

SHELTER TAS ANNUAL REPORT 2011



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Housing is a Human Right

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who is shelter?

Shelter Tasmania is an independent community organisation committed to the principle of accessible, affordable, appropriate and secure housing for every person and the elimination of homelessness.

about **SHELTER**



Shelter Tasmania is an independent not-for-profit housing peak organisation funded by the Department of Health and Human Services. Shelter represents the interest of housing consumers on low incomes and housing providers across Tasmania.

Shelter's membership consists of a wide range of housing and supported accommodation services, tenant groups, local government, community organisations and individuals interested in housing. The Council of Homeless Persons Tasmania is a subcommittee of Shelter.

Shelter aims to provide an effective Tasmanian voice on housing and related issues by fulfilling the following objectives:

- 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.



Andrea Witt - Chair



John Stubley - Treasurer



Patti Chugg - Executive Officer



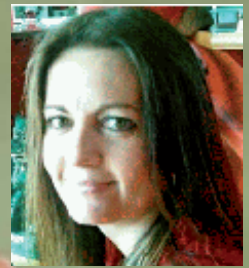
Therese Bromfield - Communications



Jenny Bertran - Public Officer

ABOUT SHELTER CONT.

- To create opportunities to support, establish, resource and co-ordinate non-government organisations and agencies with similar interests and objectives to the Association.
- To promote opportunities for members of the community to access housing provision free from discrimination due to age, gender, ethnicity, health status or disability.
- To promote and support consumer and community participation in decision making in relation to their housing and to promote access to avenues of appeal across all housing tenures.
- To provide a structure that enables the members to inform policy development in a manner that is consistent with the objectives and visions of the association and also reflects the needs of homeless people and people who live in poverty or on low incomes.



Belinda Jones - Vice Chair



Meredith Barron - Committee Member



Jed Donoghue - Secretary



Cathryn Sykes - Policy Officer



Amanda Henri - Proxy Committee Member



Trudy Kullenburg - Administration



David Fiddle - Proxy Committee Member



Ray Green - Committee Member



Kathy Wiles - Committee Member



Louise Beiser - Proxy Committee Member



Leonie Hyde - Committee Member

MANAGEMENT COMMITTEE AND STAFF

Shelter Tasmania

Management Committee

(including the Executive) 2010-2011

CHAIR

Andrea Witt – Centacare

VICE CHAIR

North - Belinda Jones - Anglicare
Accommodation Service

SECRETARY

Jed Donoghue - Salvation Army Housing
and Homelessness Services
(Emily Churches - Colony 47, retired)

TREASURER

John Stubley - Optia

PUBLIC OFFICER

Jenny Bertram - Magnolia House

QUALITY IMPROVEMENT OFFICER

Belinda Jones - Anglicare

OTHER COMMITTEE MEMBERS

Andrea Witt - Centacare

Proxy Mim Domanska - Centacare North

Meredith Barton - Tenants' Union Tasmania

Annette Clark - Hobart City Mission
Proxy: Rebecca Wolford

John Stubley - Optia

Ray Green - Launceston City Mission
Proxy - Stephen Hill

Jed Donoghue - Salvation Army Housing
& Homelessness Services
Proxy - David Priddle

John West - Community Connections Burnie

Belinda Jones - Anglicare North
Proxy - Louise Beiser

Jenny Bertram - Magnolia House,
Launceston Women's Shelter
Proxy: Amanda Henri

Cinnamon Whately - Karinya Young
Womyn's Refuge
Proxy - Ria Brink

Kathy Wiles - Colony 47
Proxy N'didi Okwechime

Leonnie Hyde - Community Housing Limited

Shelter Tasmania Staff 2010-2011

EXECUTIVE OFFICER

Pattie Chugg (1 FTE)

POLICY OFFICER

Cathryn Sykes (.8 FTE)

COMMUNICATIONS OFFICER

Therese Bromfield (.6 FTE)

ADMINISTRATION OFFICER

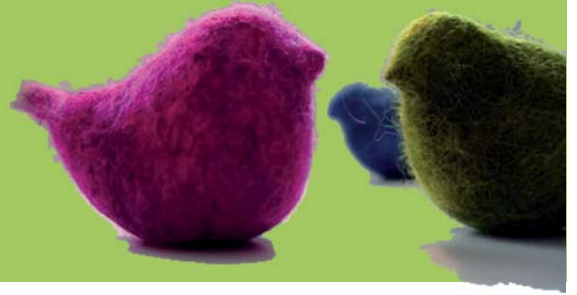
Trudy Kuilenburg (.3 FTE)

Management Committee

Meetings Held 2010-11

- February Thursday 10th
- March Thursday 24th
- April No Meeting
- May Thursday 5th
- June Thursday 16th
- July Thursday 28th
- August Thursday 18th
- September Thursday 8th
- October Thursday 20th
- November AGM Wednesday 9th

CHAIR'S REPORT



During the 2010 -2011 financial year it has again been an honour to hold the position of Chair for Shelter Tasmania. The ongoing commitment, passion and immense client focus that I see coming from Shelter Tasmania members, management, executive and the Shelter Tas team has again been astounding. I would also like to acknowledge the dedication and work conducted by the Australian, Tasmanian and Local Governments and their departments: in particular Housing Tasmania and the Housing Innovations Unit.



This year has been extremely productive for Shelter, with many of the issues it has been lobbying for coming to fruition. A good example is the creation of the ongoing role of Policy Officer within Shelter, funded through Housing Tasmania as a personal commitment provided by the Honorable Minister Cassy O'Connor.

Again I find myself in awe of the Housing and Homelessness sector, and all that Shelter and our members have been involved in. For my last AGM report I wrote of a significant shift in Housing and Homelessness policy with commitments from both the Australian and Tasmanian Governments, including the homeless implementation plan providing \$32 million to be spent on new homelessness initiatives within Tasmania (\$18.4 million in recurrent funding and \$14.5 million in capital). With this financial investment - and the commitment from Government, their departments, Community and Non-Government Organisations - I have remained positive that we shall see improvements for those in our community who are experiencing housing stress and homelessness. These improvements have incrementally

occurred, and the optimism is proven to have been deserved. In particular, we now have three Residential Facilities (two in Launceston and one in Ulverstone), and we have seen clients with high and complex needs maintain stability in housing which has led to real, positive client outcomes. Further to this, ground has been broken on both Common Ground facilities in Hobart. The Nation Building dollars and NRAS opportunities have seen newly built homes for those on low incomes and the opportunity for not-for-profit organisations to enter into the community housing space in preparation for stock transfer.

As the promises outlined in the Tasmanian Homelessness Plan have finally begun to hit the ground we have seen welcomed opportunities for our members' clients, with many individual positive client outcomes, a reduction on the Housing Tas waiting list and a very slight shift on vacancy rates within the private rental market.

The work conducted through the Housing Tasmania Skip Team promises improved common assessment, and the provision of the Tasmanian Housing Register aims to ease access to affordable housing opportunities. The Nation Building scheme, aimed at stimulating the economy, has seen increased affordable housing and the NRAS has delivered some (not all) properties at no more than 80% of market rent (although admittedly 80% of market rent remains out of reach for many of the clients our members are supporting).

Now that we have come to the end of the 2011 financial year the optimism I showed last Annual Report, although still present, is accompanied with a twinge of fear. We are seeing the tightening of purse strings, low indexation, increased running

costs for organisations, increased reporting and administration requirements, the ongoing strain of the world economy, the review of the Tasmanian homelessness sector and the clues of potentially changed societal attitudes. We may be seeing a shift away from a genuine culture of accepting homelessness as the outcome of the market, with a growing reluctance to respond appropriately to real market failure. We continue to see many pay over 50% of their income in rent, increased living costs and significant periods of homelessness due to lack of exit points out of the homelessness system. Our service system emergency beds are too few, and our homelessness response services remain underfunded and overstretched.

Mainstream services continue to use the homelessness service system as their safety net, yet fall short in stepping up to meet the challenge of being part of the solution to addressing homelessness and housing stress, and certainly do not share in its resourcing. The latest census (the key data set for homelessness) has had major changes to its counting rules which will no doubt indicate/ demonstrate reduced homelessness figures even though Tasmanian services, along with services across the nation, continue to report ever increasing client need.

Key areas for concern for the sector remain the lack of options for single women over the age of 21, families (including men with children), young women (under the age of 18) with children, young people under the age of 16, persons over the age of 55 and all those on Centrelink and low-to-medium incomes within the private rental market.

The new initiatives are certainly assisting in easing some of the pressure, but do not eradicate the need for strengthening our existing Housing and Homelessness sector. The National Affordable Housing agreement, and National Partnership agreements have proven to be a solid foundation further

supported by the Nation Building Economic Stimulus Package and NRAS. All of which have provided us with a solid start of what will be the beginnings of positive change for The Housing Continuum. We already have had demonstrated support, in the main, from the Australian and Tasmanian Governments and from the not-for-profit and private business sectors. If we can, therefore, now direct our attention to the community at large and gain their support and understanding by working against 'Not In My BackYard' sentiments we will then be able to make real long term cultural change. We must all now take responsibility to advocate and educate those around us to stand with us and be active in the cultural shift needed to effect real long term change. Without it the great opportunity we have had over the last two years will have been wasted, and the housing system will continue to be eroded.

The success of the Organisation is clearly due to the commitment of the Shelter Tasmania Board, Management Committee and team Pattie Chugg, Cathryn Sykes, Therese Bromfield and Trudy Kuilenburg, without whom there would be no Shelter Tasmania. All are an extraordinary group of people who, regardless of carrying considerable workloads, continue to provide consistent and valuable contribution to Shelter Tasmania.

On behalf of the Shelter Executive and Management Committee I thank all of our Shelter Tasmania Members for your support in 2010-2011, and look forward to seeing the continued dedication from the Housing and Homelessness Sector to address issues in Housing and Homelessness, thereby creating a more affordable and sustainable future for all Tasmanians.

Andrea Witt - Chair
Shelter Tasmania

NORTHERN MANAGEMENT COMMITTEE MEMBERS



Northern Report – Shelter Tasmania 2011

The year in review – a Northerner's Perspective...

Northern members have had another busy year providing support, accommodation and long term housing for the most vulnerable in our community. Exit points continue to be the number one issue for both clients and workers and the lack of affordable housing options mean that clients continue to stay longer in crisis or inadequate accommodation. Whilst services recognise and welcome the need to demonstrate their effectiveness and be accountable, increased compliance relating to data collection and quality assurance comes with no additional resources for already 'stretched' services. The Supported Accommodation Assistance Review (SAAR) has also been a feature this year with all services participating and providing feedback on the process and outcomes to date.

Northern members have welcomed the development being undertaken in the sector to streamline systems and processes and work towards enhanced outcomes for service users. This has resulted in various working groups including:

- The Homelessness Sector Working Group - incorporating consultation on the Tasmanian Homelessness Register and Common Assessment Framework
- The Tasmanian Homelessness Charter – outlining the rights and responsibilities of homeless Tasmanians and service providers
- The Residential Tenancy Act Review Reference Group – seeking changes to the Act including minimum standards

There were two significant forums in Tasmania this year and again Northern members were well represented. Shelter Tasmania in partnership with the Mental Health Council of Tasmania and Anglicare Tasmania hosted the Mental Health & Homelessness Symposium on 9th & 10th May. There were many highlights over the two days but a significant feature was the high number of consumers who attended and provided input. This input contributed to a qualitative research report and recommendations released later in the year by Anglicare describing the plight of 20 people of varying ages and backgrounds who had experienced mental health & homelessness.

The other forum was of course the 'Bringing Housing Together' conference held by Shelter Tasmania. The two day event brought all the major players together such as Community Housing Federation of Australia (CHFA), Homelessness



Pictured above: Bringing Housing Together Forum, Hobart 2011.

Australia, National Shelter, various large scale community housing providers and Government and NGO's in the Tasmanian sector. The forum enabled and facilitated robust discussion about how Tasmania could progress community housing and what strategies had been effective in other States and Territories. The success of this forum was evident in the fantastic feedback received from both delegates and presenters.

The initiatives outlined in the Tasmanian Homelessness Plan are at various stages of implementation. In addition to some of the new services (mentioned below) and the work being undertaken through the (above) working groups; the North have been focusing on improving identification of and discharge planning for people who are homeless from our major hospital (LGH). This work is being done through a Working Group incorporating key people in the hospital, the Senior Social Worker, the local Housing Tasmania Manager and one of Shelter's Northern members (Belinda Jones) as the non-Government representative. This has been a vital project, particularly given that a key feature of both the Australian & Tasmanian Governments is aimed at increasing integration of homelessness services with 'mainstream' services and early intervention /prevention. One of the key outcomes was to ensure any housing or homelessness issues are identified as part of admittance to hospital and referrals made accordingly.

The post budget meeting with Minister for Human Services Cassy O'Connor brought mixed news for Shelter members. On a very positive note the Minister confirmed the Government's commitment to additional funds for Shelter's Policy Officer. Shelter had been lobbying for this position for some years but it did not go unnoticed that the commitment was maintained despite the Department of Health & Human Services needing to find significant savings across the board. Unfortunately as part of these savings

the community sector received a discounted indexation figure across all grants resulting in a reduction of actual funds for services.

Undoubtedly and understandably the Supported Accommodation Assistance Review (SAAR) has featured in the discussions at all of the North/NW SHS forums this year; none moreso than the forum immediately following consultations on the draft discussion paper.

Services are now awaiting the next step in the review which is the release of a models or options paper and another round of consultations with the sector. Northern services are hoping that any suggested changes are evidence based and demonstrate improved services for service users.



In looking forward and finishing the year on a positive note the Tasmanian Edition of Parity Magazine will be launched on 7th December at the state-wide SHS forum. Northern members were represented on the Reference Group for the edition and many services will be contributing articles. This should expose the rich tapestry of services in our lovely Island State and provide many examples of all the good work being undertaken.

What did our Northern Homelessness Services Say?...

Many of the Northern Specialist Homelessness Services (SHS) reported providing longer support periods for many of their clients, largely due to a lack of exit points which ultimately means a lack of affordable housing. Centacare reported that the impact of this resulted in lower client numbers due to not being able to move people through the service. In addition, Centacare were seeing many women and their children who were escaping domestic violence who had not been offered support to stay in their home as per the 'Safe at Home' legislation. Centacare

also reported seeing a growing number of children of refugees (who are now 16 or 17 years old) increasingly accessing crisis shelters. This has been a slowly growing trend but particularly evident this year.

Launceston City Mission noted the year being one of contrasting halves with the beginning seeing the Crisis Unit experiencing high levels of contacts for accommodation from males aged 18 and over. This peaked at a 9% increase on last year's total of bed nights. The length of stay was longer, while the exits into positive stable accommodation options fluctuated from being on parity with last year's results, to dropping substantially depending on the month data was viewed. The second half of the year to date saw a gradual decrease in the number of people looking for accommodation. Turnover has slowed as clients have increased difficulty finding suitable exits. This has resulted in the average length of stay in the Crisis Unit increasing slightly compared to other years. There has also been a significant increase in the number of clients who have accessed the sobering up facility connected to the Crisis Unit. At the end of September the total number of sobering up beds being used exceeded the total for the whole of 2010.

The majority of women seeking accommodation and being accommodated at Magnolia Place continues to be those escaping domestic/family violence. This was the main presenting reason given by 71.2% of the women entering the shelter in a 12 month period from 1st July 2010 to 30th June 2011. During this period, Magnolia Place supported 291 women and children. Most of the children were 5 – 12 years of age and suffering trauma from living in and witnessing domestic violence.



The Specialist Homelessness Forums in the North/NW continued to highlight the lack of suitable long term accommodation options for young people. Karinya have identified that they are increasingly seeing young pregnant women in their service and struggle to find suitable, safe affordable housing in preparation for the birth of their babies. In fact, new mums are experiencing difficulties even after their children are born. Being a new young mum is difficult enough without having to worry about where you and your child will be sleeping. The effects of homelessness on young people and resulting social issues are well documented.

ACCESS North have seen an increase in older homeless people. When supporting clients aged 60 plus there are generally multiple health issues due to long term homelessness e.g. alcohol addiction, physical health issues that have not been addressed and the negative impact these issues have on a person's mental health. Unfortunately, accommodation options for this client group are limited. Aged care facilities can generally only be accessed if the client is 65 plus and assessed as needing this type of support, often there is a long wait for a bed to become available and sometimes a client can refuse this option seeing an aged care facility as the 'end of the road'. When this client group has dementia there is the need to seek the support of guardians and public trustees which again can be a long but important road to follow to ensure the long term welfare of the client.

The Specialist Homelessness Services (SHS) new data collection tool SHIP was introduced this year. Many agree that this is a great tool and services were very happy with the smooth transition to the new method of data collection. Unfortunately, particularly for the services who see large numbers of clients,

for example case planning and transitional services, it also increases administrative time e.g. ACCESS North had 356 open support periods in October including 109 children. Of course this has a direct impact on the time available for clients.

Whilst the Emergency Accommodation Service (EASe) is a state-wide after hours service it is administered by Anglicare in the North of the State. The Service took 841 calls in the 2010/11 financial year, however referrals to



the main service centres were down across the State apart from Devonport. 41% of those accommodated through this service were done so by shelters and just

under 49% were brokered in hotels and motels. The remaining were brokered at backpackers and caravan parks. Approximately 36% of calls were from the North/NW of the State which is probably marginally lower than expected. 45% of people calling the service stated they were 'itinerant' and 50% said they had stayed in a house or flat the night before which may suggest they were 'couch surfing'.

Partnerships are prospering in the North... Anglicare and Community Housing Limited (CHL) will be working in partnership to provide accommodation at two new facilities that will house up to fifty people. The facilities will provide long term accommodation and support as part of the new dollars made available through the National Partnership Agreement on Homelessness (NPA). Both facilities have been purpose built and will accommodate low income and/or homeless Tasmanians. The Thyne House facility is located centrally in York Street Launceston and will house thirty young people aged 16 to 25.

The Thistle Street building will accommodate twenty adults – singles or couples aged 18 years and over. It is interesting to note that to date the majority of applications for the Thistle Street facility have been from 16 to 19 year olds, demonstrating the lack of options for this cohort. This has been an issue highlighted for a number of years. These two new facilities will complement Anglicare's Indigo Lodge that has been consistently full all year providing long term supported housing to people on low incomes; many of whom had been cycling through homelessness services for many years.

Centacare's STAY Program & Colony 47's KEYS are working in partnership to accommodate and provide support through twenty-five Northern properties for people who have a multiplicity of needs. Colony 47's key is working with Housing Tasmania to reach their target of 100 properties across the State and the STAY program is working with 115 singles, couples & families who are considered to have high and complex needs. This program offers a 'housing first' approach and has seen a good working relationship develop between Colony 47 and Centacare.

What about Housing & Private Rental in the North?...

In addition to the 2 facilities Community Housing Limited (CHL) will be managing they now have 11 two bedroom units in Launceston.

Welcome news that they were successful in NRAS 4 which will see an additional 151 properties being built in Tasmania with no doubt some of those in the North.

Anglicare's Private Rental Support Service (PRSS) distributed \$1,554,375 in financial assistance to people trying to secure and/or maintain private rental accommodation in the North & NW of the State. This was an increase of \$69,858 on last financial year. Bond returns



boosted the disbursement funds pool by \$485,615 this year, (an increase of \$108,501 over last year.) It would appear that the consolidation of the Residential Deposit Authority and its processes is responsible for a higher rate of bond returns than experienced when bonds were held by owners and agents.

The average financial assistance per household was \$771 this year, where it was \$691 last year. The increase is partly explained by a \$10 per week increase in average rents compared with last year. This small rise in average rent cannot be extrapolated across the entire private rental market. It only reflects the rent rise that can be supported in tenancies that can be considered sustainable on low incomes. It does not necessarily indicate that rents have stabilised, or that this program's client group can readily find affordable properties. Such a small rent rise for the PRSS client base is simply consistent with the fact that incomes have not increased sufficiently to allow more expensive rents to be assessed as sustainable.

It would appear there are several reasons for the steady rise in demand for arrears assistance. Increased costs of basic day to day living comes up regularly, and include electricity bills, food, fuel, and the costs of accessing specialist medical treatment. Waiting for Centrelink payments to be adjusted, and negotiating existing financial commitments all play a part when household work hours are reduced or relationships break down. Another (not uncommon) comment has been that 'we used to be able to manage when something happened (e.g. car repairs) but now there's no room in the budget'.

PRSS is also making greater contributions to arrear debts due to budgets having so little 'spare' that households can no longer contribute to payment plans that are acceptable to property owners.

Of the households who received financial assistance, at the time of applying, a total of 65% were homeless or at risk of homelessness according to the data manual definitions (39% primary, secondary or tertiary, and 26% at risk).

The definition of 'at risk' used was those tenants who had received a termination notice. This is recognised as a very limited definition of 'at risk', so if a more inclusive definition were used, the percentage would be even higher. These figures clearly demonstrate the value of the PRSS as an effective strategy to reduce homelessness.

So in conclusion...It has been another enormous year in the housing & homelessness arena. Despite the world revolving around the South of our beautiful State, Northern members continue to make the 2 ½ hour trip down the Midland Highway to participate in working groups and forums to ensure we are always represented.

We remain positive about the way forward including the recommendations from the SAAR and having input through our National bodies to ensure Tasmania's voice is heard in the negotiations regarding the next National Affordable Housing Agreement.

From all the Northern members a big welcome to Cathryn Sykes our new Policy Officer and a big thank you as always to all those on the Shelter Management Committee. Thank you to Therese and Trudy for all your support (you know we couldn't do it without you) and last but certainly not least to our Chair Andy Witt and EO extraordinaire Pattie Chugg thank you so much for all your commitment and energy.

Belinda Jones
Vice Chair – Shelter Tasmania
On behalf of Northern Management
Committee Members



NORTH WEST COMMITTEE MEMBERS

North West Report – Shelter Tasmania 2011

As part of its Statewide Committee Shelter Tasmania has three elected committee members from the NW region. They are: Leonnie Hyde from Community Housing Limited, John West from Burnie Youth Accommodation Service and David Priddle from Oakleigh House, Salvation Army. The Committee meet regularly around the State to ensure input from all regions. The past 12 months has flown and like the south and north, the north west Shelter Tasmania members have been busy in the housing and homelessness sector. There have been many challenges along the way, but importantly positive outcomes for those accessing the services. This report will present a snapshot of some of the key service delivery areas, as well as highlight a number of significant themes.

Challenges

The housing and homelessness sector are experiencing a lack of adequate resources to provide services to the northwest community. In particular, a lack of housing options for those who are seeking tenancy in the public and private sector. Due to the lack of private rental accommodation in the area and virtually a 99% public housing and 98% private housing occupancy rate, things are looking very grim.

This is the experiences of Burnie Youth Accommodation Service (BYAS), who provide crisis and short term accommodation options for young people. BYAS have for a number of years identified an ever increasing demand for transitional housing units which they

cannot provide and now sees young people being placed on a waiting list. Oakleigh House also reports that because of a lack of accommodation options they have had to turn people away. The number of turnaways has increased by 20% in comparison with two years ago, reflecting the difficulty in moving clients onto long term accommodation. Sadly there is little information about what happens to those who cannot be housed. Additionally, Community Housing Limited has seen an increase in older/elder population seeking housing options.

BYAS and other youth services in the area are advocating for specific young housing for young people aged between 15-17 years. The Community Connections Board (BYAS is a Project of Community Connections) have engaged the services of 3P Consulting to develop a paper to support the development of an integrated approach to service delivery for young people across the northwest coast of Tasmania. This will draw on the merits of a seamless 'no wrong door' entry point to ensure young people have access to a range of services based on their needs at the time, including accommodation related support.

Profile of service users

Over the last 12 months the predominant age group of young people accessing BYAS is aged between 15 to 17 years. The majority of young people coming into the service are self-referred, with services like the Police and Government Departments being the next highest. Most of the young people arrive from living with relatives and friends and immediate family, with some

expressing a need for 'time out' or respite from their current living arrangements.

Since the BYAS/LINX Youth Transition Service commenced operation in 2001 through to the present day (2011) not one tenant of the CC Inc transition units managed by CC Inc. has returned to homelessness. Over the last four years forty-five young people have ceased being tenants of the Service. They went to the following housing options.

14	Private Rental
6	Public Housing
15	Family
10	Friends

As stated previously, Oakleigh House has seen an increased demand for accommodation. The trend is a shift from small families to, in many cases, women with three to four children. The ratio of clients to dependants accessing the service has increased from 1.2 to 1.59. These families are staying longer in the properties due to a lack of exit points; that is, stable, affordable housing with long term tenancy. Community Housing Limited is also experiencing larger families in need of bigger housing properties. In some cases, the composite of these larger families include blended children where the arrangements are for shared care. When children affected by the separation come to stay with their family, the house usually isn't large enough to accommodate everyone.

Another identified group of service users are the older/elder population who experience the threat of homelessness in the northwest. These people have either been living with their children for quite some time or have been in long term rental accommodation in huge rental stress. This, added to the amount of substandard accommodation available, is pushing this group of people to homelessness. Certainly there seems to be an overall rise in substandard accommodation that is being picked up by real estates. The threat is that these types of accommodation will/are becoming the next wave of housing for young people as they have limited options in the rental market and, in most cases, cannot afford anything better.

SAAR

The Supported Accommodation and Assistance sector is presently under review, with Housing Tasmania

engaging KPMG. The northwest coast services were the first region to secure initial discussions with KPMG and this has progressed to further presentations and documents. The sense from some northwest services is that conclusions about the proposed model were in sight before the consultation process occurred. Therefore, any suggested or proposed future models of service are on hold until the final review paper is released, and services are looking forward to presenting feedback to the Minister at the Statewide Forum in December 2011.

Highlights

The northwest coast, by its nature, is based around working in a collaborative and cohesive manner. Services have a good understanding of other services providers and what skills and facilities they bring to the community. This collaboration filters across all organisations, from State and Federal Government to the non-government sector. Oakleigh House cites an example where a positive outcome for a family occurred through a collaborative approach to case management. A case conference was organised to explore options and pathways for this family to be re-housed in public housing with identified levels of support put in place. The plan was implemented and the family have maintained their tenancy.

To ensure communication flow and collaboration between services, the northwest Shelter Tasmania members attend the Northern Specialist Housing Services, the Northwest Service Providers Forum and the Northwest Region Homelessness Prevention Working Group. The latter has established in response to the Tasmanian Homelessness Plan.

Finally, we would like to thank the staff and fellow committee members of Shelter Tas. Shelter is truly a state-wide peak body and we would like to acknowledge the effort Shelter makes. Our management meetings are held in all regions and Shelter chairs the Specialist Homeless Services meeting on a regular basis. As part of Shelter we provided input into all of Shelter's work, including submissions and policy areas. As we face reform of our homelessness sector, government cuts and economic uncertainty the role of our peak body is more important than ever.

North West Shelter Tas
Management Committee Members

SOUTHERN COMMITTEE MEMBERS

Southern Report – Shelter Tasmania 2011

The past 12 months within the Housing and Homeless sector has seen Shelter Tasmania highly involved in supporting services in the south of the state. This has been occurring within an environment of increased demand for services and ongoing shortage of housing options; within a context of change and uncertainty associated with new reporting requirements, reviews to service delivery and real reduction in funding to services through the reduction of CPI increments. These impacts have been felt across all areas of service delivery from the Specialist Homelessness Services (SHS), Direct Tenancy Programs (DTP), Private Rental Support Services (PRSS) and other support services for people needing support in relation to Housing and Homelessness.



In conjunction with Housing Tasmania, Shelter Tasmania continues to chair regular SHS forums, providing avenues for services to meet and discuss latest information and barriers relating to the sector and its principle funding source. Key issues discussed during the past 12 months have included:

- Supported Accommodation Assistance Review (SAAR)
- Specialist Homelessness Information Platform (SHIP) and Specialist Homelessness Online Reporting (SHOR)
- Quality Futures and the National Quality Framework
- Best practice examples within the Tasmanian context
- Barriers to practice

While at times some discussions have been passionate; these forums have provided some great opportunities for members of the sector to come together to share thoughts and ideas.

Ongoing access to services has continued to increase within the southern services where demand is placing some additional pressures on services. Within the SAAR review there is discussion of access points to Housing and Homeless supports; which has been argued by Shelter Tasmania and the sector that this is not a barrier within service supports. The continued issue for both clients and services is the lack of exit points. This can be exemplified through the COSS Community Tenancy Program; who in the period May 2010 to May 2011 received 118 referrals for accommodation and only had the capacity to provide accommodation to 21% of these. Within these discussions the continued question of housing affordability remains a key topic that impacts on the degree of supports required by individuals accessing services. During the last financial year as an example in the south CA\$H assisted 1902 households into private rental; however the service had 1247 applicants unsuccessful in their applications due to being unable to source affordable accommodation.

Additionally in the south there has been a marked increase of supports sought based on affordability with up to 70% of clients referred to PRSS are at imminent risk of homelessness, and require assistance with advocacy, negotiations, arranging rental arrears repayment plans, budgeting and provision of general tenancy education/support. These impacts have been reflective in supports being sought through the Tenants Union where 77% of contacts seeking assistance identify as being low income. Across the south service providers have been exposed to an increase in

clients contacting the service who are facing risk of homelessness due to financial hardship. High rents, rising electricity costs and living costs in general are forcing low income tenants to use their grocery money to pay rent. Many tenants are paying in excess of 40% of their income on rent, with some tenants paying in excess of 60% of income on rent.

During the last 12 months the sector has seen the roll out of SHIP and SHOR as the new tools for reporting to the Australian Institute of Health and Wellbeing (AIHW). Unlike other jurisdictions across the country, Tasmania has seen the majority of users of these programs trained in their usage. The introduction of these programs has been welcomed overall by the sector in the south who have been using either SMART or completing National Data Collection Agency (NDCA) forms. These methods of collection have not been able to collect a large proportion of the work conducted by services through the capture of casual client figures. With the inception of SHIP these clients will now be captured providing a better picture of the work conducted in the sector particularly relating to the question of early interventions, advice and referrals. In the last financial year ACCESS South provided casual supports for people who were either homeless or at risk represented 63% of household supports which were not captured within the previous reporting mechanisms and as such represents a component of work conducted within the sector not accounted for within the SAARS. The capacity of SHIP to capture supports that were previously not identified has been welcomed across the sector in the south.

At the time of writing, the sector awaits the release of the recommendations of the SAAR with a degree of uncertainty, apprehension and some hope as to what the proposed models for the delivery of homelessness services may be as we move into the future. With all the challenges identified above, housing and homeless workers remain optimistic whilst continuing to work tirelessly in the provision of client centered practice. The availability of community and social housing

options such as Bayview Lodge opening in November 2010 and with the Common Ground properties coming on board early 2012; these and other housing options have provided positive outcomes and relief to a number of clients, but many still rely on accessing a private rental market where they are forced to pay excessive components of their income to access even basic accommodation.

The Housing and Homeless sector continue to work collaboratively with Shelter Tasmania to advocate and highlight the extensive needs for people in need of secure, affordable and long term housing. The ongoing support and activity of Shelter Tasmania is highly valued and sought within the southern region of Tasmania and it is hoped that the relationship with Shelter Tasmania as our peak will be maintained and supported into the future. Ensuring that the needs and gaps within the housing and homelessness sector will be addressed in the form of discussion papers, reviews, policy development and positive programs and changes that enable all Tasmanians access to meet the much valued aspiration of having a place to call HOME, in which to live.

Kathy Wiles
on behalf of Southern Management
Committee Members



Common Ground Liverpool Street, Hobart.



Homelessness Australia

Creating a framework for ending homelessness



Homelessness Australia (HA) Report

Homelessness Australia (HA) is the National Peak Body whose vision is to create a framework for ending homelessness in Australia. HA was formed in late 1998 as the Australian Federation of

Homelessness Organisations (AFHO), bringing together 3 councils:

- Council for Homeless Persons Australia (CHPA)
- National Youth Coalition for Housing (NYCH)
- Women's Emergency Services Network (WESNET)

HA works to promote national policy and action to reduce homelessness and its impact on the diverse range of people it affects. HA works collaboratively with homeless people's associations, homelessness assistance services, State homelessness peak bodies, national peak organisations from other sectors, governments, business and the broader community to achieve HA's objectives.

It's been another big year at HA with work done both internally, such as the Strategic Planning Day held in Sydney on 12th September and an enormous amount of output in terms of commenting on and contributing to policy & research; attending and presenting at forums and conferences and producing papers for FaHCSIA and the sector.

In addition, HA plays a key role in monitoring the implementation of the Australian Government's White Paper on Homelessness. HA have been active and contributed to the National Quality Framework development, the Fair Work Australia equal pay case and the lead up to the ABS census.

Discussion Papers/Sector Briefings

Homelessness Australia prepared a number of sector briefings and discussion papers on topics relating to homelessness and housing affordability over the course of the financial year.

These included:

- Specialist Homelessness Services: Reforms nationally
- Homelessness Australia Election Statement August 2010

- New Minority Government arrangements
- The National Affordable Housing Agreement and National Partnership Agreement on Homelessness
- The National Quality Framework Options Paper
- The Methodological Review of Counting the Homeless 2006
- The UN Special Rapporteur on the Right to Adequate Housing
- The Community Organisations Housing Alliance
- Housing Affordability and the NRAS
- Australian Government Budget 2011
- Specialist Homelessness Services Data Collection and Client Management System
- Not for Profit Regulator

Evidence based policy papers

Homelessness Australia submitted four evidence based policy papers to FaHCSIA during 2010-11 on the following topics:

- Leaving Care, Finding Home? Preventing exits into homelessness
 - NAHA Funded Specialist Homelessness Services: Where Reform is up to
 - Making Them All Count: Issues with counting people experiencing homelessness in the Census
 - Backing up the Down-payment: The next National Affordable Housing Agreement and National Partnership Agreement on Homelessness
- The HA Board have two face-to-face meetings each year. This year we met in March in Canberra, where our 3 Councils (CHPA, NYCH & WESNET) met for 2 days to discuss the key issues in each of their States and Territories. On the 3rd day we hosted an advocacy day at Parliament House, where the Board and Councils heard from a range of Ministers, Senators and Community Sector Leaders (see below list) and the final day was the HA Board meeting.

- Carol Croce (CHFA)
- Julie Steel (FaHCSIA)
- Senator the Honourable Mark Arbib
- Senator Scott Ludlum
- Peter Garrett MP
- Trevor Sutton & Garth Bode (ABS)
- Geoff Neideck (AIHW)
- Mark Travers (DVA)
- Sally McManus (ASU)

- Adrian Pisarski (National Shelter)
- Dr Cassandra Goldie (ACOSS)

In August HA and our representatives simultaneously launched National Homeless Person's Week (2nd to 8th) across the country. Each State and Territory held an event at 10.00 am on the Monday to raise community awareness of the issues associated with homelessness. In Tasmania the official launch was carried out by the Honourable Cassy O'Connor MP and attended by other local MPs, Government and NGO sector representatives and service users. The event was held at Bayview Lodge and hosted by the Lodge Residents.



Pictured above: Minister for Human Services the Hon Cassy O'Connor with Hans & Darren (Lodge Residents) at the Tasmanian State Launch of National Homeless Person's Week at Anglicare's Bayview Lodge

Work is well underway for the 2012 National Homelessness Conference at the Melbourne Conference & Exhibition Centre. The theme and title is 'Making it Home - the real issues in homelessness' and will be held from 5th to 7th September (so make sure you put those dates in your diary!).

Australians for Affordable Housing Campaign

Homelessness Australia is a member of the Australians for Affordable Housing (AAH)

Campaign Steering Committee (AAHCSC).

The steering committee is comprised of an Independent Chairperson of the campaign (Michael Perusco) and representatives from ACOSS, CHFA, the National Association of Tenants' Organisations, National Shelter, Homelessness Australia and Power Housing.

AAH is a coalition of national housing, welfare and community sector organisations, established to highlight the problem of housing affordability in Australia. AAH believes that all Australians should be able to secure

affordable housing, yet currently one in ten Australian households are in housing stress and paying more than 30% of their income in housing costs. Paying too much for housing makes it harder for people to pay for the other basics, such as food, clothes, transport and healthcare.

AAH is calling on both Federal and State governments to make the changes required to make housing ownership and renting more accessible. AAH believes that the goal of government-housing policy should be to ensure that all Australian households can access affordable housing, and that government action needs to be coordinated to deliver that goal.

To do this we need:

- More low cost rental housing
- More opportunities for low income households to get into home ownership
- Better financial assistance for low income renters
- To put housing investment tax arrangements on a fairer footing with other investments
- To make home ownership easier for first home buyers
- A clear national plan to deliver affordable housing to all Australians

A Tassie Visit

HA will be having their 2nd face to face meeting for the year in Hobart from 7th to 10th November. The visit will not only include Council meetings, Board meeting and HA AGM but will also include a policy forum with the Tasmanian sector. The Tasmanian Launch of Australians for Affordable Housing Campaign will also take place on Wednesday 9th. In addition to all these exciting events, the HA Board and Councils will have the opportunity to attend the Shelter Tasmanian AGM.

Sincere thanks goes out to our CEO Nicole Lawder, Chair Narelle Clay, Policy Officer Travis Gilbert, Communications Officer Aileen Solowiej, Office Manager Belinda Semmler and the HA Board

for all your hard work throughout the year.

Belinda Jones
Board Member Homelessness Australia



council to homeless persons AUSTRALIA

Council of Homeless Persons, (CHPA) Report for Shelter Tasmania Annual Report for Year 2010 -2011

CHPA advocates for social justice for families and single adults who are homeless or at risk of homelessness. It endeavours to do this through the development of policy and information exchange. Council members represent a large number of homelessness organisations throughout Australia. The Council itself is made up of members from each State and Territory and has 2 face to face meetings each year and teleconferences in between. CHPA, along with NYCH (National Youth Coalition for Housing) and WESNET (Women's Emergency Services Network) are part of Homelessness Australia which is the National Peak Body for Homelessness. In 1999, CHPA became a sub-committee of Shelter Tasmania to ensure the retention of a Tasmanian voice and ongoing dialogue on homelessness issues.

CHPA had the first face to face meeting for 2011 in March in Canberra which provided a very useful forum for members to provide updates on the key issues in their States and Territories. Whilst some of the issues related specifically to local regions/ environments, there were still many commonalities across the country; despite each State and Territory being at different stages of implementing their National Partnership Agreements (NPAs) on homelessness.

Of particular interest was the experience of South Australia who had recently undergone a full sector review requiring all services to reapply for service funding to be 'preferred providers'. SA had also established 'one stop shops', introduced a shared waiting list for housing, implemented common



assessment & made a very deliberate split between property/tenancy management and support providers.

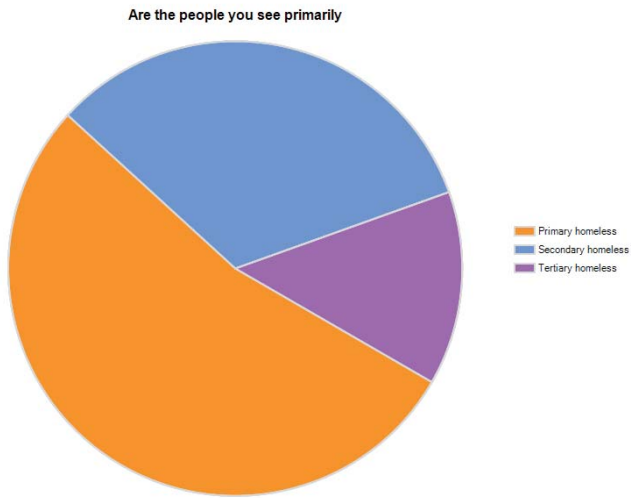
The Northern Territory were struggling with income management issues in the Aboriginal communities with many shops/retailers refusing to participate resulting in people having to travel 2-3 hours to access essential items. Queensland were of course experiencing an unprecedented call for support & assistance due to the widespread floods. The NSW sector undertook a role of monitoring the roll out of their Homelessness Action Plan through a Homelessness Community Alliance. Victoria were experiencing a change of State Government and were waiting to hear of their commitment to the State's Homelessness Strategy. Western Australia were implementing 14 initiatives as part of their NPA on homelessness with 110 specialist workers employed to assist Government with the initiatives. WA were also constructing their first 'Foyer Model' for homeless youth.

The 2nd face to face meeting for 2011 will be held in Hobart in November and will coincide with Homelessness Australia's AGM, Board Meeting and Tasmanian policy forum. This will mark the first time HA and the Councils have met in Tasmania.

Lynne Evans our 'Older Homeless Person's' delegate from WA wrote a paper on the issue of homelessness amongst elderly people noting there was very little data available in Australia on this growing area of concern.

Our NSW delegate Sue Cripps coordinated a survey that went out to the sector to gauge homelessness amongst returned armed services men and women (VETS). There was a good response from Tasmania and the overall feedback from the survey suggested that many of our homelessness services

are seeing returned Veterans and as would be expected, they are overwhelmingly male and in the primary homeless category.



CHPA is currently liaising with the Department of Veteran's Affairs in relation to improving services for our returned Vets to prevent them from becoming homeless.

Other issues discussed at the meeting in March included: National Quality Frameworks, the new SHS data collection, the 'Older Women & Homelessness' campaign that had been implemented in NSW – with many identifying this cohort as the next major 'at risk' category.

CHPA delegates also attended a series of meetings at Parliament House arranged through

Homelessness Australia that included: Senator Mark Arbib, Scott Ludlum & Peter Garret as well as Carol Croce(CHFA), Adrian Pisarski (National Shelter), Geoff Neideck (AIHW) & Cassandra Goldie (ACOSS) The day ended with a cocktail evening where members were able to speak to various MP's about key issues and areas of concern.

CHPA is currently in the process of becoming incorporated which should be finalised late in 2011.

It has been another busy year for the CHPA. A big thank you to Liz Fritz (Chair) and all the knowledgeable and hard working members of the Board. Again – it's been an absolute pleasure to work along side you all.

Belinda Jones
Vice Chair
Shelter Tasmania
Council for Homeless Persons
(CHPA) Delegate



Pictured above are the CHPA representatives on the Homelessness Australia Board at the Board's Strategic Planning Day in September: Belinda Jones (TAS), Marilyn Roberts (NT), Liz Fritz (QLD) & Lynne Evans (WA).



Community Housing Federation of Australia (CHFA) Tasmanian Housing Report 2011



In 2003 Shelter Tas became a member of CHFA as the peak body for community housing in Tasmania, and now provides the state delegates and regular reports to CHFA on community housing in Tasmania. Many

of Shelter's members are community housing providers, ranging from small housing co-operatives to larger housing associations. Shelter Tas works closely with CHFA through 3 state delegates. This year the state delegates were: Leonnie Hyde from Community Housing Limited, Jed Donoghue from Salvation Army and Pattie Chugg from Shelter Tas. Jed Donoghue is also on the board of Community Housing.

The Labor/Green Government

We have a new Labor Premier, Lara Giddings who, believes that 'all Tasmanians should have the opportunity to enjoy a reasonable lifestyle and standard of living'.

State Budget Submission 2011

There has been no opportunity so far to make a submission to the Tasmanian State Budget 2012 on community housing or any other social issue.

Public Housing

Housing Tasmania has increased public housing rents to 25% of household income. The new Director of Housing Tasmania has indicated that public housing staffing levels will be reduced and some public housing stock will be transferred to NFP organisations in 2012, which is sooner than expected. The Green Housing Minister has indicated that public housing titles will probably not be transferred to NGOs.

The State Government has yet to announce how

many public housing properties it will transfer. However, local CEOs are wondering if the interstate 'growth' providers will be more successful, as deficit funding capacity and capital investment projections may be the decisive factors in government decision-making.

Housing Associations and Co-ops

There has been growth in the community housing sector due to NRAS (270) and the Economic Stimulus Package but co-ops numbers are declining. Devon Districts Co-op has been in administration for several years and will be taken over by a housing organisation before Christmas 2011. University Housing (770), CHL (151) and Housing Choices Tasmania (Housing Choices Australia's local vehicle) (40) were the big NRAS winners in 2011. Meanwhile, the Salvation Army, like Centacare, is setting up an incorporated special purpose vehicles to manage social housing stock in the State.

Social Inclusion

The Social Inclusion Commissioner David Adams continues to be a reasonable voice 'on the issues and impacts of disadvantage and social exclusion'. The Commissioner will present his Cost of Living Report to the State Government in November 2011.

Rough Sleepers

The DPAC commitment to halve the 385 rough sleepers in Tasmania by 2010 will be put to the test by the August 2011 ABS Census data, and the local Common Ground Street Survey will provide a snapshot of the number of rough sleepers in Hobart in the last week of November 2011.

Issue for discussion

The future of CHFA: a national industry body, or a Canberra based community-housing peak?

Dr Jed Donoghue
CHFA Delegate and Board Member

EXECUTIVE OFFICER'S REPORT



2010-11 has been a year where Shelter's role as a housing and homelessness peak has become more important than ever, and we have much to celebrate and much still to do.

Over the past year the work and activities that Shelter Tas has initiated and undertaken with its fantastic committee, active members and supportive governments adds up to a very eventful and productive time. Much of our work has influenced government policy, and holds us in good stead for the future. In particular, after much lobbying and two reviews Shelter was successful in gaining funding in September 2011 for a Policy and Research Officer, a position which will greatly assist the capacity of the organisation.

Shelter's membership and reach across different sectors has continued to grow, and the message that homelessness is everyone's responsibility has created some positive links and partnerships that we can build on over the coming year. All groups were present and meet with - be that homelessness, aged, mental health, migrant and refugee groups, aboriginal, youth and people on low and medium incomes - name housing as their number one issue.

Shelter continues to work to influence systemic change, with particular emphasis on the importance of integrating affordable and appropriate housing with support to assist our most vulnerable households and prevent homelessness. To enable the much touted 'housing first principle' and wrap around support this needs to be backed

up by a capital growth strategy to build more housing and provide adequate funding for support. This we are yet to achieve satisfactorily.

2010-11 witnessed the second full year of the National Affordable Housing Agreement (NAHA) which provides the overarching framework for Social Housing, Homelessness and Indigenous Housing, all of which Shelter Tas, on a State and National basis, has focused on, and we are currently working on what will be in the next NAHA. This year Shelter Tas continued to work in partnership with others to ensure that the current reform agenda, under the NAHA and across the Department of Health and Human Services (DHHS), is made open and transparent, while looking for ways to improve them and to ensure that the expertise of the community sector and consumers are included.

As outlined so ably in the previous reports from the expert members of the Shelter Management Committee, the array and pace of activities and reforms across housing and homelessness has been significant. Despite the ambitious reform agenda for people on low-to-medium incomes without secure and affordable housing there continues to be an expensive and competitive private rental market, with a long waiting list for social housing. There is an urgent need to alleviate some of the identified pressure points, by upscaling the current service system.

To increase the supply of affordable housing remains a key issue. The recently released data from "Australians for Affordable Housing" shows that more than 18,000 Tasmanian households are in housing stress. Of those renters receiving



Bringing Housing Together Forum - 2011

Commonwealth Rental Assistance, 52% are still facing unaffordable rents. This becomes even grimmer when you take into account that 60% of the low cost private rental stock is taken up by higher income people who prefer to remain to save on costs. Then this gets even worse when looking at the National Housing Supply Council 2010 'State of Supply' report that identifies a current shortfall between the supply of housing and the demand for it as being 178,000 nationally - that is, we have nearly 180,000 too few houses to meet the need. In Tasmania the shortfall in dwelling construction is projected to increase from a shortfall of 4,800 this year to 11,900 by 2015 (Noted by Judith yates). The nett result is that those on the lowest incomes and highest needs are most likely to be squeezed out of private rental, or into locations away from services and infrastructure. This ongoing lack of affordable housing needs to be understood and linked across the reform agenda.

This includes the current Supported Accommodating Assistance Review (SAAR), which is reviewing the homeless and private rental support services in Tasmania. At the time of writing this report the SAAR was not completed, and there is concern that the real issue of lack of exit points was seen to be legitimately outside the scope of the review. If housing is not addressed as integral to reducing and preventing homelessness the SAAR will be restricted in providing the outcome for people who need such housing and support. Shelter looks forward to providing expert input to the SAAR to ensure the sector and consumer input is provided and taken into account. Members are concerned that changes must be clearly evidence-based and will demonstrate improved services for all.

On an organisational level Shelter has undertaken a great deal of internal development. We are

currently reviewing our strategic directions and trialling a new work plan with outcome measures. Once again, this has been a great team effort with outstanding support and input from the Shelter Management Committee and Executive.

Normally at this time of year Shelter Tas would have lodged a State Budget Submission. As yet Treasury has not requested for one, and with \$100 Million in savings required across DHHS this year (with \$10 Million of that to come out of Housing Tasmania's Budget) there is little appetite to hear about what is really needed, yet the public needs remain. As a peak body, Shelter is committed to ensuring member's input and ideas are incorporated into the formal submission, so we are currently working with members on contributions from their particular area of expertise. Once it is completed we will post it on www.shelertas.org.au

Shelter activities

This section addresses some of the key areas of work that Shelter Tas has undertaken over the past year. The following section (Representation) is a more extensive list of the meetings and advisory bodies Shelter represent members on.

Homelessness and Mental Health Mental Health and Homelessness Symposium Hobart May 2011

The link between mental health and homelessness is well known and it was decided there need to be some clear link made at a policy level. This led to a partnership between Anglicare, Mental Health Council and Shelter Tasmania to facilitate Tasmania's first Mental Health and Homelessness Symposium.

EXECUTIVE OFFICER'S REPORT CONT.



Bringing Housing Together Forum - 2011

This highly successful event was attended by 200 delegates, including consumers, carers, families, service providers, peaks and government representatives. Shelter Tas opened the event, and the symposium provide a number of inspirational guest speakers who encouraged those present to question how we could address the issue of homelessness in Tasmania.

The themes that emerged from the two days included the importance of building relationships, gathering data and working across the housing, homelessness and mental health sector. Shelter Tas has made a commitment to continue to work in partnership with Anglicare and the Mental Health Council on joint policies and submissions. This includes a focus on housing and support for those with mental health issues in this years State Budget Submission.

Building Capacity

Bringing Housing Together: Affordable Housing Forum July 2011

The need for more affordable housing is not an issue exclusive to Tasmania but one that is ongoing at a national level. Shelter Tas has for a long time advocated for the growth of community housing in this state and for the need for organisations to learn more and possibly take on providing housing. This led to Shelter Tas with the support of a Community Housing Capacity Building Reference Group (CHCBRG) developing a proposal to improve the knowledge and skills of the community housing sector in Tasmania. The Forum was the starting point for this development.

The two day Forum brought together key housing



Bringing Housing Together Forum, July 2011 in Hobart.

stakeholders and experts from around the country. It provided the opportunity to gain knowledge, find out what is happening in other states, hear about best practice in the community housing sector and develop and understand the way forward. The forum was a sell out and an outstanding success with over 100 delegates.

The event was MC'd by National Shelter Chair Adrian Pisarski and the opening from the Minister for Human Service, Cassy O'Connor, outlined her vision for the not-for-profit housing sector over the next five years and for the first time stated that the government was committed to transferring 35% of public housing stock to the NFP sector by 2014. Feedback from participants afforded that this forum was well organised and highly informative with the majority requesting for more to be held. The CHCBRG will be working toward another even next year. For more details, see the web page that outlines presentation and background material: go to: www.shelertas.org.au/chcb/affordhousing_forums2011.html

Improving Training for the Homelessness and Housing Sector

Shelter has been active in lobbying for changes to the training arrangements for the SHS services over the past 2 years, which has proven to date to be most unsatisfactory and poorly targeted for the needs of this sector. Last year in Shelter's Budget Submission we requested funding to be provided to accredit training for the homeless and housing sector. The Tasmania Homelessness Implementation Plan notes that a workforce capacity and workface development plan will be developed but this has not happened to date. Shelter would be well placed to undertake this.

In the meantime, Shelter Tas made a successful submission to Skills Tasmania to provide training for 27 places in Social Housing Cert 1V to be delivered by NSW Community Housing Federation (NSWHF), in partnership with Shelter Tas. This training will take place over 12 months, and it commenced in September 2011. Shelter is currently working with the NSWHF to build on the successful program. This training is particularly timely, with the announcement that Housing Tasmania will be transferring some 4,000 properties to the NFP sector over the next two years.

Communication builds Capacity

www.shelertas.org.au

Communication is crucial for an effective and active peak body. Shelter sees communication with its members, stakeholders and the community as a top priority. Over the last year Shelter Tasmania has actively engaged in providing information to members across a range of media, on housing, homelessness and consumer protection related issues. This has included mail-outs and regular Shelter e-updates (with over 300 subscribers, our web page is constantly updated and increasingly utilised). Since the introduction of our web page in 2004 we have expanded its functions and use: for instance, the yearly usage in 2005/6 was 75,000 hits, growing to 600,000 this year. All of Shelter's submissions and publications are posted on the website to enable wider community access. This year we added an interactive complaints/compliments, SHS Data Page, Housing Forum page and expanded the community housing and homelessness page. We now track at over 37,000 visits per year and have a Face Book Page.

Collaborations with National Shelter

As part of the National Shelter Network, over the past year we have been working on a number of projects. This included two Aboriginal Housing Roundtables, both of which brought together thirty representatives from Indigenous and mainstream housing organisations and peak bodies meeting in Brisbane under the auspices of National Shelter. The meetings included a Tasmanian Aboriginal and a Shelter Tas representative. The roundtable discussed a range of housing issues facing Indigenous people with possible solutions, resulting in a National Shelter Policy Statement - "A Way Forward for Housing Indigenous People in Australia". This important work has helped with forging better links with Aboriginal

housing representatives in Tasmania, who then attended and spoke at the Bringing Housing Together Forum in July this year. We plan to build on this work in the coming year.

Improving Tenancy Law

Shelter, along with working with National Shelter on National Tenancy Reform Shelter, is also a member of the Residential Tenancy Act Review Working Group. Over the year Shelter has provided a number of submissions to this review, as well as providing expert advice on policy options for inclusion to discussion papers and legislation. Shelter also continues to work with members to lobby for reform to the current legislation to better protect the interests of tenants and those disadvantaged in the rental system.

Tasmanian Homelessness Plan 2010-13

In line with Shelter's Budget Submission, a non-government reference group on homelessness was established to provide advice and expertise. Shelter Tas is represented on this group. The Tasmanian Homelessness Plan was launched in September 2010 and implementation has progressed over the last year. The plan sets out a strategic framework and series of objective and actions. Shelter Tas is a member of the key advisory bodies that support the work of the reference group, including:

- Social Housing and Homelessness Advisory Forum
- Regulation of Community Housing Working Group
- Data Collection/IT/Common Waiting and Assessment Working Group
- Consumer Engagement and Social Enterprise Working Group
- Supported Accommodation Facilities



Bringing Housing Together Forum - 2011

Working Group

Conclusion

It has been a very stimulating year, with so many reforms on a range of fronts, with submissions and consultation to be provided. Shelter continues to be a great place to work. It is like a planet set in an energetic force field full of ideas and hyper-communication between staff, management and membership. Shelter also works closely with a range of National and State peaks, government agencies and politicians. I would like to thank all those people who have provided such a positive and collaborative environment to work in, allowing Shelter to achieve so much throughout the year. This includes, but is not limited, to:

- Firstly, I would like to thank and acknowledge the work of Emily Churches, former Secretary and Vice Chair who left the committee this year. We wish her well, and hope that she will remain in the Shelter orbit.
- Then we have our satellites and stars – all of you who are our members! I want to thank all of you for your continual support and involvement, contributes to policy formation and submissions as well as raising a broad range of issues and solutions on housing and homelessness services for the clients you deal with on a daily basis.
- I would like to thank all the member organisations who support the work of Shelter Tasmania by allowing their staff members to participate over the range of activities.
- Then we have the Captain Andy, Shelter's fantastic chair! Andy has continued to provide outstanding navigation, inspirationally guiding us all through the galaxy we are so boldly traversing. She is decisively and ably supported by Shelter's vice-captain Belinda Jones, who is a force field in her own right.
- Then we have the inner core; the Executive on the upper deck, Secretary Jed Donohue, Treasurer John Stuble, Public Officer Jen Bertram and the rest of the Management Committee - the energy source of Shelter Tasmania who brings solar and intellectual fuel to keep our starship zooming determinedly through space.
- Not to forget the cosmic crew: Therese Bromfield, who keeps the virtual connections humming, and Trudy Kuilenburg, who welcomes all on board. Added to this stellar cast we now have Cathryn Sykes, who has just been beamed on board, and we welcome her.

- And then to our galaxy of stars and supernovas: the many tenants and people in housing crisis who share their experiences and know best as to what is needed to access or improve housing suitable to their needs. This gives Shelter Tasmania strong credibility when lobbying to improve housing policy and consumer protection issues on a wider structural level.

Finally, on behalf of the Committee

I would like to thank:

Minister Cassy O'Connor for her ongoing support and sticking to her commitment to fund the Shelter policy position, and her advisors Skye Fraser and Richard Gilmour for their ongoing support and access over the past year; the Federal Minister for Housing, Senator Mark Arbib; the Director of Housing Tasmania, Bernadette Jago and her now Deputy Secretary, Mercia Bresnehan; the many Housing Tasmania staff we meet with and collaborate with on a regular basis, including Mary Blackwood and Tim Denby; the staff from Consumer Affairs and Fair Trading, including Chris Batt; and Simon Duffy from the Hobart City Council and the Social Inclusion Unit. We look forward to continuing to work in partnership with you all.

Pattie Chugg
Executive Officer



Mental Health and Homelessness Symposium Hobart 2011
(L-R) Pattie Chugg-Shelter Tasmania; Michelle Swallow-MHCT;
and Jane Carlson-Anglicare Tasmania

REPRESENTATIONS FOR 2010-2011

Summary of Shelter Activities

2010-2011

Shelter participated in, and provided State and Shelter Tas represents the Housing and Homelessness sector on a number of committees and working groups, including providing State and National Delegates to the following:

Those with a National focus

National Shelter

- National Council Meetings – Alice Springs/ Melbourne
- National Shelter Indigenous Housing Forum – Brisbane
- Advisory group for consumer protection and residential legislation
- State Delegate Reports
- Australians for Affordable Housing (State Member)
- Meeting with the Federal Minister for Social Housing and Homelessness

Council of Homeless Persons Australia

- Delegate and State Reports

Homelessness Australia

- National Peak hook-ups
- Board Member
- National Homelessness Conference Organising Committee

Community Housing Federation of Australia

- State Peak contact
- Board Member
- 3 State Delegates and State Reports

Those with a Tasmanian focus

Advice to Government

Meetings with the Minister for Human Services
Meeting with Shadow Minister for Housing and Homelessness
Meetings with the Minister's Advisors

Housing and Homelessness Reform

- Member Social Housing and Homelessness Advisory Forum
- Member Homelessness Reference Group

- Member Regulation of Not-for-Profit Housing Advisory Committee
- Member Consumer Engagement and Social Enterprise
- Member Homelessness Data Collection
- Member Common Waiting List/Assessment Tool
- Member Supported Accommodation Facilities Working Group

Capacity Building and Partnerships

- Shelter Chair - Community Housing Capacity Building Reference Group
- Organising the Bringing Housing Together Forum
- Shelter Tas partnership with NSW Housing Federation to deliver Social Housing Training in Tasmania
- Mental Health and Homelessness Symposium Advisory Group run by Anglicare, Mental Health Council and Shelter Tas
- Member Reference Group for Mental Health and Homelessness Consumer Project
- Chair - Tasmanian Edition of Parity Reference Group
- Member of the Industry Association Forum convened by Skills Tasmania

Housing Tasmania

- Shelter Executive/Housing Tasmania Meetings
- Public Housing Rent Setting Working Group
- Training Advisory Meetings
- Ex-Prisoner Transitional Support Program Evaluation and Advisory Group

Specialist Homelessness Services

- Chair and member SHS North/Northwest Service Providers Forum
- Chair of Statewide SHS Forum

Commonwealth - FaHCSIA

- Member of the Emergency Relief State-wide Advisory Committee
- Participated in consultation on Sustainable Community Housing models
- Participated in consultation on Regulation of the Community Housing
- Participated and speaker consultation of National Quality Framework for people experiencing homelessness

REPRESENTATIONS FOR 2010-2011

Consumer Affairs and Fair Trading

- Member of Ministerial Consumer Advisory Committee
- Member of the Residential Tenancy Act Review Committee
- Speaker at Renting in Tasmania Conference

Working with Local Government

Chair - Hobart City Council Homelessness/Hobart Connect Working Group
Member Hobart City Council Social Inclusion Advisory Group

Other

Member TasCOSS Social Policy Council
Member Peak Network Meetings
Member Women's Emergency Service Providers (WESP)
Migrant Resource Centre Housing Working Group
Member Planning Committee for 50 People 50 Lives
Range of other meetings as required, reported in monthly activities report

Research

Contributed to a range of research topics, consultations and assisted students

Public Comment

Range of media interviews and media releases
Opening Speaker - Mental Health and Homelessness Symposium



Common Ground Collins Street, Hobart.

NATIONAL SHELTER REPORT

National Chairperson's Report- Adrian Pisarski, Chairperson, National Shelter 2010/11



As is my practice from the last couple of years I will cover the period June 2010 – November 2011 so I do not cut my flow at July 2011. There have been some significant events between June

and November worthy of recording before they are forgotten.

In July 2010 National Shelter was delivering projects within a funding agreement with FaHCSIA, our first in 15 years. The Rudd government was nearing the end of its first term and The Hon. Tanya Plibersek was still Minister, how things change and what a long time ago it feels.

To say the past year has been eventful is an understatement. We have since completed our contract with FaHCSIA and delivered reports on the following:

- Tenancy legislation with our partner NATO
- The NAHA
- The tax treatment of housing (thanks to Craig at NSW Shelter)
- Marginal tenancy and policy implications (thanks Mary for managing)
- Indigenous Community Housing Organisations

As well we conducted two national roundtables on Indigenous housing, four roundtables both national and some state based, on the National Affordable Housing Agreement and a variety of other pieces of advice. All this within a budget of \$200,000 over two years and whilst we missed most of the specified deadlines, we delivered the full program within an 18 month period.

Much of this was due to the contributions of NSW Shelter, NATO and Queensland Shelter who all took on projects. National Shelter has no staff and it should be noted the operation we have conducted over the past two years is unlikely to be sustainable over the long term.

The funding also enabled me to undertake an extensive travel program and to represent National Shelter in various fora and conferences. This program was also supported by Queensland Shelter who sponsored my participation at the International Social Housing Summit (ISHSUM) in Den Hague last October and who cover expenses for much of my travel.

I have enjoyed and appreciated the opportunity to travel both internationally and within Australia to speak at events like:

- ISHSUM
- The Homelessness Australia Conference and Parliamentary event
- ACOSS conferences
- CHFA conference
- Tasmanian Affordable Housing Conference
- NT Shelter Housing conference
- AHURI NAHA conference
- Tax Forum and related events

In addition National Shelter has also been invited to join the new Ministerial Council on Social Housing and Housing Assistance and is on the steering committee of the relaunched campaign Australian's for Affordable Housing.

There have been a number of highlights or notable changes in that period.

We welcome the Hon Senator Mark Arbib as the Minister for Social Housing and Homelessness, he is also the Minister for Sport but we haven't seen any free tickets yet. Senator Arbib has a tough act following Tanya Plibersek who was extremely

well regarded by the housing and homelessness sectors and who also oversaw the introduction of the new NAHA, NRAS and who is remembered for announcing the social housing component of the federal stimulus program.

Mark Arbib has impressed people with his ability to come to grips with the portfolio and for his support for further reform. It remains unfortunate that having brought housing together under Minister Plibersek we have now seen it split between several portfolios with NRAS and the Housing Affordability Fund moving to the Department of Sustainability, Environment, Water, Population and Communities under Minister Burke.

Both Ministers are engaged and committed but structurally National Shelter supports the idea of a single Housing Minister in Cabinet linked with Urban and Regional Development.

Speaking internationally was a highlight for me and it helps to refresh one's sense of direction when it is reinforced by international comparison. Australia still has a very long way to go to have an acceptable affordable housing regime in place, but we are moving in a positive direction. Interestingly the conservative government of West Australia now has the most progressive overall affordable housing approach.

I was personally impressed by the conference put on by Shelter Tasmania which brought together a range of inter-state organisations and speakers to help Tasmania come to terms with the national reform agenda.

The other highlight for me was the recent Tax Forum which included significant support for reforming Australia's tax treatment of housing, something which is essential if we are to ensure we have adequate, affordable, well located and accessible housing.

In closing I wish to acknowledge the ongoing support of my Queensland Shelter Board, the Queensland Government and my staff team for the national activity I undertake and I reiterate that we always achieve the most profound outcomes for households at all levels through national reform and engagement.

I also wish to thank Mary Perkins and Toni Vine-Bromley for their support on the National Shelter Executive. Finally we have seen some significant changes at National Shelter over the past year and I pass on my best wishes to Gary Wilson, Bronwyn Kitching and Jeffrey Dalton who have moved on and welcome Dr Alice Clark, Dr Shae Garwood and Leigh Watson to National Shelter.

Adrian Pisarski
Chairperson
National Shelter



Treasurer's Report year ended 30th June 2011

The total grant received from DHHS was \$181,354. This was increased in line with CPI. This year we received an additional \$82,000 in funding for a long awaited Policy Officer position.

Cathryn Sykes commenced work as the Policy Officer in September of this year. Shelter started the 2010/2011 financial year showing \$24,419 in total equity. The revenue from memberships is \$7,652, which is slightly down from last financial year. There was a profit from ordinary activities before income tax of \$2,053.

Last year Shelter underwent a major external review which highlighted the heavy workload placed on the organisation, supporting the fact that Shelter needs an increase in core funding to meet its obligations to the sector and the department. Following the review, we received an additional \$17,000 in funding.

In the 2010 Financial Year, we received \$50,000 as a one off-grant from Housing Department to host a forum on Community Housing Capacity Building. After a deposit to Conventionwise, to help administer the forum, we commenced this financial year with the sum of \$42,570. The forum was a highly successful event, producing valuable information.

The Shelter Management Committee again had the accounts for this financial year audited by Michael Muller CA. I would like to recommend that he be engaged as the auditor for the 2011/2012 financial year.

A copy of the Independent Auditor's report to the members of Shelter Tasmania is attached to the Annual General Report, as well as being available to Management Committee members on line.

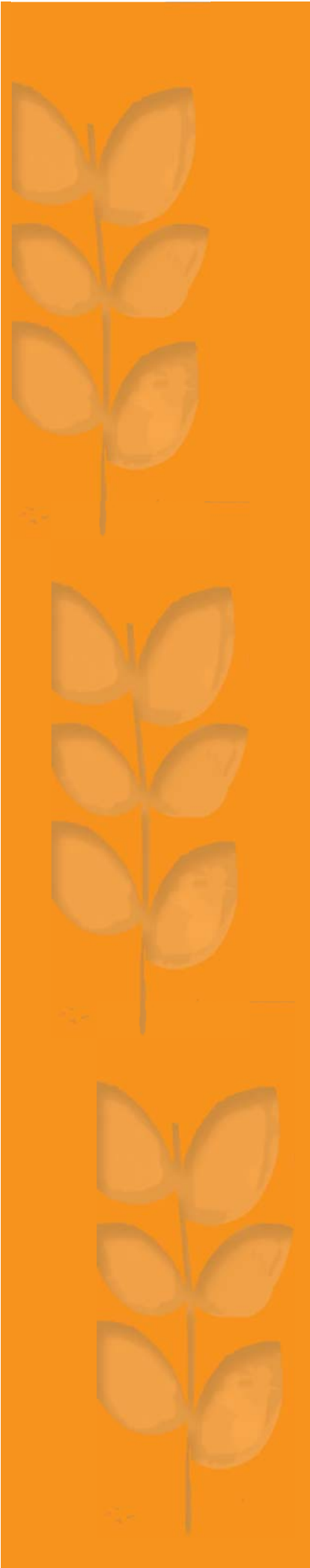
I would like to take this opportunity to thank Pattie, Therese and Trudy for the excellent way they continue to maintain the financial records on behalf of Shelter Tasmania Inc.

As Treasurer for Shelter Tasmania, I would like to thank all the management committee members for their continued support and assistance, in particular Andy, our Chairperson, and our state wide Vice chairs, Belinda (Nth), Emily (Sth) and Liz (NW), who have done a great job.

And thank you too, Pattie, for your dedicated approach and enthusiasm to all Shelter work as our Executive Officer.

I would also like to take this opportunity to thank the Executive Director of Housing Tasmania, Bernadette Jago, for her continued support of Shelter Tasmania.

John Stubleby
Treasurer
Shelter Tasmania Inc



Shelter Tasmania Inc

ABN 99 007 503 300

Financial Statements For the year ended 30 June 2011

Michael J Müller

Chartered Accountant
1st Floor 175 Collins Street
Hobart TAS 7000

Phone: (03) 62 319 722 Fax: (03) 62 344 088 Email: michael@jmmuller.com.au

Shelter Tasmania Inc
ABN 99 007 503 300

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ABN 99 007 503 300

Independent Audit Report to the Members

Report on the Financial Report

We have audited the accompanying financial report, being a special purpose financial report, of Shelter Tasmania Inc (the association), which comprises the Statement by Members of the Committee, Income and Expenditure Statement, Balance Sheet, notes comprising a summary of significant accounting policies and other explanatory notes for the financial year ended 30 June 2011.

Committee's Responsibility for the Financial Report

The committee of Shelter Tasmania Inc are responsible for the preparation of the financial report and have determined that the basis of preparation described in Note 1, is appropriate to meet the requirements of the Associations Incorporation Act and is appropriate to meet the needs of the members. The committee's responsibilities also includes such internal control as the committee determine is necessary to enable the preparation of a financial report that is free from material misstatement, whether due to fraud or error.

Auditor's Responsibility

Our responsibility is to express an opinion on the financial report based on our audit. We have conducted our audit in accordance with Australian Auditing Standards. Those Standards require that we comply with relevant ethical requirements relating to audit engagements and plan and perform the audit to obtain reasonable assurance whether the financial report is free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial report. The procedures selected depend on the auditor's judgement, including the assessment of the risks of material misstatement of the financial report, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the association's preparation of the financial report that gives a true and fair view, 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 association's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by the committee, as well as evaluating the overall presentation of the financial report.

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

Auditor's Opinion

In our opinion, the financial report presents fairly, in all material respects, the financial position of Shelter Tasmania Inc as at 30 June 2011 and its financial performance for the year then ended in accordance with the accounting policies described in Note 1 to the financial statements, and the Associations Incorporation Act.

The accompanying notes form part of these financial statements.

Shelter Tasmania Inc

ABN 99 007 503 300

Independent Audit Report to the Members

Basis of Accounting

Without modifying our opinion, we draw attention to Note 1 to the financial report, which describes the basis of accounting. The financial report has been prepared to assist Shelter Tasmania Inc to meet the requirements of the Associations Incorporation Act. As a result, the financial report may not be suitable for another purpose.

Signed on:

18 Oct 2011



Michael J Muller,
Chartered Accountant

Shelter Tasmania Inc

ABN 99 007 503 300

Statement by Members of the Committee

For the year ended 30 June 2011

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 2011 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:



President



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 2011

	2011 \$	2010 \$
Income		
DHHS Grants	181,354	154,263
Other Grants	13,355	7,139
Membership	7,652	7,860
Sundry Income	5,869	1,253
Interest received	6,290	2,878
Total income	214,519	173,392
Expenses		
Audit fees	1,403	1,100
Bank Fees And Charges	220	235
Car Allowance	9,802	9,504
Computer Expenses	3,306	2,605
Consultants fees	2,983	1,010
Depreciation	3,495	5,340
Electricity	1,927	1,673
Forums and Meetings	3,168	2,562
Insurance	4,422	2,685
Membership Expenses	1,181	1,216
Office Expenses	2,374	1,244
Postage	624	562
Printing & stationery	3,421	2,748
Rent Expenses	21,538	20,825
Resource Materials	309	302
Staff training	2,362	527
Sundry expenses	576	551
Superannuation	9,741	9,451
Telephone	3,996	3,420
Travelling and accommodation	9,782	4,356
Wages and entitlements	125,838	111,749
Total expenses	212,466	183,665
Profit from ordinary activities before income tax	2,053	(10,273)
Income tax revenue relating to ordinary activities	0	0

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 2011

	2011	2010
	\$	\$
Net profit attributable to the association	2,053	(10,273)
Total changes in equity of the association	2,053	(10,273)
Opening retained profits	24,419	34,692
Net profit attributable to the association	2,053	(10,273)
Closing retained profits	26,472	24,419

The accompanying notes form part of these financial statements.

Shelter Tasmania Inc
ABN 99 007 503 300
Detailed Balance Sheet As At 30 June 2011

	Note	2011	2010
		\$	\$
Current Assets			
Cash Assets			
CBA General Cheque Account		39,331	19,386
CBA Cash Management Account		34,456	60,383
CBA Employment Liability Account		73,358	65,979
Petty Cash		100	100
		147,244	145,848
Receivables			
Trade debtors		954	428
		954	428
Total Current Assets		148,198	146,276
Non-Current Assets			
Property, Plant and Equipment			
Plant & equipment - at cost		44,003	37,403
Less: Accumulated depreciation		(29,481)	(25,986)
		14,522	11,417
Total Non-Current Assets		14,522	11,417
Total Assets		162,720	157,694

The accompanying notes form part of these financial statements.

Shelter Tasmania Inc
ABN 99 007 503 300
Detailed Balance Sheet As At 30 June 2011

	Note	2011 \$	2010 \$
Current Liabilities			
Payables			
Unsecured:			
Trade creditors		5,408	2,498
		<u>5,408</u>	<u>2,498</u>
Current Tax Liabilities			
GST payable control account		5,914	8,129
Input tax credit control account		(3,030)	(1,344)
Amounts withheld from salary and wages		5,474	4,648
		<u>8,358</u>	<u>11,433</u>
Provisions			
Employee entitlements		40,389	28,271
Annual Leave Provision		7,264	7,628
LSL Provision		32,258	28,320
		<u>79,911</u>	<u>64,219</u>
Other			
Grants in Advance		42,570	50,000
Computer Grant		0	5,125
		<u>42,570</u>	<u>55,125</u>
Total Current Liabilities		<u>136,248</u>	<u>133,275</u>
Total Liabilities		<u>136,248</u>	<u>133,275</u>
Net Assets		<u>26,472</u>	<u>24,419</u>
Members' Funds			
Accumulated surplus (deficit)		26,472	24,419
Total Members' Funds		<u>26,472</u>	<u>24,419</u>

The accompanying notes form part of these financial statements.

Shelter Tasmania Inc

ABN 99 007 503 300

Detailed Balance Sheet As At 30 June 2011

Note	2011	2010
	\$	\$

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 historical 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)

Leasehold improvements and office equipment are carried at cost less, where applicable, any accumulated depreciation.

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.

Leasehold improvements are amortised over the shorter of either the unexpired period of the lease or the estimated useful lives of the improvements.

(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.

Shelter Tasmania Inc

ABN 99 007 503 300

Detailed Balance Sheet As At 30 June 2011

	Note	2011 \$	2010 \$
(f) Revenue and Other Income			
<p>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.</p> <p>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.</p> <p>Grant and donation income is recognised when the entity obtains control over the funds, which is generally at the time of receipt.</p> <p>All revenue is stated net of the amount of goods and services tax (GST).</p>			
(g) Leases			
<p>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.</p> <p>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.</p> <p>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.</p>			
(h) Goods and Services Tax (GST)			
<p>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 assets and liabilities statement are shown inclusive of GST.</p>			
(i) Trade and Other Payables			
<p>Trade and other payables represent the liability outstanding at the end of the reporting period for goods and services 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.</p>			