



2021 - 2022

# ANNUAL REPORT



national  
shelter

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# ABOUT NATIONAL SHELTER

NATIONAL SHELTER IS A NON-GOVERNMENT PEAK ORGANISATION THAT AIMS TO IMPROVE HOUSING ACCESS, AFFORDABILITY, APPROPRIATENESS, SAFETY AND SECURITY FOR PEOPLE ON LOW INCOMES.

SINCE 1975, NATIONAL SHELTER HAS HAS BEEN A TRUSTED VOICE WORKING TOWARDS INFLUENCING GOVERNMENT POLICY AND ACTION. WE RAISE COMMUNITY AWARENESS ABOUT HOUSING ISSUES AND ILLUMINATE THE EXPERIENCE OF LOW INCOME HOUSEHOLDS WITHIN AUSTRALIA'S HOUSING SYSTEM.

## THE SHELTER NETWORK

National Shelter is supported by the Shelter network. There are Shelters operating in seven States and Territories.

The Shelter Network forms a strong and collaborative voice ensuring that everybody has a right to a place to call home.

The Shelter Network plays a key leadership role across Australia championing the development of an effective housing system and bringing all parts of the housing system together to drive systemic change. It is a rich network that creates strong collaboration between organisations, government, the community and individuals working towards our collective goal of a healthy housing system



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# CHAIRPERSON'S REPORT



What an exceptional 12 months we have had at National Shelter in 2021-2022!!

No so much a marathon – but an exceptionally well-run continuous medley relay. With lots of batons changed, and not only nothing dropped, but no wrong feet, or even a hint of stumble - we instead all worked collaboratively, consistently and carefully to ensure we successfully changed in the leadership at the Chair, Executive and CEO level in last twelve months. Medal worthy all round!

In March we farewelled Adrian Pisarski not only as the Executive Officer after 8 years but also his effective retirement from our sector, having worked previously for Q Shelter and broader social services for over 40 years.

Adrian's lifelong, vocational commitment and approach to the Shelter movement ensured that our new CEO Emma Greenhalgh was not well prepared, but indeed, hit the ground running, and that the change was seamless. Appropriately, this occurred formally at the AHURI National housing Conference, where National Shelter was especially well represented this year. Thanks to Adrian for being so committed to the successful transition. This was especially important, needed and timely given the fast paced political, people and policy changes at the federal level – where housing system failure became arguably the key election issue.

Special thanks also to our immediate past Chair, Dr Alice Clark, who was instrumental in recruitment and the selection process for Emma, and whose years of formidable service to National Shelter also allowed us to transform and respond to the new political environment so well.

I would also like to acknowledge outgoing Executive Members – Patti Chugg and Peter McMillian for their collective years of service and wisdom and guidance on behalf of the Council. Welcome and thanks to new Executive members this year, Toby O'Connor, Travis Gilbert and more recently, Jackson Hills.

Thanks of course also to the various state, territory and special council members – indeed all our members, allies and supporters – who together have 'cheered on' National Shelter to ensure we indeed remain well placed in the winner's circle.

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I want to make special recognition of Emma's contribution to National Shelter in this, her first year. As a first time CEO Emma's quiet, determined and reflective style is a perfect fit to what is needed as we move into a phase where consistent policy engagement across the whole political system is critical. Her deep knowledge of the housing and planning process, combined with proven relationships - from people with lived experience through to journalists, academics and industry peers - mean that she is well placed to lead us nationally into the next event - no doubt she'll get us the gold!

John Engeler  
**Chairperson**

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# CEO'S REPORT



This is my first annual report for National Shelter. My first contact with the Shelter network was in the mid-1990's as an undergraduate urban planning student in Queensland completing an assignment on urban renewal and gentrification of inner-city Brisbane. The then Queensland Shelter had a wonderful collection of resources that proved to not only be useful for that assignment, but also the remainder of my undergraduate and then postgraduate studies, and in my early career as a researcher with AHURI at QUT. I later worked for National Shelter on project on the National Affordable Housing Agreement, and prior to this role, was with Q Shelter.

For those who do not know me I have a deep interest and passion for housing based on the centrality of home and its importance in our lives; that without a safe, secure, affordable home all else falls away. This has guided a career focused on housing in wide variety of settings (local government, state government, consulting, not-for-profits). It is a privilege for me to be appointed as CEO of National Shelter and have the opportunity to lead the organisation during such a critical phase.

The past twelve months of considerable change for both National Shelter and the national housing landscape. The first of these major changes was the retirement of the former Executive Officer, Adrian Pisarski. Adrian retired from National Shelter at the end of March following a lengthy career in the community sector dedicated to social justice, housing, and homelessness. It is through Adrian's deep commitment that National Shelter remained a trusted voice in the Australian housing landscape despite funding challenges. I am personally grateful to Adrian for his generosity during the handover period to make the transition as seamless as possible, including working jointly for a period of time.

The second major change is the election of the Labor government in May this year and a return of the Commonwealth government to housing. This is very much welcomed, as is the return of housing and homelessness to Cabinet, and dedicated Minister, the Hon Julie Collins MP.

The centre piece of the commitment by the Albanese government is the \$10billion Housing Australia Future Fund (HAFF) to deliver 30,000 social and affordable housing dwellings over five years. While a welcome commitment, we know that 30,000 dwellings can only be considered a down payment on the scale of provision of social and affordable housing that is required to meet the considerable demand across the country. We will be working with our sector colleagues to ensure that the HAFF is structured in a way to ensure a pipeline of housing.

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We welcome the government's housing commitments that considers the architecture and governance and delivery of the policy. The proposal to establish Housing Australia, the Housing Supply and Affordability Council, and a National Housing and Homelessness Plan is needed when housing has been for so long seen a welfare response and only thought of in programmatic terms – rather than a considered and designed response.

As well as working with the new government, we remain committed to engaging politically in a non-partisan way. The change at the Commonwealth level is not just with the major parties, but also the deep housing interest of minor parties and independents. We look forward to working with the expanded Greens representation, and the independents on further solutions to Australia's housing crisis.

Since the election in May National Shelter has met not only with Minister Collins, but also a range of parliamentarians, including new independents. We look forward to continuing to build our relationship with the Minister and the new government.

I would like to take the opportunity to thank the parliamentarians who have engaged with National Shelter over the past year, and would like to specifically acknowledge Senator Mehreen Faruqi, Andrew Wilkie MP, former MP Jason Falinski, and the Hon Jason Clare.

National Shelter and SGS continue to produce the annual Rental Affordability Index (RAI). The RAI continues to grow in importance as a rental metric, particularly as it compares price with income. It continues to generate considerable media attention. The November 2021 release achieved over 900 media hits, which reached 249+ million Australians, receiving an advertising equivalent of \$2.3million. This is a 100% increase from the 2020 release, where the RAI achieved over 450 media hits, reached 90+million Australians, and achieved an advertising equivalent of \$1million.

The RAI demonstrates the impact of this project by achieving millions of dollars of value through media exposure, influencing national housing policy platforms for the housing and homelessness sector while in receipt of limited funding, and has strengthened the media recognition and reputation for the RAI, as well as National Shelter. We thank Beyond Bank and the Brotherhood of St Laurence for their ongoing sponsorship of this project. National Shelter will be investigating further sponsorship opportunities with other organisations to expand the RAI, including additional datasets.

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Alliances and networks continue to be important to National Shelter. They broaden the inputs we receive to influence our thinking and help pressure government on our issues from unlikely sources. This was no more demonstrated than at the National Housing Conference this year where National Shelter presented on the strategic partnerships National Shelter has been engaged with in the past two to eight years including the NAHA, the Constellation Project, the Rental Affordability Index, and the National Aboriginal and Torres Strait Islander Housing Association (NATSIHA).

We continue to be active members in the National Affordable Housing Alliance (NAHA). This year saw the release of the NAHA's first policy paper with four proposals to significantly increase the supply of social and affordable housing in Australia.

We have also remained active members of the Constellation Project, including projects on Mandatory Inclusionary Zoning (MIZ), and continued to work closely with CHIA and the Constellation Project, via PWC, on the Affordable and Social Housing Booster and Aggregator ('the Boost').

As we look to the next twelve months, the change of government and delivery of a more integrated housing policy is a significant win for the sector – for its advocacy and engagement, but most of all for the people in housing insecurity that we support. It also frames our work to ensure that the federal housing policy and frameworks are delivered in the best possible way to achieve maximum outcomes and impact for the stakeholders we represent. We will continue to draw attention to aspects of housing for low-income Australians that have not received as much policy attention, including those in private rental.

There are many people to thank for their support as I have taken up this role. I would like to extend my personal thanks to individuals that have been enormously helpful to navigate the year including sector colleagues Wendy Hayhurst, Jenny Smith and Kate Colvin. I would like to thank Sorche Walshe and Helen Gearing who have assisted with communications during the year.

My sincere thanks to the National Shelter Executive Committee; John Engeler, Toby O'Connor, Travis Gilbert, and Jackson Hills. I have valued your input and support immensely the past nine months.

National Shelter is not a single organisation or a single person organisation. The strength of National Shelter is that it is supported by the State and Territory Shelter network, and its members, that have deep reach across Australia. I would like to sincerely thank the Shelter network, members, supporters and friends for their support of National Shelter to continue to advocate for better housing outcomes for lower income Australians.

Emma Greenhalgh  
**Chief Executive Officer**



# TREASURERS REPORT

In the 2021/22 financial year National Shelter recorded a small deficit of \$1,125.03. This results in a slight drop in net equity from just over \$84,000 to just under \$83,000 but is not a significant concern for our operations going forward. National Shelter's earnings increased slightly, and we are well placed to meet our liabilities which are employee expenses.

I would like to thank our outgoing CEO, Adrian Pisarski and our current CEO, Emma Greenhalgh, our bookkeeper Kelley McGilvray and my National Shelter Executive Colleagues for their stewardship of National Shelter's finances during the year.

As we look ahead there are additional opportunities for collaboration with members, academic institutions, and other key housing stakeholders. This includes the continuation of the Opening the Door project with Rights and Inclusion Australia and Enliven Communities, and initiatives to keep the focus on renting including the tenant experience. We will continue to engage with the federal government on reinstating funding for National Shelter. We ask that our members and supporters also advocate to government on this as well.

We thank our sponsors of the Rental Affordability Index, the Brotherhood of St Laurence and Beyond Bank. We also thank SGSEP who self-fund this high impact project. The Rental Affordability Index provides significant exposure for National Shelter.

We thank our members for their continued support of National Shelter. We acknowledge that many members are facing significant increases in the costs of operation and service delivery with indexation provided by government not sufficient to cover these costs. I extend my appreciation to all National Shelter members, whose ongoing support is critical in order to support the vital work that we do.

Travis Gilbert  
**Treasurer**

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# HIGHLIGHTS 2021/22



THE FOUR CORNERS EPISODE “GOING GOING GONE” FEATURED OUR EO ADRIAN PISARSKI, PROMINENT ECONOMIST SAUL ESLAKE, DR CAMERON MURRAY AND JASON FALINSKI MP.

NATIONAL SHELTER HAD A STRONG PRESENCE AT THE NATIONAL HOUSING CONFERENCE IN MELBOURNE ON MARCH 2-4 2022.

WE SPONSORED, ALONG WITH SHELTER NSW AND CONTRIBUTIONS FROM OTHER STATES, TWO SUNRISE SESSIONS FOCUSED ON REGIONAL HOUSING AND STRATEGIC ALLIANCES.

OUR EXECUTIVE OFFICER ADRIAN PISARSKI FACILITATED TWO SESSIONS AND APPEARED AS A PANELIST IN THE STATE OF THE NATION PLENARY. OUR INCOMING CEO EMMA GREENHALGH ALSO PRESENTED IN TWO SESSIONS AT THE CONFERENCE



# HIGHLIGHTS 2021/22



Incoming CEO Emma Greenhalgh with former Housing Minister Tanya Plibersek MP.

WE TRAVELLED TO CANBERRA FOR THE MARCH 2022 PRE-ELECTION BUDGET AND TO MEET WITH KEY PARLIAMENTARIANS.



John Engeler (Shelter NSW and National Shelter Chairperson), Adrian Pisarski and Jenny Smith (Homelessness Australia) with Jason Falinski MP



Outgoing EO Adrian Pisarski and incoming CEO Emma Greenhalgh

Emma Greenhalgh on SBS News from the ACOSS community sector media call for the March 2022 Budget.



# HIGHLIGHTS 2021/22

WE WROTE TO KEY CANDIDATES IN THE FEDERAL ELECTION SEEKING RESPONSES TO THE NATIONAL SHELTER POLICY POSITIONS AND PUBLISHED THEIR RESPONSES.

WE HELD AN ONLINE FEDERAL ELECTION HOUSING FORUM ON ADDRESSING THE HOUSING CRISIS AS WELL AS ELECTION PLATFORMS.



WE FAREWELLED OUR LONG STANDING EO ADRIAN PISARSKI AS HE RETIRED FROM NATIONAL SHELTER AFTER A 20 YEAR ASSOCIATION WITH THE ORGANISATION. WE THANK HIM WHOLEHEARTEDLY FOR HIS COMMITMENT TO THE CAUSE OF HOUSING AND WISH HIM WELL IN HIS RETIREMENT.

Outgoing EO Adrian Pisarski with former Housing Minister Tanya Plibersek MP.

# RENTAL AFFORDABILITY INDEX

THE ANNUAL RENTAL AFFORDABILITY INDEX PRODUCED IN PARTNERSHIP WITH SGSEP IS A CRUCIAL TOOL FOR POLICY MAKERS TO TRACK RENTAL AFFORDABILITY TRENDS AND INFORM EVIDENCE BASED POLICY DECISIONS. THE REPORT IS GENEROUSLY SPONSORED BY THE BROTHERHOOD OF ST LAURENCE AND BEYOND BANK.

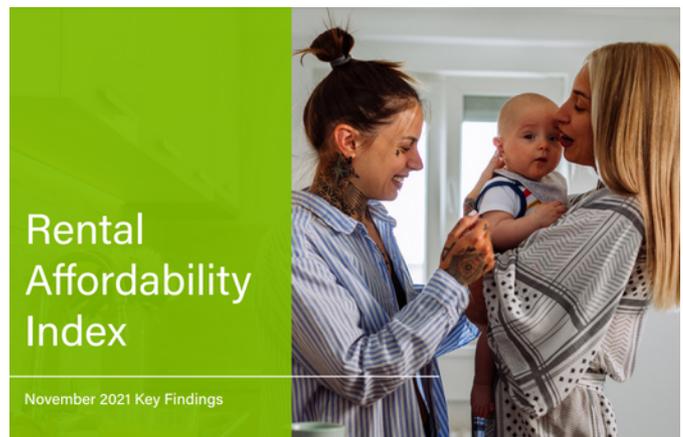
## Rental affordability dropped in most cities during 2021, according to new report

AM / By Isabel Moussalli

Posted Wed 24 Nov 2021 at 1:36pm



**THE RAI ACHIEVES MILLIONS OF DOLLARS OF VALUE THROUGH MEDIA EXPOSURE, INFLUENCING NATIONAL HOUSING POLICY PLATFORMS FOR THE HOUSING AND HOMELESSNESS SECTOR. IT HAS STRENGTHENED THE MEDIA RECOGNITION AND REPUTATION FOR THE RAI, AS WELL AS NATIONAL SHELTER.**



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# OPENING THE DOOR

NATIONAL SHELTER HAS BEEN WORKING WITH RIGHTS & INCLUSION AUSTRALIA AND ENVLIVEN COMMUNITIES ON THE OPENING THE DOOR PROJECT. THIS PROJECT IS FUNDED THROUGH AN INFORMATION LINKAGES CAPACITY BUILDING (ILC) GRANT FROM THE DEPARTMENT OF SOCIAL SERVICES. THE FOCUS OF THE PROJECT IS ACCESS TO HOUSING BY PEOPLE WITH DISABILITY AND ASSIST PEOPLE WITH DISABILITY TO ACHIEVE CHOICE AND CONTROL WITH THEIR HOUSING OPTIONS.

In 2021/22 the project delivered forums across the country where they were greatly assisted by the local Shelter network. This included online forums delivered information on housing supply and pathways into housing, tenancy and other rights issues, and on options open to participants of the National Disability Insurance Scheme (NDIS). These were followed by face-to-face workshops, targeted at people with disability and families, to identify challenges and solutions to people's individual housing requirements.



## Opening the Door

State & Territory Forums | Peer Networks | Accessible Resources

Find out more  
[facebook.com/RIAustraliaNetwork](https://facebook.com/RIAustraliaNetwork)

A project of Rights & Inclusion Australia in partnership with Enliven Community, National Shelter and the State & Territory members of National Shelter  
Funded under the Australian Government's Information, Linkages & Capacity Building program

The project has identified a number of systemic issues that impact of the housing choices of people with disability including affordability, accessibility, and lack of tenancy rights.



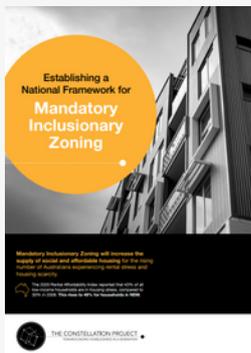
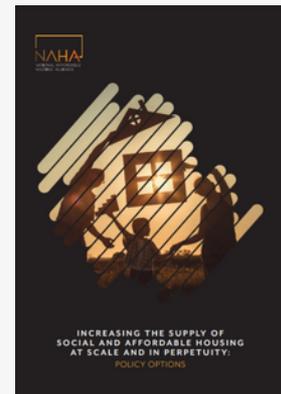
# ACTIVITIES

## SUBMISSIONS

- Pre-Budget Submission
- Parliamentary Inquiry into Housing Affordability and Supply
- Productivity Commission Review into the National Housing and Homelessness Agreement

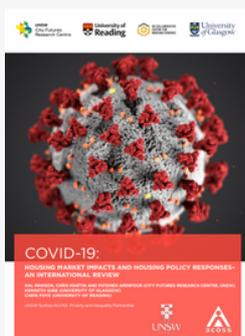
## ALLIANCES

National Shelter is a founding member of the National Affordable Housing Alliance. Established in August 2020, the NAHA published its first policy options paper in early 2022 to increase the supply of social and affordable housing in scale and in perpetuity.



National Shelter participates in The Constellation Project which aims to end homelessness in a generation. National Shelter contributes to activities on Mandatory Inclusionary Zoning and the Housing Boost Aggregator.

National Shelter is a campaign partner of the Everybody's Home campaign - a national campaign to fix the housing crisis.



## RESEARCH

National Shelter has supported research led by the UNSW on the impacts of COVID-19 on housing and homelessness outcomes in Australia and internationally.

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# GOVERNANCE

THE FOLLOWING EXECUTIVE COMMITTEE MEMBERS PROVIDED OVERSIGHT OF NATIONAL SHELTER'S ACTIVITIES FOR 2021/22.

**Chairperson**

Dr Alice Clark  
John Engeler

Until 20/10/2021  
From 21/10/2021

**Deputy Chairperson**

John Engeler  
Travis Gilbert

Until 20/10/2021  
21/10/2021 - 20/03/2022

**Secretary**

Pattie Chugg  
Toby oConnor

Until 20/10/2021  
From 21/10/2021

**Treasurer**

Peter McMillan  
Emma Greenhalgh

Until 20/10/2021  
From 21/10/2021 until  
11/03/2022

Travis Gilbert

From 21/03/2022

**General Committee Member**

Jackson Hills

From 24/06/2022



National Shelter Council meeting, March 2022, Melbourne.

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# THANKS TO OUR MEMBERS

NATIONAL SHELTER EXISTS DUE TO THE FINANCIAL SUPPORT OF ITS MEMBERS. WE WOULD LIKE TO THANK AND ACKNOWLEDGE OUR MEMBERS FOR THEIR SUPPORT IN 2021-22. WE WOULD ALSO LIKE TO PASS ON OUR APPRECIATION TO OUR SUPPORTERS AND FRIENDS.

## OUR MEMBERS IN 2021-2022 WERE:

### STATE MEMBERS

Q Shelter  
Shelter NSW  
ACT Shelter  
Shelter TAS  
Shelter SA  
WA Shelter  
NT Shelter

### NATIONAL MEMBERS

Community Housing Industry Association (CHIA)  
St Vincent de Paul National Council of Australia Inc  
Brotherhood of St Laurence  
Community Housing Ltd

### DEEMED MEMBERS

National Alliance of Tenant Organisations (NATO)

### ASSOCIATE MEMBERS

Anglicare Tasmania  
Anglicare Victoria  
Anglicare WA  
Berry St  
Blue CHP  
Bridge Housing Ltd  
Brisbane Housing Company Ltd  
Churches of Christ  
Coast to Bay Housing  
Compass Housing  
Haven Home Safe  
Henry Halloran Trust  
Hobart City Mission  
Launch Housing  
Link Wentworth Housing  
Mission Australia  
Regional Housing Ltd  
Southern Youth and Family Services  
St George Community Housing  
The Salvation Army  
Uniting Communities SA  
Wintringham Specialist Aged Care



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