



Shelter Tasmania

annual report
2003-2004



www.sheltert.as.org.au

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Housing: A key to well-being

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Executive Officer

❖ *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 has existed as the peak body for housing and housing related issues in Tasmania since 1975. In that time, Shelter has played a leading role in the development of the social housing sector and ensuring that both government and community hear and respond to the housing needs and experiences of low income and disadvantaged Tasmanians.

While the work of Shelter has adapted to changing times its fundamental purpose — to promote a fair, just and equitable housing system for all — has not and will not change.

Shelter represents organisations from a range of housing and supported accommodation services, tenant groups, 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.
- 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 because of 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 vision of the Association and also reflects the needs of homeless people who live in poverty and/or on low incomes.

❖ *Management Committee & Staff* ❖

**Shelter Tasmania Management Committee
including the Executive 2002-2003**

CHAIR

Lisa Roberts - Colony 47

VICE CHAIR

Sylvia Engels – Bethlehem House/Gary Bennett - Bethlehem House (May 2003)

TREASURER

Kate Lord - Anglicare

SECRETARY

Helen Hudson - Individual South

PUBLIC OFFICER

Andrea Witt - Centacare South

Eleanor Taylor - Karinya Young Womyn's Refuge

Jenny Bertram - Magnolia House

Narelle Butt - Richmond Fellowship

Maurice Dawe - Centacare North

Phil Hammond - Anglicare North

Roz Houston - Individual South (till May 04)

Shelter Tasmania Staff 2003-2004

EXECUTIVE OFFICER

Pattie Chugg (.9 FTE)

ADMINISTRATION/COMMUNICATIONS

Therese Bromfield (.4 FTE)

www.shelertas.org.au

Chair's Report

Welcome everyone to the Shelter Tasmania AGM 2004. This will be my final report as Chairperson of Shelter Tasmania. I have very much enjoyed my last three years as Chair and would like to thank many people. Firstly, to Pattie who is an amazing advocate for the people Shelter represents and lobbies on behalf of. She is a dedicated and talkative person who loves to get the word out about Shelter Tasmania, and we have her to thank for the respect that Shelter receives from the community and government sectors. Pattie is to be commended for her work in Shelter as she often works alone, responding to many and varied requests and attending numerous state and interstate meetings.

Thankyou to Therese Bromfield, our administration/communication officer for her many creative ideas in marketing Shelter Tasmania as a professional organisation, and for developing and promoting our image so positively. She is thanked for completing many tasks in the two short days a week she works at Shelter.

Thankyou to the Shelter Executive and Management Committee for their valuable input and support over the past 12 months. Most of us have 'day jobs' and sometimes finding that bit extra can be difficult. This shows an obvious commitment to getting a better deal for people on low incomes in need of housing and support.

The past 12 months has seen Shelter become fully operational on a state-wide basis, with regular meetings and

continued attendance by the management committee. The northern members, in particular, need to be congratulated for their continued input and attendance. They can be kept out of the loop in the north, as much of the focus is in the south of the state. Pattie, however, has been active in keeping the lines of communication open with northern members and I believe that this is a positive step for Shelter.

The feedback from the northern members is also positive; they often comment that if it was not for Shelter they would not know what is going on. For the statewide focus to continue and expand, Shelter will require increased funding and resources, particularly as the community sector is increasingly relied upon by government to deliver best practice models in the provision and management of housing.

Shelter Tasmania lobbied government in the two previous budget submissions for funding of an Affordable Housing Strategy. The strategy is now in place and Shelter continues to watch the implementation process closely. It is acknowledged that this is the single greatest social package committed to by a State Government. I too acknowledge this significant contribution, however I caution the sector about thinking that the strategy is the panacea. In general terms, the strategy has put affordable housing back on the agenda and this is positive, however, over 3000 people remain on the public housing waitlist, and it is growing. I think that the funds made available in the strategy will fall drastically short of addressing the housing crisis that remains in our state.



Further, there is no commitment from government of funds beyond the first two years of the strategy.

I urge Shelter members to continue lobbying for major structural reform regarding affordable housing. I believe that the strategy has overlooked or not adequately focussed on some key areas. For example, the sale and development of public assets that could have gone directly into affordable housing. Stronger emphasis is needed on developing inner city low cost housing and increasing cooperation between local and state government planning systems.

We also need real commitment of at least 6 % of all housing in Tasmania to be public housing stock (not just a figure). Other key areas are to continue lobbying for: legislation on standards and accreditation for community housing, and better protection for people in private rental (which can be insecure and substandard).

Shelter Tasmania spreads far and wide to make sure that members are kept well informed of what is happening around the country and in our state. Pattie sits on numerous working parties and we are active members of AFHO and more recently the Community Housing Federation Association (CHFA). Shelter recently became members of CHFA with 2 delegates from Tasmania sit on the Shelter management committee.

This means that as a peak body we can broaden our membership and confidently represent the issues and

views of this sector. This will become increasingly important as this is an area that the government would like to focus on in the future. It is vital that we remain well informed and abreast of the issues that may face the sector as a whole, and Shelter is well placed to deliver this information.

I wish everyone at Shelter Tasmania the very best and hope that you receive the same rewards as I did and that you maintain your commitment to affordable, safe, secure and appropriate housing for all Tasmanians.

Regards
Lisa Roberts
Chairperson
2004

Northern Management Committee Members

This has been a busy year for members in the north of the state. The introduction of the Affordable Housing Strategy has presented the potential to assist in opening up the difficult housing market for low income clients. It also promises to provide greater opportunity for the least able in our communities to access public housing. All Shelter Tasmania members have been actively tracking the progress of the scheme, and to date are reporting little or no difference being made in the north. It is to be acknowledged that the Private Rental Support Scheme has been implemented and is up and running, and the The Private Rental Tenancy Support proposal has finally been presented for tender, however, on both counts Shelter members will be watching outcomes with a keen eye to the overall impact for clients at the coalface. While Shelter Tasmania members in the north applaud the initiative by the Government in establishing the Affordable Housing Scheme, the promise alone, of the programs positive potential, is of little value. For most our clients it is "business as usual" in the struggle to find safe and secure accommodation, as their need is immediate, urgent, and based in the "here and now", not a 5 year plan. (A note of thanks to Shelter Tas committee for the ongoing updates on the scheme and its progress).

The majority of service providers in the north are confronting the same difficult private rental market as elsewhere in the state. If a client is leaving a shelter, entering/exiting crisis accommodation, transitional support, public housing or supported accommodation, the prospect of being able to enter the private rental market is almost an impossibility. The requirements from private reality

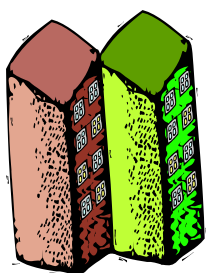
agents for clients to 'View a property' prior to application, and a 1 hour key return, can be prohibitive for those without vehicles, or women with children forced to battle public transport. The rental 'Auction', or the 'best bidder succeeds' strategy, immediately denies those without financial support access to participate in the rental process. The need to be seen as a 'viable risk client' with perfect credentials, credit rating and referees can prove an insurmountable hurdle for those leaving domestic violence or institutional care. (Shelter Tas members are continually advocating on behalf of these clients on a daily basis.)

Other issues faced by northern members include costs surrounding accessing keys to view properties (usually \$50.00) at most reality providers and the impact of public housing debt on clients capacity to access both public and private rentals.

On a positive note, it is pleasing to have more northern representation at Shelter Tasmania meetings. It is a welcoming addition to have 4 members from the north to add strength to the northern voice. While expressing many similar concerns, it is a wonderful opportunity to explore regional concerns and develop Shelter's role as a Peak Body for housing in all areas of the state.

Further, the capacity to engage Shelter Tasmania as an industry representative over issues that may place individual clients in compromising positions, has strengthened the capacity for workers to challenge industry practices.

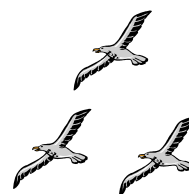
Maurice Dawe on behalf of
The Northern Committee Members.
November 2004



STAINFORTH COURT

Resident Action Group

Unit 44 Stainforth Court New Town Tasmania 7008
Phone: 03 6228 5782



Stainforth Court Residents Action Group (SCRAG) is located in the Hobart suburb of New Town and has 85 units in 4 multi-storey blocks. SCRAG is the first public housing tenants group to be established in Tasmania and this year celebrated its 10th anniversary. The tenants group was formed in 1994 due to the considerable concerns that the tenants had with maintenance, as well as other problems about some tenants' behaviour. This led to some concerned tenants having a meeting with the then Director of the Department of Housing and maintenance supervisors. At the meeting the tenants presented a list of concerns and from this it was decided to form a tenant participation group. Over the years the tenants have organised different events and activities which have been successful. SCRAG has since the start been a member of Shelter Tasmania and looks to Shelter to represent them on many occasions and advocate on their behalf. SCRAG has input into Shelter through regular meetings and participation in consultations and surveys. SCRAG still meets every last Tuesday of the month to discuss coming events and issues that may concern the tenants that attend.

staff, community organisations, including Shelter and TAFE students attending. The director of Housing, Mercia Bresnehan gave a speech and the tenants closed the celebration with a song especially written for the occasion.

Stainforth Court Song

(Chorus)

*Stainforth Court is the place to be
Its home to you and its home to me
Stainforth Court is the place to be
There's no place like home.*

*We've been here for 50 years
Way back when sixpence bought a beer
We've seen so many come and go
Here at Stainforth Court.*

(Chorus)

*Stainforth Court is the place to be
Its home to you and its home to me
Stainforth Court is the place to be
There's no place like home.*

*We live by the Brooker and by the sea
We're not afraid of growing old
Cause we're by the Cemetery
Some of us have lived here for many a year
Here at Stainforth Court*

(Chorus)

*Stainforth Court is the place to be
Its home to you and its home to me
Stainforth Court is the place to be
There's no place like home.*

*In answer to problems SCRAG was born
A decade its been since its dawn
Working hard to make the community grow
Here at Stainforth Court*

Events

Anniversary Celebrations

On the 7th of September 2004 we celebrated the 10th Anniversary of SCRAG, which is the longest tenant participation groups still running. This was a great success with tenants, past and present Housing Tasmania

www.shelbertas.org.au



(Chorus)

*Stainforth Court is the place to be
Its home to you and its home to me
Stainforth Court is the place to be
There's no place like home.*

Today we're here to celebrate

*So many good things been
happening of late*

*A community garden is now being built
And coffee and chat is going full tilt.*

(Chorus)

*Stainforth Court is the place to be
Its home to you and its home to me
Stainforth Court is the place to be
There's no place like home.*

Morning Tea for Fire Service

Unfortunately, Stainforth this year had a tragic event, with a fatal fire in a top unit at the beginning of 2004. This resulted in us working closely with the Tasmanian Fire Service and a number of other organisations. As a way of saying thank you SCRAG held a morning tea for all concerned and presented a number of certificates of appreciation.

TAFE Project

This year SCRAG has joined together with Tasmanian Adult Further Education (TAFE) in a tenant participation project. The project had introduced a number of activities in the community room. They include:

- Coffee and Chat - These are held weekly to encourage old and new tenants to come along to the community room and meet one another.

- Monthly Free Meals – These are based on a different theme each month and are held in the community room, with a sing song afterwards.
- Community Garden - Tenants have worked with TAFE horticultural students to design and build a community garden for the tenants of Stainforth Court. It is planned that once completed the tenants will take over the care of the garden.

Computer for Community Room

At the beginning of this year we formed a committee to look at applying for a small grant to be able to buy a computer and printer for SCRAG. This was done through the help of Shelter who submitted the application and offered to auspice the grant. This was successful. The computer has been brought and we are currently sorting out insurance problems before we can install it at Stainforth.

We look forward to another 12 months of being a member of Shelter and working closely with Pattie Chugg.

Maureen Smith
Chair
Stainforth Court Residential
Tenancy Group
November 2004



Council to Homeless Persons Australia



In 1999 the Council of Homeless Persons Tasmania became a sub-committee of Shelter Tasmania. This was to ensure retention of a Tasmanian voice and on-going dialogue on homeless issues. Shelter has reworked the constitution so that it includes objectives that reflect the needs of people who are homeless. Representatives from each State and Territory meet twice per year to discuss common issues relating to homelessness. CHP is part of the Australian Federation of Homelessness organisations, AFHO.

The past year the CHPA committee has been focussing on accompanying children in SAAP services. This issue is a great concern across the country in all SAAP services. Services are not funded adequately to work with children who require access, along with their carers/guardians/parents. This creates stress for both workers and families, and CHPA believe that there should be funds made available to assist everyone in the family unit. Often the needs of the parent or adult are very different to other members of the family unit and it is important that these needs are recognised and addressed within the SAAP sector.

CHPA will be conducting a project that potentially could identify what the needs of accompanying children are, and how best to meet those needs. This is vital for the SAAP sector, both for clients and for workers. Often SAAP workers do not have the time or resources to meet the needs of the accompanying child/ren and this can impact on the positive steps taken by the adult in the family unit.

This lobbying, however, has possible ramifications for unaccompanied under 16's in SAAP services and this is to be worked on by AFHO.

CHPA has also strongly advocated for single men with children and works closely with AFHO to ensure that they are fairly represented.

AFHO is seeking Federal funds for a national homelessness conference in 2005 and CHPA will be assisting in the organisation of this. Members from CHPA board have been attending the National Mental Health and Housing taskforce and AFHO continues to roll out this project.

Currently CHPA is working along side AFHO to ensure that the next SAAP agreement is funded appropriately. A lobbying kit has been sent to all SAAP funded services for them to utilise.

Lisa Roberts
Secretary
Council of Homeless Persons Australia
Chair Shelter Tasmania

www.shelertas.org.au



Community Housing Federation of Australia

The Community Housing Federation of Australia (CHFA) is the national peak organisation representing the views of community housing providers in Australia.

Shelter Tasmania had worked closely with CHFA over several years hosting CHFA consultations on community housing and distributing CHFA newsletters and reports. The relationship was formalised when Shelter applied and was accepted as a peak body for community housing providers in Tasmania in November 2003.

Shelter's diverse membership comprised of housing co-operatives and a range of community housing providers including Housing Association. As both a Manager of Tasmania University Housing and Shelter Management committee member I was elected as the Tasmanian CHFA delegate. Shelter submits regular updates on community housing in Tasmania to CHFA, as well as this year writing an article on the Affordable Housing Strategy in Tasmania for the March 2004 newsletter.

Highlights for CHFA 2003-4 have been:

- Produced national policy on our future role in affordable housing.
- Undertook research on delivery models for private financing of affordable housing. Secured funding for a project to promote examples of 'good practice' partnerships between community housing providers and the private sector in the delivery of affordable housing.
- Continued work on our tax project, which will examine the tax advantages of development and delivery of affordable housing.
- CHFA became a founding member of the National Housing Alliance, a group representing stakeholders across the housing industry that is advocating a new approach to housing affordability.
- CHFA National Members Meeting and Community Housing Day was held in Adelaide during November 2003 with members refining our policy on affordable housing.
- CHFA organised a series of seminars across Australia featuring Barry Zigas from the Fannie Mae Foundation (USA).

Shelter continues to advocate for the importance of increasing the supply of affordable housing and the capacity of the community sector in Tasmania. Community housing offers an opportunity to do both of these, and Shelter's membership and stronger links with CHFA will assist in promoting the growth of community housing across the state.

The Tasmanian Affordable Housing Strategy offers a chance of a renewed social housing system. It is imperative that infrastructure is put in place to enable the community sector to grow community housing in a truly sustainable way. Shelter and CHFA will continue to advocate that this happens.

Judy Munday
Shelter Management Committee
CHFA Delegate Tasmania



Australian Federation of Homeless Organisations

Kate Lord and Lisa Roberts are Tasmanian representatives to the National Youth Coalition for Housing (NYCH) and the Council to Homeless Persons Australia (CHPA) respectively. These two organisations along with the Women's Emergency Services Network (WESNet) are the member organisations which form the Australian Federation of Homelessness Organisation (AFHO) which is the peak body for service providers that work with homelessness and at risk people (including women and women and children escaping domestic violence) in Australia.

The following is a summary of some of the key activities for AFHO in 2003-2004 which is an excerpt from the annual report. The full report can be found at www.afho.org.au

SAAP IV Evaluation

The SAAP IV Evaluation occurred between October-November 2003. The final report was presented to the Community Services Ministers and was discussed at their meeting in June 2004. The Ministers agreed to support the continuation of the Supported Accommodation Assistance Program (SAAP) as a joint Australian and State and Territory program beyond 30 June 2005, when the current SAAP agreement expires.

AFHO was represented on the Technical Reference Group to provide advice and methodological and technical issues associated with the conduct of such a complex program evaluation.

AFHO also had a role in liaising and advising on consultation with the community sector. Purple Kangaroo Consultants were contracted by AFHO to facilitate access to the SAAP sector for the three national consultants (Erebus, Success Works and RPR Consultants).

AFHO presented its submission regarding the SAAP IV National Evaluation to the national consultants, Erebus Consulting Partners.

SAAP V Campaign

AFHO launched its SAAP V campaign on Friday 25 June ahead of the National Summit on Housing Affordability at Parliament House Canberra 27 – 29 June. The campaign slogan "Come inside... meet Australia's 36,000 children" was used to highlight the importance of SAAP services as a place of refuge in times of crisis and to focus on the need to resource the SAAP sector to work with children. Twelve fact sheets were prepared including: the Future of SAAP, Children in SAAP, youth homelessness, and national and state/territory homelessness summaries. All of the AFHO SAAP V campaign materials including media releases and fact sheets are available on the AFHO website.

AFHO Board of Management

Two face-to-face board meetings were held in 2003 - 2004. The first board meeting was held in Canberra in October 2004 and the second in Hobart in May 2004. The Board also met by teleconference in August and February.



AFHO's founding councils; The Women's Services Network (WESNET), The National Youth Coalition for Housing (NYCH) and the Council for Homeless Persons Australia also held their council meetings during this time.

Networking Events

Two networking events for the homelessness sector were organised in Canberra and Hobart to coincide with the board meetings. These events allowed AFHO to network with key stakeholders including members and service providers. Narelle Clay presented her vision for SAAP at both forums. For copies of these speeches log onto the AFHO website www.afho.org.au

Homeless Services Bus Tour

In March 2004 AFHO organised a bus tour for senior officers from various Commonwealth Departments of homelessness services in the ACT and Queanbeyan. The aim of this tour was to provide those in key policy development roles with a chance to both meet Australians experiencing homelessness and to see the homeless service system in action. AFHO was pleased that so many willingly participated in the tour. If discussion at the debriefing session held at the end of the tour is any indication, participants came away from it with a better understanding of homelessness. Positive feedback was received from all those on the tour and AFHO will be following up with the contacts established on the tour. AFHO's aim is to increase cross-portfolio awareness and action to prevent and address homelessness.

Committees

AFHO is asked to be represented on a range of advisory and reference groups at a national level which impact on the issue of homelessness. Some of these include the SAAP IV Evaluation Technical Reference Group, SAAP Information Sub Committee Commonwealth Family Homelessness Prevention Pilots (FHPP) Low Income Measures Assessment Committee (LIMAC), Australians Working Together (AWT) Reference Group, Commonwealth Advisory Council on Homelessness (CACH), Attorney General's NGO Human Rights Forum and the National Mental Health Working Group Homelessness and Housing Task Group.

Staffing

Ara Cresswell, who was a Board member from 1998 – 2002 and an Executive Officer since September 2002, left AFHO in April 2004 to take up a position as Director of ACT Council of Social Services (ACTCOSS). Barbara Boden, the Policy and Networking Officer, left AFHO 2004 in April to return to South Africa.

AFHO was fortunate to have gained the services of Jack Quinane as the new Executive Officer and Leisa Gibson who is now responsible for Policy and Research.

Kate Lord
AFHO Board Member
2004

Executive Officer's Report

Overview

In 2003-4 Shelter has continued to advocate for the importance of affordable housing for all and for a fairer and just housing system. Housing affordability and the sustainability of public and social housing remain the most critical issues for people on low incomes. The boom in the housing market has continued this year with housing prices continuing to grow exponentially, outstripping incomes and placing homeownership out of the reach of many on low incomes. The private rental market remains tight with low vacancy rates and rising rents.

This year Shelter has consolidated its Statewide organisational structure with an active management committee that meets regularly in the centre of the state. After doubling our membership last year, this year our membership continued to grow numerically and in diversity. This is a reflection of our expansion into all regions of the state and emphasis on affordable housing which has allowed a wider definition of affordable housing across all housing types, be that public, community housing, private rental or homeownership. As reflected in the reports from delegates and committee members, Shelter embraces a wide range of housing and housing-related areas.

Shelter's constitutional objectives now include homelessness, and we have strong networks with homeless services and national peak organisations. Shelter advocates that a strong housing system response is a major prevention to homelessness. As part of the National Shelter network we have worked on a

range of national affordable housing issues and alliances. This year Shelter Tasmania joined the peak body Community Housing Federation of Australia as the Tasmanian peak body for community housing.

Throughout the year we have communicated with members and the wider community via our snappy newsletter *ShelTashortz*, regular emails and mail outs. Now, after considerable preparation and consultation, Shelter has developed a new webpage launched on the 1st July 2004 (www.sheltasorg.au)

Affordable Housing Strategy

The State Government is to be congratulated on its recognition of the growing crisis in affordable housing across Tasmania with its commitment of \$45 million to the Affordable Housing Strategy (AHS). The AHS has been the main focus area for Shelter over 2003-4. Shelter spent the first half of the year lobbying for a comprehensive and well funded housing strategy to be put in place. We then participated in the consultation phase, attending meetings and submitting written recommendations.

Since the launch Shelter has been working together with members, the government, non government organisations and the private sector on the implementation of the strategy. As the peak non government housing body Shelter Tasmania sits on the Affordable Housing Reference group and seven of the implementation working parties.



To recap on the Strategy

Affordable Housing Strategy (AHS)

The Launch

On the 15th of December 2003 the then Premier Jim Bacon announced the launch of an Affordable Housing Strategy (AHS) for Tasmania 2004-8.

The Strategy was the biggest single social package ever announced by a Tasmanian Government. Many of the initiatives that form the strategy are what Shelter had been advocating for.

Shelter particularly welcomed that the '**entire \$45 million**' real estate stamp duty windfall received by the State Government for 2003 will be invested in affordable housing. This was an Australian first.

The strategy is to be delivered in 2 stages. The following outlines some of the key initiatives for Stage 1.

Key Points for the first 2 years

\$45 million extra to assist **8,000** additional low income housing including:

- **\$30 million** for new public housing.
- **\$15 million** for Homeownership-Private Rental-Community Housing

Building Program

- **420** new public housing dwelling to be built.
- **270** public houses to be upgraded.
- **800** new homes through private and community partnerships and the release of crown land.

Other Initiatives

- **3,000** extra households to be helped with private rentals.
- **500** older homeowners to be helped

- Reduce the sales of public housing to **150** per year.
- **\$6,000** flat rate deposit assistance through Streets Ahead.
- Extend the lending limit under the Home Ownership Program to \$1,000
- Establish 4 new community run boarding houses across the state.
- Upgrade or replace 6 disability group homes.
- Ongoing support for **peak and advocacy** bodies.

The Implementation

The Affordable Housing Reference Group's role is to oversee the implementation phase of the Strategy. Shelter sits on the reference group. The following is a list of working groups that Shelter is directly involved with.

The Working Groups

- Tas Together benchmarking group
- Support/Tenancy workers for the private rental market
- Consortium of private landlords
- Bond Board Group
- Community sector capacity building group
- Housing Information Service group
- Conversion of commercial space to residential (shop-tops) group

The working groups vary in their lifespan and composition. Some have started while some are yet to convene as of the end of June 2004.

At the time of this report the Strategy was 6 months old and there are high expectations in the community for some structural change and improved outcomes for people on low incomes. It is

imperative for the AHS to be successful and supported, the capacity of the community sector must be built upon and developed. As a peak body, Shelter's role is to monitor the implementation of the Strategy, to offer constructive input and to work collaboratively with all relevant parties.

Legislative Reforms

This year changes to the Residential Tenancy Act (RTA) 1997 were introduced. Over recent years Shelter has written formal submissions on the need to amend the act and has lobbied for Boarding and Rooming Housing Legislation. To that end, Shelter helped instigate, and worked for several years on, the Community Living Option Group (CLOG). CLOG worked on Boarding and Rooming house legislation and the model for a non-government run boarding house. This model was used in the tender process for 3 boarding houses across the state, as part of the Affordable Housing Strategy. In March 2004 amendments have been made to the RTA and on the 1st July Boarding and Rooming house legislation was proclaimed.

Shelter would like to thank the State Government and the Attorney General Judy Jackson for introducing these changes. They help to the redress many of the grievances experienced by housing consumers when not protected by the law.

Shelter, in 2003-4, has participated in the drafting of the Retirement Villages Act, and it hoped that the Act will be proclaimed in 2004. As this is an area of growing consumer concern Shelter looks forward to this legislation coming into force.

Commonwealth State Housing Agreement - Tas Bilateral Agreement

After a long period of negotiation the Bilateral Agreement between the Tasmanian and Commonwealth governments was finally signed by the relevant ministers in June 2004. The Bilateral Agreement contains the details of the obligation for Tasmania under agreements specified in the Commonwealth State Housing Agreement. This will be an area of focus for Shelter over the coming year.

Overall the CSHA 2004 offer to Tasmania was disappointing. Although it was for 5 years with indexation there is no GST compensation or agreement to wipe out the \$273 million crippling debt that the social housing system in Tasmania has to service each year (See www.shelbertas.org.au ShelTashortz Dec 2002). In addition, 5% of funding is now dependent on Tasmania increasing private sector investment in social housing and removing workforce disincentives for public housing tenants.

An Organised Shelter Strategic Direction

At the beginning of this financial year Shelter was given a 3 year funding agreement. In preparation, the Shelter Management committee and staff held a planning day facilitated by a consultant to map out Shelter's strategic direction over the next 3 years. This took into account the new constitution and the Statewide management committee structure. The outcome was a comprehensible work plan based on the 6 key strategic objectives.

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The key strategic objectives for 2003-4 for Shelter are:

- To provide peak representation of housing issues to Government and the community Statewide.
- To provide a sustainable, high profile and accountable Statewide organisation which has effective linkages within the State and nationally.
- To contribute to the development of a comprehensive Tasmanian Affordable Housing Strategy, with emphasis on Tasmania's distinctive socio-economic environment and unique circumstances.
- To promote and participate in a Tasmanian housing research agenda.
- To promote housing consumer participation.
- To raise the profile and awareness of housing issues broadly across all sectors.

Housing Platform

As part of its Workplan this year, Shelter developed a housing platform. The Platform enables the work of Shelter Tas to have focus and an agreed position on a range of issues. The Platform will be utilized as a basis for the Shelter state budget submissions in October 2004. The Management Committee is continually updating the Platform.

Communication

Shelter's role as a peak body is to create, facilitate and promote the exchange of housing and homelessness information to its members and the wider community. Shelter's newsletter *ShelTashortz*, with its short and snappy contents, continues to be well received and relevant to members. The

newsletter is sent out each quarter, along with other relevant reports and papers. The Shelter email list to members and other relevant stakeholders now has close to 100 participants.

Shelter utilises information technologies as a major tool for communicating with the Sector. This year Shelter spent several months developing a new web page. This was in part enabled by a small grant to create a Statewide emergency accommodation register. The web page was launched on the on the 1st July 2004 (See www.sheltert.as.org.au).

National Shelter

Shelter Tasmania is part of a National Shelter network.

Highlights for National Shelter 2003-4

National Shelter and ACOSS -Sep 03

Rent Assistance: does it deliver affordability?

Submission to Productivity Commission Inquiry into First Home Ownership - Oct 03

National Shelter Policy Platform 2004

The platform was launched at the National Housing Summit in Canberra on 29th June 2004. The platform contains five key points:

- A National Housing Minister
- A National Housing Strategy
- A National Approach for an Effective Social Housing System
- A National Approach for an Effective Private Rental System, and
- A National Approach for Effective Assistance to Home Purchasing.

National Housing Alliance (NHA)

National Shelter is a founding member of the National Housing Alliance, a group representing stakeholders across the housing industry that came together over their dismay with the deepening

housing crisis and to advocate a new approach to housing affordability. Other members include CHFA, ACOSS, CFMEU, HIA and UDIA. The Alliance developed and launched a four-point plan calling for a National Housing Policy, fiscal reforms to increase the supply of affordable housing, reforms to planning systems across the country, and initiatives to better stabilise the 'boom-bust' cycle in the housing market

All publication can be found on the National Shelter Website
www.shelter.net.au

Conclusion

To conclude, I would like to acknowledge the following people.

I would like thank to Therese Bromfield our Communication and Administration Officer who works 2 days per week. I would especially like to mention Therese's financial and artistic skills that have added so much to the smooth running and style of Shelter. All of our publications and designs are done in-house and look fabulous.

I would like to thank our dedicated management committee and executive who set the direction for Shelter, and who commit to travelling to meetings and dedicate their precious time on top of busy jobs.

This year farewells 3 long term board members, Lisa Roberts, who has chaired over 3 of our most formative years and has been a dedicated and energetic chair who has been of immeasurable support to myself personally and professionally and a fantastic advocate

for people on low incomes. Kate Lord has been on the board longer than I can remember and this year was Treasurer. I would like to thank her for her years of dedication, advice and support. Also, earlier this year Sylvia Engels left the committee. Sylvia we inherited from the Council of Homelessness Persons in 1999, which was very lucky for Shelter. Sylvia as Treasure did a great job and was a dedicated committee member. As all remain as members I am sure their expertise will still be called upon.

Finally, I would like to thank the members and supporters of Shelter, including Housing Tasmania for funding Shelter and acknowledging as part of the Affordable Housing Strategy the importance of ongoing support for peak bodies.

The Shelter members are Shelter. Thankyou to you all and I look forward to working with you on creating an affordable and fairer housing system for all in our community.

Pattie Chugg
Executive Officer

Other Activities

Other Shelter Activities 2003-4

Shelter's work is too extensive to write individual accounts of in this report. So have listed below some of the other issues/consultation/events which featured prominently throughout the year in the work of Shelter.

National focus

- National Shelter – National Council Meetings
- National Shelter Publication and Housing Platform Committee
- National Community Housing Forum of Australia
- Australian Federation of Homelessness Organisation Peak Meetings
- AFHO National Meeting in Hobart May 04
- Council of Homeless Persons Australia Tasmanian delegate and National Secretary
- National Community Housing Forum - Shelter NSW and Tasmania share the National delegate position for the Policy Advisory Committee
 - Hosted the Tasmanian consultations Feb 2004
 - Attended the NCHF community housing national regulation workshop Adelaide
- Community Housing Federation of Australia
 - Hosted the Tasmania consultation - Oct 04
 - Joined the CHFA as peak body for Tasmania Nov 04
 - Shelter elects delegate positions for CHFA
 - Regular contributions to CHFA newsletter and consultations
- National Housing Conference Adelaide Nov 2004
- Met with Adelaide City Council Planning Dept re Shop Top Housing
- National Affordable Housing Summit Canberra June 2004
- Seven of the Affordable Housing Strategy Working Groups
- Agency Sector Forum- Housing Representative for Community Sector
- SAAP Statewide Industry Reference Group
- SAAP Southern Service Providers Group
- State Wide Youth Housing Group (SWYG)
- Women's Emergency Service Providers (WESP)
- Retirement Villages Bill draft legislation
- Meeting with the Minister for Health and Human Services
- Meeting with the Minister's Advisors
- Shelter Executive/Housing Tasmania Meetings
- Meetings with Hobart City Council re Development of Hobart City Council Affordable Housing Strategy
- State Budget meetings and post-budget briefings
- TasCOSS
 - Board Member.
 - Tasmanian Social Policy Council - Chair of Housing WG
 - TasCOSS Consumer Project Working Group
 - Peaks Meetings
 - Employment Conference June 04
- Red Shield Housing Association Advisory Committee
- Stainforth Court Residents Action Group Meetings
- Consumer Affairs and Fair Trading – the drafting and implementing of Boarding House legislation
- Interviewed for various research topics and assisted students with information
- Guest Speaker at Australian Democrats Housing Forum Apr 2004
- Shelter Tas - facilitated a housing workshop for The National Conference of the Liquor Hospitality and Miscellaneous Union
- Shelter Housing Platform Development

Tasmanian focus

Shelter delegates participate in the following:

- Affordable Housing Strategy (AHS) Reference Group

Treasurer's Report

For the year ending 30th June 2004

Shelter has continued to utilise the services of Lorkin Delper Harris as official auditors. A copy of the audited financial statements are attached to the Annual General Report.

The report shows an operating deficit for the year of \$337.95 as opposed to the \$4229.00 we anticipated. This is as a result of changes in accounting practices and the handling of assets/expense allocations, based on the future usefulness/benefit of assets concerned, such as photocopier, website development and some smaller assets. Consequently some items of expenditure have been transferred from expenditure to assets, and depreciation adjusted as a result. The net impact of this will be that these items will continue to depreciate in future years and balance out eventually, which is also why our depreciation is significantly higher than last years. We have had extensive discussions with the auditor in relation to their rationale and have also discussed the treatment of assets and impact on our profit and loss with Grants and Contract who are also comfortable with this method of accounting.

Gail Anderson has continued to provide valuable resourcing to Therese and Pattie in relation to MYOB and other accounting practices and we would like to thank her for this ongoing support.

We would also like to thank DHHS for their continued resourcing of Shelter, their support in providing additional

core funds for relocating the office, and ongoing support and upgrading of our IT equipment and systems. The move to new premises has been a very positive one for Shelter, allowing more opportunities for meeting and resourcing of the sector, and a much friendlier and inviting environment for staff in particular.

I would particularly like to give my thanks to Therese and Pattie who are the public face of Shelter, and who manage the finances of the organisation very competently and effectively. Between them they have developed a real "brand" for Shelter that is now well recognised and acknowledged in the sector and provide a wealth of information through the newsletters and email forums we all receive regularly. It has been wonderful working so closely with you both and thank you for your support of me as treasurer throughout the year.

I have enjoyed my tenure as Treasurer of Shelter over the last twelve months, and as a member of the management committee and executive over a number of years. This will be my last meeting as my work is taking me in different directions, but I would like to thank you all for the opportunity to be involved, and for your friendship over the years. I will miss the involvement and would like to wish Shelter continued growth and success in furthering the issues for people in housing need in Tasmania.

Kate Lord
Treasurer
Shelter Tasmania Inc.
18th November 2004

Audited Financial Statement

Shelter Tasmania Incorporated

Shelter Tasmania Incorporated

30 June 2004

**INDEPENDENT AUDITOR'S REPORT
TO THE MEMBERS OF
SHELTER TASMANIA INCORPORATED**

Scope

We have audited the attached financial report comprising Statement of Financial position and Income and Expenditure statement for the year ended 30 June 2004. These statements have been prepared on the basis set out in Note 1 to the financial report.

The Executive Committee is responsible for the preparation and presentation of the financial report. We have conducted an independent audit of these accounts in order to express an opinion on them to the Members.

The financial report has been prepared for distribution to the Members for the purpose of fulfilling their requirements under the Associations Incorporation Act (Tas) 1964. We disclaim any assumption of responsibility for any reliance on this report to any person other than the Members, or for any purpose other than that for which it was prepared.

Our audit has been conducted in accordance with Australian Auditing Standards to provide reasonable assurance as to whether the accounts are free of material misstatement. Our procedures included examination, on a test basis, of evidence supporting the amounts and other disclosures in the financial statements.

These procedures have been undertaken to form an opinion as to whether, in all material respects the financial report:

- (i) is presented fairly in accordance with the basis of accounting outlined in Note 1 to the accounts; and
- (ii) present a true and fair view in accordance with the requirements of the Associations Incorporation Act (Tas) 1964; including whether
- (iii) proper accounting records and other books have been kept during the period covered by the accounts.

Statements of Accounting Concepts and Accounting Standards are not applicable to the basis of accounting adopted by Shelter Tasmania Incorporated.

The audit opinion expressed in this report has been formed on the above basis.

Qualifications

- 1. It is not practical for the Society to establish complete accounting control over all income prior to the initial entry into the accounting records and accordingly it is not possible for our examination

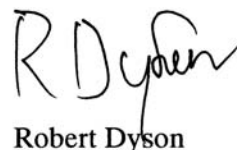
to include audit procedures to extend beyond the amounts of such income recorded in the accounting records of the entity.

2. We have not inspected material items of fixed assets and have relied on representations from the Executive Committee as to the existence and carrying value of all items.

Qualified Audit Opinion

In our opinion, except for the effects on the financial report, if any, of the matters referred to in the qualification paragraph, the financial report presents fairly in accordance with the basis of accounting outlined in Note 1 to the financial statements and the requirements of the Associations Incorporation Act (Tas) 1964 the financial position of Shelter Tasmania Incorporated at 30 June 2004 and the results of its operations for the year then ended.

**Lorkin Delpero Harris
Chartered Accountants**



Robert Dyson

31 Davey Street
HOBART TAS 7000

29 October 2004

**STATEMENT BY MEMBERS OF THE COMMITTEE
OF**

SHELTER TASMANIA INCORPORATED

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

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

In the opinion of the Committee, the financial statements being Statement of Financial Position, Income and Expenditure Statements, Depreciation Schedule and Notes to and forming part of the Accounts.


present fairly the financial position of Shelter Tasmania Incorporated as at 30 June 2004; and

at the date of this statement there are reasonable grounds to believe that Shelter Tasmania Incorporated 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:



Lisa Robert, Chair



Kate Lord, Treasurer

Dated this 10 . 11 . 2004

**SHELTER TASMANIA INCORPORATED
INCOME AND EXPENDITURE STATEMENT
FOR THE YEAR ENDED 30 JUNE 2004**

	2004	2003
	\$	\$
INCOME		
Bank Interest	1,962.84	1,239.67
DHHS Grants	101,200.80	87,968.00
Other Grants	3,835.73	-
Membership	1,851.00	823.82
Sundry receipts	281.00	204.60
TOTAL INCOME	<u>109,131.37</u>	<u>90,236.09</u>
EXPENDITURE		
Audit	1,165.00	350.00
Bank charges	256.82	394.59
Computer Expenses	2,093.57	2,098.36
Consultant's Fees	313.86	2,953.66
Depreciation	2,975.86	1,201.17
Electricity	1,045.83	876.55
Equipment and Maintenance	342.19	604.54
Forums and Meetings	819.10	1,899.55
Insurance	1,208.72	1,302.81
Leave Provisions	2,030.34	8,486.92
Legal Costs	311.70	-
Memberships	678.27	298.64
Office Expenses	692.74	540.64
Postage	905.18	685.48
Printing and Stationery	1,390.88	1,980.69
Redundancy	3,139.52	2,159.03
Removal Expenses	1,693.95	-
Rent	18,543.55	6,865.98
Resource Materials	269.46	721.31
Repairs and Maintenance	-	291.50
Sundries	82.84	413.15
Superannuation	4,743.13	4,582.83
Telephone and Conferencing	2,908.16	2,534.61
Training	524.27	711.46
Travel and Accommodation	4,041.30	3,860.44
Wages and Salaries	57,293.08	48,366.99
TOTAL EXPENDITURE	<u>109,469.32</u>	<u>94,180.90</u>
NET SURPLUS / (DEFICIT) FOR THE YEAR	<u>\$(337.95)</u>	<u>\$(3,944.81)</u>

The accompanying notes form part of these accounts.

SHELTER TASMANIA INCORPORATED
STATEMENT OF FINANCIAL POSITION
AS AT 30 JUNE 2004

	2004	2003
	\$	\$
CURRENT ASSETS		
Commonwealth General Cheque Account	7,399.12	7,653.78
Commonwealth Cash Management Account	20,288.17	18,087.94
Commonwealth Investment Account	11,110.92	10,483.81
Petty Cash	100.00	-
Trade Debtors	<u>118.00</u>	<u>68.00</u>
TOTAL CURRENT ASSETS	<u>39,016.21</u>	<u>36,293.53</u>
NON CURRENT ASSETS		
Equipment at Cost	21,569.06	14,357.39
Less Accumulated Depreciation	<u>(6,782.06)</u>	<u>(3,806.20)</u>
TOTAL NON CURRENT ASSETS	<u>14,787.00</u>	<u>10,551.19</u>
TOTAL ASSETS	<u>53,803.21</u>	<u>46,844.72</u>
LIABILITIES		
Grants in Advance	991.08	-
GST Liabilities		
GST Collected	2,110.20	2,202.20
GST Paid	(1,070.46)	(814.36)
Adjustments and Rounding	-	15.03
Payroll Liabilities		
PAYG Tax	2,542.00	2,510.00
SG Superannuation	383.06	232.56
Provisions		
Annual Leave Provision	6,636.61	5,359.62
Annual Leave Loading Provision	977.08	937.94
LSL Provision	6,016.42	3,986.08
Redundancy Provision	<u>9,282.15</u>	<u>6,142.63</u>
TOTAL LIABILITIES	<u>27,868.14</u>	<u>20,571.70</u>
NET ASSETS	<u>\$25,935.07</u>	<u>\$26,273.02</u>
EQUITY		
Retained Earnings	\$26,273.02	\$30,217.83
Current Earnings/(Deficit)	(337.95)	(3,944.81)
TOTAL EQUITY	<u>\$25,935.07</u>	<u>\$26,273.02</u>

The accompanying notes form part of these accounts

SHELTER TASMANIA INCORPORATED
NOTES TO AND FORMING PART OF THE ACCOUNTS
FOR THE YEAR ENDED 30 JUNE 2004

NOTE 4: GRANTS

DHHS Grant Quarter 1	\$40,480
DHHS Grant Quarter 2	\$20,240
DHHS Grant Quarter 3	\$20,240
DHHS Grant Quarter 4	\$20,240

Total Grants (Excluding GST)	\$101,200
	=====

SHELTER TASMANIA INCORPORATED
DEPRECIATION SCHEDULE
FOR THE YEAR ENDED 30 JUNE 2004

Purchase Date	Details	Rate	Price	Total	1999	2000	2001	2002	2003	2003 OWDV	03/04 DEPN	2004 CWVD
Pre 1998	Filing Cabinets No door Cupboard Typist Chairs (4) Chairs (4) Metal Shelves (4) Heaters (2)		Donated Donated Donated Donated Donated									
1/04/1999	Library Workstation Edge 333 Celeron Computer System D-Link 56k External Modem Hewlett Packard 670C Printer	40.00%	1,505 135 250 398	1,990	186	681	409	245	147	221	88	132
1/05/2000	Facsimile Machine AudioLine Digital Answering System 937 Kambrink Clock Radio Large Display MS Office 2000 Professional Academic Version Norton Anti-Virus Office Screen	22.50%	160 34 249 108 189 359	558		21	121	94	73	250	56	194
3/04/2001	Admin Workstation (Bluegum) Executive Folding Table Fabric Stacking Chairs (6) Ibmatic Binder Executive Officer Workstation (Conrad Desk) Beech Wall Street Filing Cabinet (Mobile) Lockable Beech Conrad Bookcase (Narrow) Large White CD Burner	37.50%	189 169 360 450 429 329 159 516	391			36	133	83	139	52	87
29/06/2001	120 Litre Bar Fridge Executive Folding Table Two Shelving Units Endurance Filing Cabinet Chairs	11.25%	339 229 51 279 132	855			2	275	244	1,924	216	1,707
21/08/2001	NOBO T4N 2.0kw Panel Heater with legs (2) NOBO N4E 500w Panel Heater with legs (2) "Unknown Asset Description"	15.00%	680 468 189	1,148				58	163	926	139	787
12/10/2001	Parasonic KX-TA308AL Ph Sys(Answ. Mach./hdset&sw box)	11.25%	1,739	1,739				3	21	165	19	146
15/01/2002	Router-8port 10/100 switch serial number S18H33CB163170	7.50%	134	1,739					68	1,671	125	1,546
15/03/2002	ESTUDIO 160 Digital Photocopier (inc. stack feed by-pass, auto doc feeder and auto duplex)	37.50%	279	51				3	5	43	5	38
29/02/2002	Chairs	37.50%	132	411				46	137	228	86	143
29/02/2002	NOBO T4N 2.0kw Panel Heater with legs (2)	15.00%	680	411				46	137	228	86	143
17/05/2002	"Unknown Asset Description"	11.25%	189	1,148				58	163	926	139	787
23/12/2002	Parasonic KX-TA308AL Ph Sys(Answ. Mach./hdset&sw box)	7.50%	1,739	1,739				3	21	165	19	146
26/06/2003	ESTUDIO 160 Digital Photocopier (inc. stack feed by-pass, auto doc feeder and auto duplex)	30.00%	134	1,739					68	1,671	125	1,546
2003/2004 Additions			3,926	4,060					17	4,043	1,213	2,830
11/07/2003	Money Manager (MYOB compatible software)	37.50%	450	450							169	281
17/10/2003	Chairs for Office Meetings	11.25%	450	450							34	416
13/11/2003	Website - Digital Ink (1st Instal.) 2200.00 + (Final Instal. 16/4/04 3650.00)	15.00%	5,850	5,850							586	5,265
5/03/2004	Shelving for Library	11.25%	395	395							11	384
29/04/2004	SONY DVD Burner R/+R Recorder Internal	37.50%	210	210							13	197
10/06/2004	Canon F917000 Lide Scanner	37.50%	249	249							8	241
Total			21,569	21,569	186	702	567	1,149	1,200	10,160	2,976	14,787

NB 2003/2004 depreciation has been prorated on a monthly basis.

SHELTER TASMANIA INCORPORATED

EXECUTIVE LIST 2003-2004

Chair

Lisa Robert
Colony 47
446 Elizabeth Street
North Hobart 7000

Vice Chair

Sylvia Engels
Bethlehem House
56 Warwick Street
Hobart 7000

Treasurer

Kate Lord
Anglicare
18 Watchorn Street
Hobart 7000

Secretary

Helen Hudson
57a Hamilton Street
West Hobart 7000

Public Officer

Andrea Witt
Centacare Transition Support
35 Tower Road
Newtown 7008

Correct as per minutes of Annual General Meeting



Robert Dyson
Auditor

Date 29/10/2004