop #3
6 and 13 October 2020 - Devonport & Hobart
Sexual Trauma First Aid Training
1 and 3 June 2021 - Devonport & Hobart

WDP ONLINE Q&A SESSIONS 2020-2021

11/8/20 *Advantaged Thinking and the Reform*
10/9/20 *TU Evictions, Exemptions & Complications*
2/2/21 *TU End of COVID Packages*
23/3/21 *NDIS Connecting Pathways*
13/4/21 *Org. Liability for Child Abuse Act 2019 & SHS*
11/5/21 *AOD: Stigma & Person-Centred Language*
9/9/21 *DEN: Meeting people at their Stage of Change*

Shelter Tas thanks the Workforce Development Reference Group for ensuring that the program delivers the most relevant and valuable training for the sector.

We thank this year's trainers – Alex Bomford from the Tenants' Union, Tracey Harris from Amovita, Mark Cox from Brotherhood of St Lawrence, Gillian Wordsworth and NDIS partners, Audrey Mills from Dobson Mitchell Allport, Laura Bajurny from the Alcohol and Drug Foundation, Dave Reynolds from the Drug Education Network, and Laura Davis from the Sexual Assault Support Service.

We commend the professionalism and commitment shown by specialist homelessness services and community housing providers across the state during another challenging year. Thank you for participating in training and using your shared expertise to build greater skills across the sector, helping to deliver a valuable learning experience for everyone.

National Homelessness Week 2021

National Homelessness Week takes place in August each year and aims to raise awareness of people experiencing homelessness, the issues they face and the actions that are required to achieve enduring solutions. As the peak body for housing and homelessness Shelter Tas takes the lead in coordinating events across the state, bringing services together with a series of planning meetings. We maintain the Events Calendar on our website, and liaise with local councils, politicians and sector stakeholders to build partnerships and maximise community involvement and support.

The theme for Homelessness Week 2021 in Tasmania was *Housing Ends Homelessness* and - despite some COVID-19 safety constraints - we saw an expanding range of events and increased participation across the state, reflecting a greater concern about the increasing numbers of people experiencing homelessness in Tasmania. Shelter Tas and our members also attended the virtual launch of National Homelessness Week and promoted the national theme *Everybody Needs a Home*.

Shelter Tas would like to thank City of Hobart for again supporting Homelessness Week with branding, publications and banners. Our CEO was busier than ever, addressing two public forums, providing a Talking Point for publication in the Mercury and contributing to multiple radio interviews. The team released three special HW2021 newsletters and launched our Homelessness Week 2021 factsheet.

Other highlights for Homelessness Week 2021 included a video launch from the Hon Michael Ferguson MP, Minister for Housing. The City of Hobart Housing with Dignity Reference Group presented the *I am Somebody* exhibition highlighting the strength and resilience of people with experience of homelessness. The Soundscape was displayed around the state. We thank those who shared their stories and thank Colony 47 for gifting the Soundscape to Shelter Tas.

An innovative event took place in Launceston when CatholicCare's Housing Connect team invited anyone across the housing sector interested in supporting tenants to join them for a cup of tea. For the first time both real estate agents and support workers came together to listen to the experience of tenants who overcame challenges to maintain their tenancies. This initiative will lead to better understanding and outcomes.

In Devonport the Youth, Family and Community Connections team held their annual Homelessness Week luncheon to raise awareness of homelessness in their community. It featured a young person with lived homeless experience and guest speakers, local MP Felix Ellis and Shelter Tas' CEO Pattie Chugg.

Too many Tasmanians are facing homelessness. On any given day throughout 2020-21 Specialist Homelessness Services (SHS) agencies were supporting almost 2 000 people, with 410 reporting they slept rough in the last month. 499 were young people aged between 15 and 24 presented alone, and 203 were children in families. Housing Connect received over 40 000 enquiries for housing and homelessness assistance.

Over the last year our 50 SHS supported more than 6 400 clients in our state. Each day in Tasmania during 2020-21 homelessness crisis services and emergency shelters were unable to meet 36 requests for assistance on average. This number has increased from 28 unassisted requests two years ago.

Most homelessness is invisible. In the 2016 Census only 8% were sleeping rough. We need to remember the remaining 92% of people who are sleeping in their car, staying on couches or floors, or in motels or other short-term accommodation where they are virtually invisible and far too often overlooked.

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 2021 and who work hard every day, on behalf of our whole community, towards ending homelessness. 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.

For more about Homelessness Week 2021, please see https://sheltertas.org.au/homelessness-week-2021/

HW2021 - Centacare Evolve Homes For All campaign

HW2021- City of Glenorchy Action August Event

Andy Witt and John Davis LCC HW2021- CatholicCare Morning Tea

HW2021- Homes For All event launch Hobart

HW2021- CatholicCare Morning Tea - Nic Green Launceston

HW2021- Andrew Hill and Rebecca Woolley Hobart

HW2021 - Jane Gaetani-Black Karinya at Baby Expo Launceston

Simon Behrakis and Pattie Chugg HW2021 - I Am Somebody - Hobart

HW2021 - YFCC Luncheon Devonport

HW2021 - I Am Somebody Hobart

HW2021 - YFCC Luncheon Devonport

HW2021 - YFCC Luncheon Devonport

HW2021 - Anna Reynolds and Kay Dolman Hobart

HW2021 - Palliative Care Forum Hobart

Pattie Chugg and Colleen Johnstone HW2021- Palliative Care Forum Hobart

Community Housing Industry Association Report 2020-21

The Community Housing Industry Association (CHIA) is the national peak body representing community housing providers in Australia. CHIA 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 Committee, 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. These meetings cover state and federal social housing issues, social housing reform, national regulation, best practice and service improvement, with a focus on building (with support from Housing Tasmania) more community housing in Tasmania. The Community Housing Sector provides over 8 000 community housing rental properties in the state. 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 $700 million 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.

National CHIA activities this year include

Commonwealth investment in social and affordable housing: This Inquiry into housing affordability and supply in Australia has opened another debate regarding declining home ownership rates. The CHIA submission to the Inquiry emphasised the housing affordability pressures on the three million Australians who are living in poverty. Of those, 1.3 million are not in before-housing poverty but are left in poverty when their housing payments are made.

CHIA's submission focused on the part of the housing system where affordability issues are most acute, and supply is most severely constrained, i.e. social and affordable rental housing. Our concerns are shared by:

- The Housing Industry Association, who suggest governments should, 'support industry to voluntarily assist governments to improve the supply of low and moderate income housing stock (affordable housing), for rent or sale, as a supplement to governments own social and crisis accommodation provision (for example NRAS programs)'.
- The Planning Institute of Australia, who recommend delivering social and affordable housing at scale, in part through supporting mandatory inclusionary zoning.
- The RBA, who recognise that, 'Social housing changes and low-income growth have contributed to a meaningful deterioration in housing affordability for more vulnerable households.'

A National Framework for Mandatory Inclusionary Zoning: This initiative is a partnership between the Constellation Project, City Futures UNSW and CHIA with support from PIA. The framework has incorporated the views from a wide spectrum of stakeholders. The property lobby, however, have been reluctant to participate.

The national framework aims to provide a clear, consistent model and sets out key principles, while allowing flexibility for local conditions. The scheme does away with viability testing by requiring a minimum % of affordable rental housing on any residential site - the aim being to see the land price adjusted to reflect the requirement.

Housing Capital Aggregator: This project is a joint initiative between the Constellation Project, Industry Super Australia and CHIA to finalise an ongoing funding proposal to facilitate institutional investment in affordable housing. It combines the housing boost subsidy from our pre-budget proposal with an institutional reform - the creation of a capital aggregation function, possibly within NHFIC, that would essentially convert the boost into upfront capital to enable development.

Housing and Productivity Research: This is 'long term' work to demonstrate the overall benefits of investing in social and affordable housing. CHIA is working with partners in the Housing and Productivity Consortium (a mix of for and non-profit organisations with government observers) on work that examines the relationship between housing and productivity outcomes.

Infrastructure Australia Priority Project: To demonstrate the value of investing in social and affordable housing CHIA put forward a social and affordable housing project to the Infrastructure Australia 'priority project' list. This has involved preparing a cost/benefit analysis (SBCA). The SBCA is underpinned by research linking health and well-being improvements to housing and draws on financial estimates from the Australian Social Value Bank. The outputs are dependent on the households' characteristics and the location of homes

Veterans Housing Standard: CHIA, with DVA, has agreed the outline of four pilot projects to test the resources we have produced. The intention is to use the process to put some facts on the ground, and although not able to generate additional accommodation the pilots should create connections between housing and veteran service organisations to improve access to existing options. The four projects are:

- Establishing a relationship between the new veteran well-being centre in Perth and a large community housing organisation (CHO);
- Rolling out access to the DVA triage and connect service to CHOs in SA
- Exploring how Open Arms and another large national based CHO could work together to provide housing advice and assistance on the Gold Coast; and
- Working with a large NSW CHO to look at the options for move-on accommodation and preparing ESO residents for a tenancy in the private sector.

Jed Donoghue
CHIA Board Member
Shelter Tas Secretary

Community Housing
INDUSTRY ASSOCIATION

National Shelter Report 2020-21

The past year has been one of the most challenging that we have ever faced, with the disruption caused by the pandemic and its various subsequent restrictions, limits on movements and its concomitant changes in practices. National Shelter stayed engaged, even growing its influence and advocacy, and will emerge from the crisis stronger than it went in. Among the most successful elements (even if the word is now being over-used) was the pivot to virtual meetings and events, requiring urgent (yet welcome) familiarity with the workings of Zoom, Teams, Webex and similar conferencing and meeting platforms. It meant we could continue and even enhance our national engagements. We found new ways to co-operate and co-ordinate with other peak organisations, and in the early stages of the pandemic we were meeting weekly with minister's advisors, opposition spokespeople and officials to provide feedback and advice on how to keep Australia safe and all people protected.

Housing was an early success within COVID-19 planning, especially as state and territory governments opened new accommodation options for the housing of those people sleeping rough. It was a tribute to our state and territory colleagues how well they engaged in providing solutions, and to governments for how well they responded. Over $4b was spent by states and territory governments, protecting up to 40 000 people with improved housing options. Throughout all of this National Shelter, with CHIA and Homelessness Australia, pitched the Social Housing and Recovery Program (SHARP) proposal to government. It gained support from a wide variety of sources but has so far been resisted by the Commonwealth.

It has been great to see that state governments (Victoria, Qld, NSW, Tasmania and WA) have now committed over $10b to build social and affordable housing over the coming years. It is a testament to the persistence of the sector that this has occurred.

In the 2.75 years since the last Federal Election we have been busy updating our policy platform (released in early September). One of the key projects we have been involved with during the whole period has been supported by Shelter WA, with a grant from the Federal Department of Health and Ageing. National Shelter is part of the governance of the project, along with the newly formed National Aboriginal and Torres Strait Islander Housing Association (NATSIHA). The project has produced a forward-looking report, "Reimagining Indigenous Housing, Health and Wealth", which changes the narrative and approach to the future after looking at the shortcomings of previous policies and programs. Another project we have been working on for several years is also now underway. "Opening the Door" is a project which aims to open conversations and pathways to improve housing options (and an understanding of housing systems) for people with disability. The first forum is happening as I write and will be followed by fora in every state and territory.

The year has also had a few speedhumps to overcome, other than those arising from COVID-19 restrictions. The major one for us has been the withdrawal of Bendigo Adelaide Bank's (BAB) sponsorship from our Rental Affordability Index (RAI). The RAI continues to grow in importance as a rental metric and, although others may have provided more overall focus on rental housing metrics, no one does the job of comparing price with income better than RAI. It continues to generate major media attention and is an important part of the AIHW data dashboard, regularly being cited by treasuries around the country. We have now added Beyond Bank as a supporting partner for the RAI, and are changing our banking from BAB to Beyond Bank. We encourage our members and associates to consider doing the same.

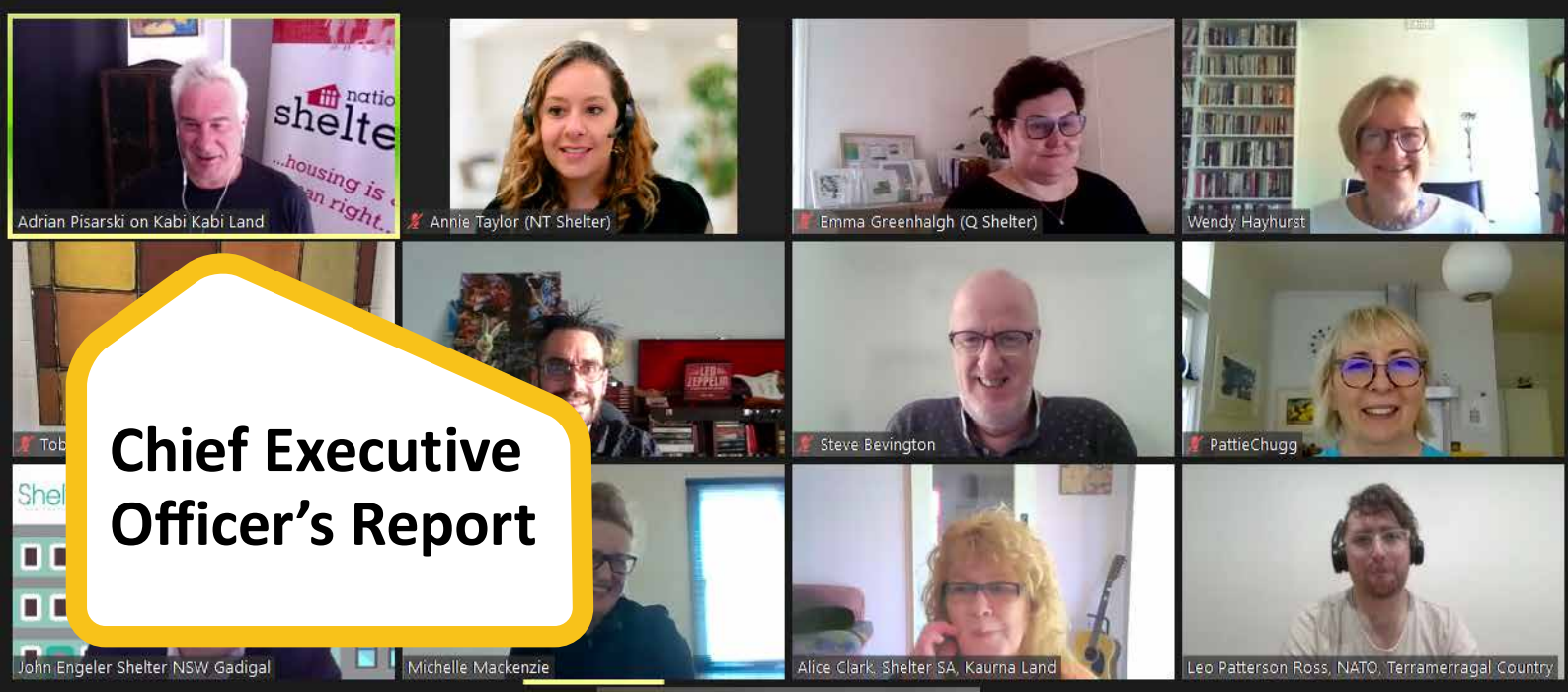
As can be seen, 2020-21 has been a challenge but we have found a way to not just maintain but to increase our advocacy, resource base and work rate. 2021-22 will be an election year and we are committed to making sure that housing is a major component of the decisions Australia faces. To do this, while continuing to do all the other things we do, requires maintaining a collective effort from our state and national members, associates, supporters and friends.

On a personal note, perhaps the highlight of the past year was being asked to contribute to Tanya Plibersek's edited collection of COVID-19 responses "UPTURN". I've worked with Tanya since her days as the Opposition Spokesperson on Housing (in 2006) and then minister in 2008. It is an association I am proud of, and I was honoured to be included as a contributor alongside many luminaries.

In closing, I want to say a big thankyou to our very part-time staffer Sorcha Walshe, who helps prepare our eNews and communications. A shout out also to Mr Jacob Gates, who provides our website support voluntarily despite our offers to pay him. I also want to acknowledge that at the national level Shelter is very much a network reliant on all its parts working with a great deal of trust and support, without which my role would be much harder. Finally, thanks to our Executive members Pattie Chugg, John Engeler, Peter McMillan and our chairperson Dr Alice Clark, who provides me with weekly support and gives up much of her time to ensure we remain on track and true to our goals.

Adrian Pisarski
Executive Officer, National Shelter

national shelter



Chief Executive Officer's Report

The 2021 Shelter Tas Annual Report reflects the continued dedication of our members across the state. Congratulations once again for your impressive achievements against the backdrop of another year of COVID-19 and the housing shortfall across the state. Structural issues, such as the gap between people's incomes and cost of renting in the private rental market, continue to constrain the outcomes that our services can deliver.

A positive to note in the member contributions to this Annual Report is the growth of new builds by Community Housing Providers (CHPs) and an expansion of their tenancy support and community building programs. CHPs currently manage over 8 000 properties, now more than our public housing system (with only 5 900 of the 13 900 being public and community/social housing). We continue to see homelessness services working at capacity while adding new initiatives and ways to support clients. New services, such as the Safe Spaces and Wintringham, have joined the sector and with new Youth At Risk and Youth2Independence services in the pipeline much needed secure and affordable homes in all regions of the state will be provided.

Shelter Tas' role is to continue to advocate for change, to amplify the voices of our members about system gaps and to look for opportunities for improvement.

Shelter Tas members tell us on a daily basis the extreme difficulty of finding affordable rental properties for clients. Many people seeking to rent a home are facing unprecedented hardship in all areas of the state, especially those with high population increases and tourist demand.

At the time of writing Hobart continues to be the least affordable capital city in Australia (according to the Rental Affordability Index, which compares rent to income), and now the rest of Tasmania also ranks as least affordable. Tasmania has more than 40 000 households renting privately (one in four households) and over 120 000 people in Tasmania are living in poverty. We know the fiercest competition for rental properties is at the lower end of the private market, and rental stress is climbing up the income ladder. Last year's experiences clearly show that rental unaffordability has taken hold in regional and rural areas, making it no longer viable for most lower income households. People all across the state have fewer and fewer options for renting.

The social housing waiting list has increased to 4 468 (as of September 2021), with priority applicants waiting on average more than a year to access a home. There are now over 13 900 households living in public and community (social) housing, where income-based rental means they have a buffer against housing hardship and insecurity. The not-for-profit community housing sector is leading the way in the construction of affordable rentals that will stay affordable in the long term.

We know that increasing the supply of targeted affordable social housing is the best measure for preventing or alleviating housing hardship and the risk of homelessness. Shelter Tas calls for the proportion of affordable social rentals (community and public housing) to be raised from the current 6.1% 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, rapid changes to people's employment and income, population growth and the demand for tourist accommodation. As always, the burden falls most heavily on the least resourced people in our community, who in the worst instances face the risk and reality of homelessness.

Reflecting on the year I am pleased to see such strong support for Shelter Tas in our member survey, and engagement and attendance at our meetings and forums. Our strength is that we are embedded in the sector through our regular meetings, SHS forums, Shelter Policy Committee meetings and Shelter Executive meetings. Our work is effective and relevant, thanks to the expertise and experience of our members and the trust they place in us.

Highlights of Shelter Tas work this year are presented in the Shelter Tas Activities Report (page 23), the Homelessness Week Report (page 28) and the Workforce Development Report (page 27).

In the year ahead Shelter Tas will continue to advocate for everyone in our community to be safely and affordably housed. Shelter Tas will provide leadership and systemic advocacy as we engage with the Tasmanian Housing

Strategy, the Affordable Housing Strategy and Action Plans, Housing Connect Reform, the COVID-19 Pandemic responses, the State Budget Process, and the Reform of the State Planning System. We will make sure the cost and availability of housing is visible in relevant decisions and consultations at all levels of government.

Thank you and acknowledgments

Thank you to all our members and those who support our mission and objectives. I appreciate the dedicated work of all who continue to deliver essential services to Tasmania's most vulnerable people. I acknowledge all Tasmanians who are doing it tough in unaffordable and unsafe housing, and all people who are at risk of or who are experiencing homelessness.

I express total gratitude and appreciation to our hardworking and supportive Shelter Executive. Andrea Witt, as Chair, has strategically guided Shelter Tas over the last year; skilfully supported by Deputy Chair Jed Donoghue, Treasurer John Stubley, Secretary Louise Bieser, Policy Committee Liaison Oscar Norton, and Public Officer Jenny Bertram. Shelter Tas depends so much on your leadership and professionalism.

I thank our fabulous 16 member state-wide Shelter Policy Committee (thirty-two experts, including the proxies) for their continual commitment and dedication. Your regional knowledge is invaluable, and your insight and expertise bring a depth of knowledge and credibility to our policy work.

To our skilled and effective Shelter Team: Cynthia Townley, Meg Smith, Bronwyn Lysaght, Helen Rääbus, Paul Duncombe and Laurence Hogue - thank you all for another splendid year of excellence.

I'd also like to thank the Minister for Housing, the Hon Michael Ferguson, for his ongoing support, and our previous Minister the Hon. Roger Jaensch. From the Department of Communities Tasmania I would especially like to thank Secretary Michael Pervan, Deputy Secretary Peter White, Jessemy Stone, Richard Gilmour, Tim Denby, 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.

Thanks, as always, to our national peaks and special thanks to my and our long-term colleague and friend Adrian Pisarski, the CEO of National Shelter, who is retiring in March 2022. I have long appreciated Adrian's dedication and national leadership and I will miss his sound advice and strategic guidance. Thank you, Adrian, for everything you have done for the Shelter network across Australia over so many years.

Farewell to our treasure of a treasurer, John Stubley

This year we also farewell our longstanding Treasurer and Executive Committee member John Stubley. His financial skills, acute mind, and his media presence have been a powerful support to Shelter Tas for over 12 years. In that time John has played a pivotal role in Shelter Tas' sound financial management and our organisational development, through leading discussions on important amendments to our Constitution and changes to our governance structure. John has been a pillar of sound judgement for Shelter Tas, bringing a much-valued precision to our decisions and governance. John has always been incredibly reliable and thorough; his support for Shelter Tas has combined financial acuity and business sense with compassion. We wish him well in his new adventures in life and will miss him greatly, although he has promised to stay in touch. John will join Belinda Jones as a Life Member of Shelter Tas, in recognition of his outstanding contributions.

In Memoriam Meredith Barton

We are all grieving the loss in May 2021 of Meredith Barton - our long-serving Executive Committee member, Vice-Chair and Policy Committee member. On behalf of all the Shelter Tas staff and members I would like to acknowledge Meredith's extraordinary legal and tenancy expertise, her exceptional clarity of thought and ability to build consensus. As Principal Solicitor of the Tenants' Union she continued the tradition of a strong connection between Shelter Tas and the Tenants' Union. We could always rely on Meredith's dedication and commitment to us and to tenants' rights, including leading training for the sector. Our friendship grew through our long road trips together (to attend Policy Committee meetings) as we shared laughter, family stories, and sector insights. Her maturity, good sense and calm pragmatism are greatly missed in our Executive and Policy Committees, and in the day-to-day work of Shelter Tas. Meredith, we lost you way too soon!

Pattie Chugg

Chief Executive Officer, Shelter Tasmania

Premier Gutwein and St Joseph apprentices Hobart

Shelter Tas Policy Committee Shelter Tas AGM 2020

Andrea Witt, N'didi Okwechime and Alfie Shelter Tas AGM 2020

Oscar Norton and Alex Bomford at the Shelter Tas AGM 2020

Minister for Housing, the Hon Michael Ferguson YFCC Devonport

Rebecca Woolley, Kay Dolman and Denise Leonard

Federal Shadow Housing Minister Jason Clare, Pattie Chugg and Cynthia Townley

Resident Artworks from Colville Place Exhibition Moonah Arts Centre

Don McCrae, Pattie Chugg and Peter White

Ewan Higgs and Hannah Richardson Hobart City Mission

Pattie Chugg accepting CBA donation for women's shelters from CBA's Wendy De Jong

Jessemy Stone, Don McCrae and Kim Bomford

Shelter Tas Committee Members at Shelter Tas AGM 2020

Andrea Witt, Helen Rääbus and Meg Smith

Minister Roger Jaensch - guest speaker Shelter Tas AGM 2020

Treasurer's Report

The total grant funds received from the Department of Communities Tasmania for the year ended 30 June 2021 was $465 625. This consisted of $405 763 for Peak Body Advocacy and $59 862 for the Workforce Development Program (WDP). Increases for the 2020-2021 year are based on a CPI rate of 2.25%, including the final round of the Equal Remuneration Order (ERO) for wages. Shelter Tas has received additional funds through the Commonwealth Government's ATO Cash Flow Boost of $29 411.

The revenue received from memberships for the year was $25 184. This consisted of $17 713 for Shelter Tas membership and $7 470 from the Community Housing Industry Association (CHIA).

Shelter Tasmania had a total equity of $110 504 at the commencement of the year, and $158 624 at the end of the year. This is an increase in equity of $48 120, which is in line with the profit for the year. This reflects an increase in equity of 43%.

Cash and Receivables increased by $113 225 from $309 859 to $423 084, or approximately 37%. 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 third 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, which is very much welcomed. We commend the Department of Communities for their vote of confidence in our position as peak body for the housing and homelessness for the sector, and are pleased to see the Department share our desire to ensure that all workers in the sector will have access to the same high quality training opportunities over the next two years.

The Financial Statements were audited by Michael Muller, Chartered Accountant, for the year ended 30 June 2021, 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 2022.

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 Tas and to manage the budget within the financial limitations of our ongoing funding.

As Treasurer for Shelter Tas 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 Jed.

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, the Hon. Michael Ferguson MP, and the outgoing Minister Roger Jaensch, and the Deputy Secretary for Housing, Disability and Communities Services, Peter White and his team for their continued support of Shelter Tas.

John A. Stubley
Treasurer, Shelter Tasmania

Shelter Tasmania Inc

ABN 99 007 503 300

Financial Statements
For the year ended 30 June 2021

Michael J Müller
Chartered Accountant
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Hobart TAS 7000

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CHARTERED ACCOUNTANT

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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, 2021.

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, 2021 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 conduct 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.

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 than 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.

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 26th day of August, 2021.

Shelter Tasmania Inc

ABN 99 007 503 300

Statement by Members of the Committee

For the year ended 30 June 2021

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 2021 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 2021

	2021 $	2020 $
Income		
DHHS Grants	405,762.70	387,117.60
Other Grants	0.00	4,900.00
WDP Income	59,861.67	54,427.97
Membership	25,183.62	24,664.84
WDP Income training	8,108.03	29,450.37
Donations	15,500.00	6,111.70
Interest received	46.57	987.91
ATO Cash Flow Boost	29,410.50	49,017.50
Total income	543,873.09	556,677.89
Expenses		
Audit fees	2,725.00	2,670.00
Bank Fees And Charges	231.08	245.98
Car Allowance	13,114.00	12,304.00
Computer Expenses	18,373.90	12,759.75
Consultants fees	1,437.50	0.00
Depreciation	1,224.89	206.60
Donations	15,500.00	0.00
Electricity	1,381.60	1,951.04
Equipment purchases	12,328.85	9,360.75
Forums and Meetings	3,770.50	14,766.08
Insurance	5,977.07	5,647.09
Membership Expenses	8,030.96	7,414.27
Office Expenses	988.56	1,275.32
Postage	488.69	495.00
Printing & stationery	2,673.06	3,676.10
Rent Expenses	16,206.52	15,741.88
Resource Materials	587.35	749.07
Sundry expenses	303.98	7,448.10
Superannuation	32,004.74	30,621.96
Telephone Allowance	720.00	0.00
Telephone	2,563.50	2,348.36
Training costs	9,741.10	20,205.00

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 2021

	2021 $	2020 $
Travelling and accommodation	742.77	8,166.80
Wages and entitlements	344,638.03	349,864.11
Total expenses	495,753.65	507,917.26
Profit from ordinary activities before income tax	**48,119.44**	**48,760.63**
Income tax revenue relating to ordinary activities	0.00	0.00
Net profit attributable to the association	**48,119.44**	**48,760.63**
Total changes in equity of the association	**48,119.44**	**48,760.63**
Opening retained profits	110,504.08	61,743.45
Net profit attributable to the association	48,119.44	48,760.63
Closing retained profits	**158,623.52**	**110,504.08**

The accompanying notes form part of these financial statements.

Shelter Tasmania Inc
ABN 99 007 503 300
Detailed Balance Sheet as at 30 June 2021

	2021 $	2020 $
Current Assets		
Cash Assets		
CBA General Cheque Account	201,231.98	58,107.50
CBA Cash Management Account	106,319.06	106,308.46
CBA Employment Liability Account	113,328.13	113,316.82
WDP Account	5.00	15,549.03
Debit Card Account	2,000.00	500.00
Petty Cash	200.00	200.00
	423,084.17	293,981.81
Receivables		
Sundry debtors	0.00	15,877.50
	0.00	15,877.50
Total Current Assets	**423,084.17**	**309,859.31**
Non-Current Assets		
Property, Plant and Equipment		
Plant & equipment - at cost	5,375.00	23,545.00
Less: Accumulated depreciation	(537.49)	(22,857.60)
	4,837.51	687.40
Total Non-Current Assets	**4,837.51**	**687.40**
Total Assets	**427,921.68**	**310,546.71**

Shelter Tasmania Inc

ABN 99 007 503 300

Detailed Balance Sheet as at 30 June 2021

	2021 $	2020 $
Current Liabilities		
Payables		
Unsecured:		
Accrued expenses	7,205.03	5,679.59
	7,205.03	5,679.59
Current Tax Liabilities		
GST payable control account	10,115.80	10,111.19
Input tax credit control account	(4,316.64)	(2,482.29)
Amounts withheld from salary and wages	6,914.00	6,074.00
	12,713.16	13,702.90
Provisions		
Employee entitlements	48,525.66	48,525.66
Annual Leave Provision	27,846.97	31,961.48
Annual Leave Loading Provision	7,281.28	0.00
LSL Provision	46,864.99	46,864.99
Web Site Provision	3,716.00	3,716.00
	134,234.90	131,068.13
Other		
Grants in Advance	115,145.07	49,592.01
	115,145.07	49,592.01
Total Current Liabilities	**269,298.16**	**200,042.63**
Total Liabilities	**269,298.16**	**200,042.63**
Net Assets	**158,623.52**	**110,504.08**
Members' Funds		
Accumulated surplus (deficit)	158,623.52	110,504.08
Total Members' Funds	**158,623.52**	**110,504.08**

The accompanying notes form part of these financial statements.

Shelter Tasmania Inc
ABN 99 007 503 300
Detailed Balance Sheet as at 30 June 2021

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.

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 other 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.