

**ANNUAL
REPORT**

2016-17

Homelessness NSW



Homelessness NSW



Homelessness NSW

Annual Report 2016-2017



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Who we are

Homelessness NSW is a not for profit organisation that operates as a peak agency for its 116 member organisations to prevent and reduce homelessness across NSW. Our members include small, locally based community organisations, multiservice agencies with a regional reach and large State-wide service providers.



Katherine McKernan CEO, Homelessness NSW



Our Vision:

A NSW where no one is homeless or at risk of homelessness

Our purpose

To advocate and provide leadership on homelessness issues across NSW and to support effective service delivery to those who are homeless or at risk of homelessness.

Our strategic goals for 2012-17

- A stronger focus on the prevention of homelessness
- An increased organisational capacity and profile
- Members that are sustainable and offer high quality services
- A consumer focus is a core element of service provision

What we do

We develop and assess policies that impact on homelessness and its risk. We advocate to Governments, business and the broader community to improve policy and program initiatives that affect homelessness

We provide extensive information and education about the causes of homelessness and the diverse program and service delivery approaches that are taken to tackle it;

We provide significant amounts of support and advice regarding organisational change and development and service delivery design in the homelessness sector

We work collaboratively with other peak housing, homelessness and broader human services organisations at the NSW and national level



Highlights of 2016-17



- Securing a commitment from the Federal Government to continue the National Partnership Agreement on Homelessness funding via a new National Housing and Homelessness Agreement;
- Securing a commitment from the NSW Government around improving the Temporary Accommodation Program via the development of supportive Temporary Accommodation approaches;
- Co-convened an Affordable Housing conference in partnership with the NSW Federation of Housing Associations which was attended by over 450 community housing and homelessness sector representatives;
- Secured three years of funding for Homelessness NSW and further implementation of the Homelessness Industry and Workforce Development Strategy;
- Launched Debt, Set, Unfair which examines the current operation of the social housing debt system and its impact on people experiencing homelessness.
- Launched the Older Women's Studio Development Project as part of International Women's Day celebrations in partnership with a range of stakeholders.



From the Chair



Trish Bramble Chair

Homelessness NSW has had an active year working to advocate strongly on homelessness issues both in NSW and nationally, focusing on the need for broad systemic responses to homelessness via whole of government action and consolidating the organisation so that it can provide the best possible advocacy and support for people at risk of or experiencing homelessness and for services working to prevent and address homelessness.

It was pleasing to see that the Minister for Family and Community Services confirmed increased three year funding for Homelessness NSW and ongoing funding for the Homelessness Industry and Workforce Development Strategy for 2017 - 2020, an acknowledgement of the commitment of the organisation in providing considered and constructive advice to Government and in supporting the development and building the capacity of the Specialist Homelessness Sector.

Homelessness NSW has continued to focus on ending inner city homelessness, highlighting the ever increasing issues for older women at risk of homelessness and has worked in conjunction with a range of partners on highlighting the links between the increase in homelessness and the lack of affordable housing in NSW. It has also launched new research on the impact of social housing debt on homelessness and focused on raising awareness of rural and regional homelessness via forums and conferences in Tamworth and Dubbo.

Homelessness NSW has also worked hard to continue to support the homelessness sector so that it could recover and rebuild following the Going Home Staying Home reforms. It has advocated strongly following the release of the AIHW statistics that highlighted that Specialist Homelessness Services (SHSs) provided support to 69,000 clients in 2015-16, an increase of 35% and well above the contracted number of 57,000. It has supported the sector in strengthening their Joint Working Agreements and advocated for a smooth transition during the re-contracting process. It is pleasing to see that despite all the upheaval the sector has got on with doing what it does best, which is supporting people experiencing homelessness and at risk of homelessness.



With the de-funding of Homelessness Australia, Homelessness NSW has also taken on responsibility for managing the administration of the national organisation and was key in supporting the Save NPAH campaign which successfully advocated for the extension of the NPAH funding via a new National Housing and Homelessness Agreement. The Homelessness NSW Board has been monitoring the impact of the extra responsibility on the organisation, but remains committed to ensuring that there is a national voice advocating for people at risk of or experiencing homelessness.

Board members remained fairly constant during 2016/17 and we were pleased to welcome Stephanie Oatley from Platform Youth Services to the Board, although also sad to see Kelly Hansen from Nova Women's Services step down, although she remained on the Policy Council and so continued to provide insightful contributions. I am pleased to say that the Board continues to represent the breadth of our membership including large and small organisations, rural and inner city and youth, Aboriginal, women's and men's services.

Part of this focus on consolidation included completing an extensive review of the Homelessness NSW constitution. This was overseen by the Homelessness NSW Policy Council and pro bono legal advice was provided by Holding Redlich, which we are very grateful for. The revised constitution was adopted at the Homelessness NSW Annual General Meeting in October 2016. This focus also included undertaking some joint work with Domestic Violence NSW around the ongoing sustainability of each organisation. Following this, Homelessness NSW now has a revised three year strategic plan and some clear actions to help it work towards being the best possible homelessness advocacy organisation.

I would like to thank the Board of Directors, Policy Council members and staff for enabling Homelessness NSW to consolidate and therefore improve its ability to advocate for and support people at risk of or experiencing homelessness and the homelessness sector.



From the Treasurer



David Allen Treasurer

2016-17 was a steady year of financial performance for Homelessness NSW.

In December 2016, we were pleased to be advised by the Minister for Family and Community Services that our core funding would be increased in 2017-18 to \$500,000 per annum each year for three years, and that the Homelessness Industry and Workforce Development Strategy funding would continue for an additional three years, albeit reduced to \$750,000 per annum.

I would like to thank the Minister for acknowledging the expertise and importance of Homelessness NSW's policy, research and advocacy work and its work supporting the sector.

Homelessness NSW supplements its grants from the Department of Family and Community Services with a range of other funding sources. In 2016-17, this included a slight profit from the Affordable Housing conference, a limited administration fee for the management of Homelessness Australia, a small level of donations and contributions and a slight increase in revenue raised through membership fees due to membership consolidation following the adoption of the revised Homelessness NSW constitution.

I am pleased to advise that our annual audit for the 2016-17 year produced a satisfactory and unqualified result. Our financial reserves are in a sound position to meet current and future known liabilities.

These developments have placed Homelessness NSW in a strong financial position and the organisation will continue to work to consolidate our position whilst providing high quality services to all members and the broader community.

Our Board

The Board of Homelessness NSW is comprised of 9 members elected by our membership.

In 2016-17, the Board members were:	
Chair	Patricia Bramble
Deputy Chair	Kelly Hansen (Until October 2016)
	Deborah Longhurst (from October 2016)
Treasurer	David Allen
Secretary	Leigh Smith
Directors	Stephanie Oatley (from October 2016)
	Dr Evelyne Tadros
	Brett Macklin
	Laurie Maher
	Jenni Beetson-Mortimer
	Deborah Longhurst (until October 2016)



Our Policy Council

A Policy Council, comprising some Board members and several other members of Homelessness NSW operates to provide advice and assistance to the Board and staff.

In 2016-17, the Policy Council members were:	
Board Directors:	Leigh Smith Brett Macklin Evelyne Tadros Deborah Longhurst Jenni Beetson-Mortimer Kelly Hansen (until October 2016)
Other members:	Owen Atkins Annabelle Daniel Meena Johnson Helen Silvia (from October 2016) Lex Lutherburrow (from October 2016) Kelly Hansen (from October 2016)



Our Staff

In 2016-17, Homelessness NSW employed a mix of Policy, Administration and Project staff. They were:

CEO	Katherine McKernan
Senior Policy and Research Officer(s)	Digby Hughes Chris Hartley
Administration Manager	Catalina Loyola
Project Officer, SWHA	Sue McGilvray

On behalf of the SHS Industry Partnership, we also employed to operate the SHS Industry and Workforce Development Project:

Project Manager	Jennie Burrows (until August 2016) Dr Rochelle Braaf (from August 2016)
Project Officer	Hayley Stone (from July - August 2016) Lucia Giuffre (from August 2016)
Senior Project Officer	Dougie Wells



CEO's Report

Once again, it has been another busy year advocating to prevent and address homelessness. This has shifted in focus from the consultation and beginning of new projects of last year to focusing on consolidating the evidence base and support of the SHS sector, continuing to advocate on affordable housing, inner city homelessness, Temporary Accommodation and older women's homelessness and launching new work on social housing debt and rural and regional homelessness. It is anticipated too, with the confirmation of three year funding for Homelessness NSW and the Industry and Workforce Development Strategy that the focus can very much be on consolidation and implementation for the foreseeable future.

The impact of the Going Home Staying Home reforms on the homelessness sector continued to be significant but it is a credit to the sector that the re-contracting process ran smoothly and that services used this period to improve current arrangements. 2016/17 was also the first year that complete AIHW SHS data was available since the reforms and unfortunately, this confirmed what the sector has been saying about unprecedented demand for their services and difficulty in securing affordable long term housing for their clients, with a 35% increase in clients over 2 years, just under half of all clients requiring long term accommodation and less than half of those accessing it. Homelessness NSW has worked hard to highlight this gap with Government, within the community and with the media on a statewide and, via the save NPAH campaign, national level.

This year was also one for strengthening partnerships with a range of different organisations. For example, Homelessness NSW worked closely with the NSW Federation of Housing Associations on a number of projects including a highly successful Affordable Housing conference that brought together over 450 people from both the homelessness and community housing sector and helped increase community, media and housing sector awareness of the negative impact a lack of affordable housing is having on homelessness. Homelessness NSW continues to work closely with Domestic Violence NSW and Yfoundations on advocacy issues and continued the co-convening of an annual SHS Domestic Violence Forum with DVNSW.

And on a national level, it was pleasing to see that all the hard work of those involved with the SaveNPAH campaign, including Homelessness NSW, resulted in confirmation of ongoing funding and indexation. In NSW, the \$30 million NPAH allocation supports 24/7 provision of service to young and women and children who have experienced domestic and family violence, a vital component of the service system.

2016-17 also saw the Homelessness Industry and Workforce Development Strategy being evaluated and it was pleasing to see that the initiatives implemented via the Strategy have been effective and have improved the capacity of the sector, albeit delivered in an ever evolving and changing context. It was also great to welcome new staff to this team who have really committed themselves to continuing this effective work and improving it where possible.

The consolidation of our Board representation in 2016-17 and the significant contributions of Policy Council members, particularly in terms of the sometimes challenging review of the Homelessness NSW constitution, and many other local members ensured that the quality of our policy, research and advocacy work was always informed by the experience of front line services working with clients. It was also fantastic to include a consumer voice into our advocacy work and I would like to thank Talie and Gina for their huge contribution both in meetings, speaking at forums and providing a consumer voice to our submissions to Government and other stakeholders.

I would like to thank the Board for their support this year, particularly Patricia Bramble and David Allen. I would also like to thank my colleagues at Homelessness NSW for their wonderful work during this year. There is always far too much to be done and not enough hours in the day and the staff met the high workload challenge with skill, enthusiasm and good humour.

Homelessness NSW Policy and Research Work

As part of our work, Homelessness NSW undertakes on a wide variety of advocacy projects on New South Wales and Australian issues impacting upon our members and people experiencing homelessness.

2016/2017 continued to be an incredibly busy period for our advocacy staff and we are proud of the reforms we managed to secure in this period.

Consumer Engagement

Homelessness NSW implemented a consumer engagement strategy in 2016/17 to assist to incorporate the voices of those experiencing homelessness in our advocacy and policy work.

As a result of this strategy, Homelessness NSW recruited and provides ongoing support to two consumer representatives (Talie and Gina) who are members of Homelessness NSW's Policy Council. In this capacity, our consumer representatives provide Homelessness NSW with advice on the development of work priorities, how to best to engage additional consumers in our advocacy work as well as being speakers in Homelessness NSW's events.



Highlights of our consumer representatives work in this period including providing advice on Homelessness NSW's submission to the NSW Homelessness Strategy, assisting to develop and run a series of consultations with people experiencing homelessness and providing addresses at the NSW Affordable Housing Conference and the Regional Homelessness Summit.

Homelessness NSW would like to thank Talie and Gina for their ongoing work in 2016/2017 and we look forward to continuing to work with you on increasing the voice of those experiencing homelessness in Homelessness NSW's policy work.



Advocacy Projects

Debt Set Unfair

In October 2016, Homelessness NSW released Debt Set Unfair which examines the current operation of the social housing debt system and its impact on people experiencing homelessness.

The report was produced following a series of consultations conducted by Homelessness NSW with people experiencing homelessness and specialist homelessness services. In total 35 people experiencing homelessness and 170 specialist homelessness services provided information about their interactions with social housing debt system which were used to inform the content of the report.

The report found that many people experiencing homelessness developed debt in situations where they were the victim of domestic and family violence or after having their income support payments restricted by Centrelink. It also highlights that FACS Housing does not currently sufficiently identify or support tenants who are in arrears and who are at risk of eviction.

The report also examines the links between the FACS Housing negative classification system for former tenants and homelessness. It finds that a significant number of people experiencing homelessness have a social housing debt with FACS Housing, with many classified as 'less than satisfactory former social housing tenants or occupant' and who are therefore required to completely repay their debt or make continuous payments for six months before their applications can be listed on the NSW Housing Register.

The report highlights that these requirements have considerable impacts on the specialist homelessness sector and on the lives of people experiencing homelessness. As most people experiencing homelessness are not immediately able to repay their debt to Housing NSW, they are forced to rely on the already overstretched SHS sector for assistance before their housing applications can be considered. Many people experiencing homelessness spoke of the incredible financial pressure that repayments placed upon them and how this created a sense of hopelessness and futility, with many choosing to exit completely from the housing system.

The report contained 13 recommendations to address the impact of the social housing debt system, including the development of publicly available clear, written guidelines to assist potential applicants and their advocates in seeking write off or waiver of debts and the expansion of the operation of the Work and Development Scheme to former tenants with unresolved debts.

Since the production of the report, Homelessness NSW has met with representatives of the NSW Department of Family Community Services to progress the implementation of the report's recommendations.



Save the National Partnership Agreement on Homelessness Campaign

In 2016/2017 Homelessness NSW partnered with the federal peaks, Homelessness Australia and National Shelter to pressure the Federal Government to extend the National Partnership Agreement on Homelessness (NPAH) to ensure long-term funding certainty and future indexation for 180 vital community services across Australia. The Federal Government had not committed to continue the NPAH beyond 30 June 2017 and hadn't included it in the Budget Forward Estimates.

The NPAH campaign involved the formation of a public advocacy campaign in which numerous specialist homelessness services and not-for-profits outlined to the Federal Government the impact on the potential removal of the NPAH on the delivery of services to people experiencing homelessness.

In the May 2017 Budget, the Commonwealth Government announced that from July 2018 homelessness and housing funding, incorporating both the NPAH funding and the NAHA funding, will be merged into one new combined agreement, the National Housing and Homelessness Agreement (NHHA), and will change from a multi-lateral to a bilateral agreement. The NHHA will maintain the current funding of over \$1.3 billion a year provided under the NAHA and the current \$115 million of annual homelessness funding provided under the NPAH. Importantly this funding will be ongoing and indexed (about 1.5%).



NSW Homelessness Strategy

In November 2016, FACS NSW released the discussion paper, Foundations for change- Homelessness in NSW in the lead-up to the production of a NSW Homelessness Strategy.

Homelessness NSW supported the Department of Family and Community Services consultation with community on the Homelessness Strategy and attended consultation forums in all 15 of the FACS Districts during October and November 2016.

In preparation for Homelessness NSW's response, we also conducted a series of our own consultations with our members to gain their perspectives on what should be contained within a homelessness strategy. As a result our submission called on the NSW Government to develop a NSW Homelessness Strategy that includes:

- Agreed targets and measurable outcomes and ensures Departments and agencies are held to account for these targets and outcomes;
- A commitment to affordable housing, including an expansion of available social housing in New South Wales;
- Implementation of evidence based approaches at a systemic level (rather than pilots) including implementing Housing First and other supportive housing models as a systemic response to homelessness;
- A commitment from the broader service system to working in a collaborative and integrated way across the various homelessness cohorts including rough



sleepers, young people, women and children escaping domestic and family violence, older women, Aboriginal communities, CALD communities and LGBTQI communities; and

- A commitment to a respectful, consultative and consumer led approach to supporting people at risk of homelessness and people experiencing homelessness.

The NSW Government is currently working on a draft of the NSW Homelessness Strategy to be released late 2017.



Submissions

Homelessness NSW has contributed numerous submissions in response to government inquiries in 2016/2017. These include:

- Submission to the Tenancy Bonds for Public Housing Policy and Operational Framework (September 2016)
- Homelessness NSW response to Foundations for Change (November 2016)
- Submission to IPART's review of rent models for social and affordable housing (December 2016)
- NSW Framework for Therapeutic Out-of-Home Care (December 2016)
- Submission to the Department of Finance, Services and Innovation on longer term tenancies (January 2017)
- Submission to the Productivity Commission's reform to Human Services (February 2017)
- Submission to the Joint Standing Committee on the National Disability Insurance Scheme (the Standing Committee) review into the provision of services under the NDIS for people with psychosocial disabilities related to a mental health condition. (February 2017)
- Greater Sydney Commission's Draft District Plans (March 2017)
- Residential Tenancies Amendment (Review) Bill 2016 (June 2017)



Conferences and Events

National Homelessness Week

Homelessness Week is a national event held in the first week of August each year and calls on Australians to raise awareness of people experiencing homelessness and the issues these people face.

In 2016, the theme of the Week was #homelessnesscounts, which highlighted that the lives of people experiencing homelessness are important. It also related to the ABS Census and the importance of people experiencing homelessness being included and identified correctly in the Census count.



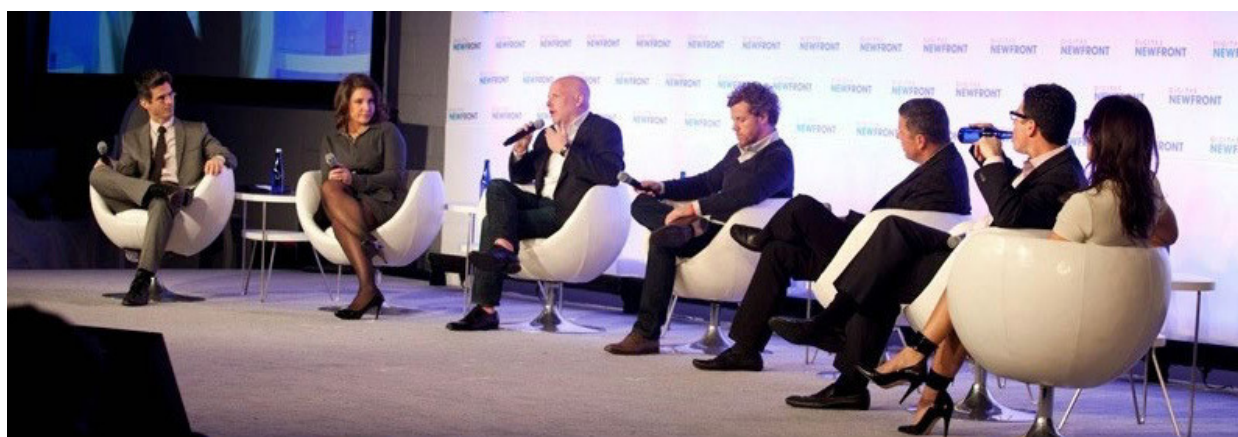
To mark Homelessness Week in 2016, Homelessness NSW held two separate events. The first event was the New South Wales launch which took place at Gilbert + Tobin International Towers. The launch featured a key note presentation from Professor Suzanne Fitzpatrick (Professor of Housing and Social Policy at Heriot-Watt University) on 'housing first' and the operation of the Housing (Wales) Act 2014 (UK) (the Welsh Act). Additional presentations were made by the Hon Brad Hazzard (the then NSW Minister for Family and Community Services and Minister for Social Housing and Dr Paul Jelfs, General Manager, Australian Bureau of Statistics.

During Homelessness Week, Homelessness NSW also coordinated a forum on regional homelessness which was held in Tamworth and supported by the Tamworth Family Support Service. The forum featured presentations on topics such as Trauma Informed Care, exiting custody, regional homelessness responses and use of media. The event was a sell-out and generated much discussion on the distinctiveness of services delivery to regional and remote communities experiencing homelessness.

Affordable Housing Conference

In July 2017, Homelessness NSW partnered with the NSW Federation of Housing Associations to hold the 2016 NSW Affordable Housing Conference at the Sydney Masonic Centre. The theme of the event was 'What would it take to create 100,000 new affordable homes in NSW?' and featured presentations on:

- Models for delivering affordable housing at scale;



- What housing works best for people with disabilities and how do you provide it?;
- Social housing for an ageing population;
- Supportive housing models;
- Affordable housing responses to domestic and family violence;
- Affordable housing and social disadvantage; and
- Why do we need 100,000 affordable homes and how can we achieve this?; and
- How can government maximise its role in delivering 100,000 new affordable homes?

The conference was largest event of its type in NSW and was attended by over 450 delegates from the housing, university, corporate and specialist homelessness service sector.

Regional Homelessness Summit 2016

In October 2016, Homelessness NSW collaborated with Housing Plus and Yfoundations to hold the first NSW Regional Homelessness and Housing Summit, sponsored by Family and Community Services. The Summit brought together local SHS providers to discuss issues, innovations and ideas relating to homelessness and housing services in a regional NSW context.

During the two-day event, industry experts and local services presented on a range of topics to 260 registered attendees from across Central West and Western NSW. During the conference, attendees identified a number of learnings to be applied in response to homelessness in regional and rural areas:

- The NSW homelessness strategy needs to include a focus on rural and regional homelessness and issues;
- Local issues need to be acknowledged and considered, including lack of resources, limited housing options, distance and limited education and employment opportunities
- The NSW homelessness strategy needs to support rural and regional communities to support people at risk of homelessness, or experiencing homelessness, to develop long term aspirations and goals rather than continue to focus on providing a crisis response; and
- There needs to be a focus on increased collaboration between NGO funded programs, including SHS services and tenants' advice and advocacy services



NSW Homelessness Industry and Workforce Development Strategy In 2016-17

In 2016/17, the NSW Homelessness Industry Partnership (a joint working arrangement between the three homelessness peaks - Homelessness NSW, Yfoundations, and DVNSW) implemented the second year of its two -year Homelessness Industry and Workforce Development Strategy. The Strategy budget for 2016-17 was \$1,722,906.

The Industry Strategy aims to increase the capability of homelessness services to contribute to the prevention and reduction of homelessness in NSW, through accessible, quality and sustainable services., in order to increase the capacity, knowledge and skills of service staff in preventing and addressing homelessness.

The SHS component of the NSW homelessness service sector includes 188 entities which received \$148 million per annum in SHS funding for three years until 30 June 2017. Some organisations have single package funding only, while others deliver multiple packages.

The sector can be divided into:

- 40 Lead and 124 Partner Agents
- 45 Sole Agents
- 30 organisations receiving Service Support Funds
- 21 organisations receiving Homelessness Youth Assistance Program funds.

The main priority of the Industry and Workforce Development Strategy is to support SHS organisations to meet the eight Homelessness Quality Assurance Scheme (QAS) Standards. To this end, the Strategy is guided by four goals:

GOAL 1. Service Quality: continuously improving service quality

GOAL 2. Service Integration: working effectively across homelessness services and networks

GOAL 3. Sustainability and Viability: enhancing the sustainability and viability of organisations and networks that provide homelessness services

GOAL 4. Workforce Development: building a workforce for the future

For each goal, strategies and deliverables have been established and mapped against the QAS Standards. These have been implemented over the years 2015/16 and 2016/17.

Achievements in 2016/17

Goal 1 Service Quality

In 2016/17, the IP continued its support of SHS providers to self-assess against the QAS standards and improve their services.

The IP provided 100 paid subscriptions to the BNG QAS Service Provider Portal for smaller SHS providers with an annual total income of less than \$5 million. The Portal simplifies self-assessment and enables SHS organisations to gauge their readiness to meet other accredited human service standards. The IP contracted BNG to produce an equivalence table that maps existing accreditation (e.g. for Out of Home Care Standards) against the NSW SHS standards¹. As at 30 June 2017, 97 paid subscriptions had been taken up and 33 larger SHS providers had also subscribed to the portal. Further, SHSs with an annual income of under \$5 million were given access to BNG's Management Support Online (MSO) that provides policies, guides and other resources to aid improvements in governance and service delivery.

Separate to the portal, the IP provided financial support to 67 SHS providers to hire an external Assessor to guide organisations through the self-assessment process and to 32 SHS providers to support the development and implementation of their Quality Action Plans.

To assist services in the recontracting process taking place in mid-2017, the IP commissioned Justice Connect to provide customised resources and training to the sector. Activities included 6 face to face and 4 webinar training sessions (123 participants in all) and production of:

- FACS Funding Deed Fact Sheet
- Joint Working Agreement (JWA) Template/Sample contract
- JWA checklist
- Recontracting FAQ Sheet.

Resources and recordings of the webinars are available on the Sector Development Project website and Justice Connect website. To provide tailored support to lead and partner agencies experiencing difficulty in their JWAs, the IP has also commissioned a consultant, Donna Bevan, to assisting them to engage in a functional partnership.

In the past year, the IP has promoted good practice within the sector through:

- Development of good practice guidelines in: assertive outreach to rough sleepers; responding to domestic and family violence and homelessness; responding to young people who are homeless (to be released in August 2017)

¹ This allows SHS providers with existing accreditation to instantly ascertain whether they already are partially or fully compliant with the SHS standards.

- Delivery of 2 training sessions and resources by PIAC/Streetcare to 33 staff and service users on promoting consumer representation in SHS organisations
- Delivery of 10 complaints management training workshops by the NSW Ombudsman's Office to 155 SHS staff
- Preparation of sector guidance on the documentation of good practice and establishment of a database.

The IP has continued to advocate to FACS for the development and introduction of an accredited system for the SHS quality standards. As compliance with the SHS standards is based on self-assessment, SHS providers undertake a significant amount of work with no formal recognition via accreditation. There is also no way for providers to independently benchmark themselves against each other or the standards themselves. SHS providers and Assessors alike have called for an accredited system to be brought in. ARTD Consultants, which conducted the independent evaluation of the Sector Development Project, similarly identified a need for a formally accredited system to ensure quality service delivery.

Goal 2: Service Integration

The IP has provided avenues for networking, collaboration and coordination within the homelessness sector and across sectors. In 2016/17, the IP organised two six-monthly network meetings for SHS providers. The JWA Lead Agents Network met in November 2016 and March 2017 and a combined meeting of the SSF funded providers and Sole Agents were held in December 2016 and March 2017. Topics discussed included: QAS process and updates, re-contracting and managing relationships, CIMS and data collection, Homelessness Industry Workforce Development Plan, sector outcomes (Results Based Accountability trial, outcome indicators databank and annual client survey), tendering for funding, and evaluation of the sector development project. A proposal has been put to FACS for the next financial year, to hold a combined CEOs forum, lead agent, sole agent and SSF meeting, to be held over a period of two days, twice a year.

SHS providers have also collaborated with the IP in reference groups for specific activities: Homelessness Outcomes Implementation Group; Client Survey Reference Group; and Homelessness Industry Workforce Development Plan Reference Group.

Evidence from the Inner-City Sydney Registry Week conducted from 30 November – 2 December 2015, AIHW's Specialist Homelessness Services 2014–15 Report (9th report) and service data indicate increasing levels of homelessness amongst Aboriginal and Torres Strait Islander people in NSW and Inner City Sydney. To develop targeted responses, in 2017 the IP established a reference group to address Aboriginal homelessness, with 27 nominations for members from the sector. In 2017/18, the IP will work with this group and the Federation of Housing Associations to develop a SHS sector strategy to address Aboriginal homelessness. The first stage of this work has already commenced with the organisation of an Addressing Aboriginal Homelessness Forum, to be held in August 2017.

To ensure cultural competence in service delivery, the IP has sought to provide resources on specialised responses. The IP commissioned the development of a resource on working with transgender clients. This has been made available on the Sector Development Project website and BNG portal, in addition to a cultural competency guide on working with culturally and linguistically diverse clients and links to the Rainbow Tick Standards and CHAP Aboriginal Cultural Competency Standards.

GOAL 3. Sustainability and Viability

In 2016/7, the IP commissioned Zed Tintor Consulting to develop a Sector Capability Statement (i.e. setting who we are, what we offer, how we work), as part of the sector Workforce Development Plan. This was produced in consultation with services through a sector reference group (with representation from the Federation of Housing Associations and FACS Learning and Development) and discussions held at the Lead Agents Network and SSF/Sole Agents meetings in March 2017.

The IP is committed to establishing a shared outcomes framework across the sector that is high-quality, relevant and useful. This requires identifying outcomes that matter, indicators that can best demonstrate whether outcomes are being achieved (i.e. are valid, relevant, useful and applicable) and tools that can accurately measure progress. The IP has engaged in three outcomes projects to progress this work.

1. The IP commissioned the Federation of Housing Associations to lead the development of an annual, sector wide client satisfaction survey, in consultation with a sector reference group. A client survey has been developed and tested with the reference group, and will be administered in February/ March 2018.
2. In 2016/17, the IP continued its work to trial the Results Based Accountability (RBA) approach and RBA scorecard tool as a means of gathering outcomes data for comparison across services. The IP worked with a sector reference group of six SHS providers (Homelessness Outcomes Implementation Group) led by Fams.² The trial sought to gain agreement on a small number of outcome indicators and questions, design an electronic RBA scorecard tool, and to collect and analyse quarterly data for individual services and across the group for one year.
3. In 2016/17, the IP partnered with the Federation of Housing Associations to commission the Centre for Social Impact (CSI) to investigate and consult with services on key outcome domains for the housing and homelessness sectors. The aim of this work is to identify matched and prioritised outcome indicators, and to deliver a shared outcomes framework for housing and homelessness. Initial consultations with the two sectors have been held to identify outcome indicators. In the first quarter of 2017/18, CSI will work with the sectors to refine these and establish a common outcomes indicators databank.

Goal 4: Workforce development

Workforce surveys

In February 2017, two sector workforce surveys were conducted. The IP delivered one survey to SHS staff about their individual workplace circumstances. The other was delivered by SPRC as part of the NCOSS NGO State of the Sector Survey and targeted CEOs and HR Managers about entire organisations. Survey results have been publicised on the sector development website in the following formats:

- The NSW SHS Workforce Profile Infographic 2017
- The NSW SHS Workforce Profile Executive Summary 2017 (Industry Partnership and SPRC 2017)

² Fams is a peak body supporting service delivery by non-government, not-for-profit organisations working with vulnerable children, young people, families and communities.

- The NSW Homelessness Staff Survey of Workforce Issues 2017 (Industry Partnership 2017)
- Workforce Issues in Specialist Homelessness Services 2017 (SPRC 2017).

Highlight findings from the surveys include that:

- Women make up most of the workforce (83%) and constitute most CEOs (70%)
- While only 9% of workers identify as Aboriginal or Torres Strait Islander, 64% of SHS organisations have policies for recruiting Indigenous staff; 13% of SHS workers identify as being from a culturally and linguistically diverse background (CALD), and a little under half of SHS providers have policies or targets for recruiting staff from CALD backgrounds
- 23% of the workforce have a lived experience of homelessness
- The sector is well educated with 50% of the workforce having a university qualification, proportionally more than across the entire NSW community sector
- While it is aging (average age 44 years), the homelessness sector is not aging as quickly as the NSW community sector as a whole
- On average, most SHS staff have worked in the sector from between four to ten years, with the majority (59%) having occupied between two and five jobs in the sector
- The large majority of SHS staff enjoy their job, however, an increasing percentage are looking to move outside the homelessness sector in the next three years
- Employment conditions are changing with a shift from permanent/long term positions to shorter fixed term or casual positions
- SHS staff take up more professional development opportunities per year on average than the NSW community sector as a whole
- A large majority of SHS staff have access to support for their practice, principally as clinical supervision (50%).

Workforce Development Plan

In 2016/17, IP commissioned Zed Tintor Consultants to develop a Workforce Development Plan for the sector. The consultants sought input from services through a sector reference group (with representation from the Federation of Housing Associations and FACS Learning and Development) and from discussions at the Lead Agents Network and SSF/Sole Agents meetings in March 2017. The consultants have also drawn on previous consultant reports on career pathways, a senior practitioner role, sector awards, sharing of best practice and professional recognition.

The consultants have delivered a Workforce Development Plan with guidance on setting up:

- A Community Housing – SHS staff exchange program, to be piloted and evaluated in the first quarter of 2017/18
- A Senior Practitioner Role in services
- A good practice database
- A sector awards process.

Learning and development

Over the past year, the IP has been in ongoing negotiations with FACS regarding establishing a capability framework for the sector that sets out that maps training and professional development to job positions and levels. This process has not been finalised and negotiations are continuing.

The Industry Strategy identified a need to recognise skills and experience gained on the job. In response, 100 places were made available for staff to undertake formal recognition of prior learning (RPL) with TAFE. This opportunity has resulted in 91 staff attaining a Diploma of Community Services, 5 staff attaining a Certificate IV in Community Services and 90 staff overall receiving a Statement of Attainment in Homelessness in the period 2016/17. While there was a strong take up of this opportunity, there were at least 14 withdrawals and TAFE staff were required to exert considerable effort to support some of those undertaking their RPL to complete required courses.

Independent evaluation

The IP's Sector Development Project for 2014-2017 was evaluated by ARTD Consultants in 2016. The evaluation found that the project was on track for the most part. SHS providers were aware of most Sector Development Project activities, generating strong participation overall and generally high levels of satisfaction. Sector feedback indicated that IP communications could be improved but also noted that this was happening already. Feedback indicated that the IP was responsive to emerging issues for the sector which sometimes made it more difficult to prioritise strategic issues. In closing, the evaluator identified nine points for the IP to consider when renewing the Sector Development Project for the next three years (see boxed text).

ARTD 2017, Sector Development Project Evaluation³

Sharing specialist expertise

1. Promoting consistency in quality through practice guidelines—investigate how to do this most effectively to maximise impact across the sector
2. Identifying and sustaining specialist projects—investigate how best to support the commencement and sustainability of specialist projects in the future

Building networks and contributing to collaborations

3. Leveraging opportunities to contribute to homelessness prevention efforts—prioritise those likely to have the greatest impact
4. Facilitating local partnerships/ networks—investigate how best to support arrangements/ infrastructure so that partnerships become embedded

Improving organisational capacity to manage and govern in the contemporary service environment

5. Supporting organisations' capacities to learn, adapt and succeed—consider how to strengthen peer networks and investigate the most appropriate supports so that the sector is prepared for and proactive around change
6. Investigating sector-wide forms of support that are appropriate to the contemporary service environment—investigate the need for a whole-of sector approach to governance and risk management, and approaches to the QAS that provide more strongly validated evidence of quality

Opportunities for workforce professionalisation

7. Optimising support around professionalisation—consider the mix and resourcing of activities to build career pathways

³ ARTD Consultants Evaluation of the NSW Homelessness Industry and Workforce Development Strategy, final report, Sydney 2017

8. Integrating workforce development with a sector-wide skills/ training plan—
collaborating with FACS-led work

Continuing to build evidence around capability

9. Filling evidence-gaps and supporting data development – consider emerging
information needs and how to support inter-sectoral collaborations with
agencies around the use and management of homelessness.

Sydney Women's Homelessness Alliance (SWHA) Report

Working groups from the Alliance undertook three significant projects in 2016/17 that will positively impact on women in the SHS sector.

1. Older Women's Studio Development Project

For several years SWHA members have been noticing an increasing number of older single women presenting at their agencies. These women did not have a history of homelessness. On investigation, we found there was very little evidence to help us understand the needs of these women and the housing conditions that would be most suitable for them. Our project team secured a grant from the Mercy Foundation to explore the appropriateness of a model of housing for homeless older women over 55, one that would be affordable and safe enabling women to age in place in inner and middle ring communities of Sydney. In Stage 1 of the project we engaged Gillian McFee from Gillian McFee and associates to run a co-design project with a group of older women who had lived experience of being homeless and collaborated with students from the University of Sydney Faculty of Architecture Design and Planning to come up with a series of designs for studio apartments that reflected the women's needs and met the NSW Apartment Design Policy and Legislative Guidelines.

Stage 2 of the project costed the models designed in Stage 1 and identified a significant subsidy gap that would need to be met by the government and philanthropic sector to provide affordable housing for older women.

The project findings were launched on International Women's Day at a breakfast seminar held in the Sydney Mint. SWHA will be presenting a paper at the National Housing Conference in November around our project findings and the model of care that Housing organization and the wider sector can adopt in housing older women in the future.



2. Community of Practice- Trauma Informed Care

The community of practice model encompasses groups of people who share a concern or a passion for something they do and learn how to do it better as they interact regularly was suggested as an appropriate forum for practitioners to explore and share experiences around working with women who have trauma histories in the homelessness sector. The community of practice model offers an alternative space from training or interagency meetings where workers usually come together. Being part of a regular ongoing group discussion around the specific topic of trauma informed practice provides an opportunity to foster deep reflection, discussion and learning from the experiences of other workers. The aim is to be able to use reflection and information sharing from the session to influence both broader policy within the organisation as well as staff culture at a 'ground' level.

Chris Hartley (Homelessness NSW) Fiona Murray (WAGEC) and Kerri-Anne Williams (St Vincent De Paul) are sharing the facilitation of the group which is meeting bi-monthly to discuss a range of issues and strategies to support highly distressed clients, strategies to ensure staff safety, client participation and a host of issues that arise in providing trauma informed care. After 12 months, SWHA will endeavour to produce findings from the Community of practice to further inform the sector.



3. Modern Slavery and Early and Forced Marriage Workshop

Early in 2017 SWHA was granted funds by Street-smart to deliver training to the sector and elected to engage Laura Vidal from the Freedom Partnership to End Modern Slavery (The Salvation Army) to facilitate a forum which would assist practitioners to identify and respond to modern slavery including early and forced marriage. Early in June, over 60 participants attended the Sydney Park Pavilion. Laura as well as speakers from the Australian Federal Police and the Red Cross discussed the situation in Australia



and how best agencies could respond in early identification of modern slavery and forced marriage. Feedback from the day was greatly appreciative of the effort that went into the planning, preparation and execution of the forum and attendees all felt that their understandings of issues and ability to respond had all been enhanced through their participation.

During the past 12 months, the following speakers have enriched our levels of understanding by presenting at our monthly meetings:

- Ciara Donaghy from the Network of Alcohol and other Drugs Agencies joined SWHA to discuss the operations of NADA and how members of SWHA may become involved in the Network.
- Gillian McFee engaged SWHA members with the project design and anticipated outcomes of the Older Women's Studio Development Project and elicited ideas for the recruitment of appropriate consumers to engage with the planning team as well as sharing her thoughts on the project outcomes.
- Grace Dawson, Housing, and Family Support Coordinator at WIPAN joined SWHA and contributed how they support women involved in the criminal justice system via their mentoring and support programs.
- Chris Hartley Senior Project Officer Homelessness NSW joined us to discuss his work on tenancy bonds and community housing debt working with SWHA member organisations.
- Judith Bartell CEO Milk Crete Theatre discussed with us the theatres general activities and performances as well as the theatre could extend their work with women and young people in the homelessness sector.
- Nathan Rodrigues Victims Services Unit NSW Department of Justice -discussed the Victims' Support Scheme and the role of Victims' Services in supporting victims of crime, especially women experiencing or leaving domestic violence.
- Dr. Mayet Costello, Director, Research Program ANROWS (Australia's National Research Organisation for Women's Safety) discussed a variety of research projects that her team is undertaking. These projects range from those involving women, drugs and alcohol, mental health, integrated responses, and work with priority populations (e.g. disability, CALD, A&TSI)
- Grace Rullis attended the NADA Women's Network to explain the ideology and projects of SWHA and the possibility of working together in the further.

Priorities for 2018 and beyond include a focus on:

- Establishing a Workforce Exchange Program – SWHA will be running a small pilot program that will involve the exchange of frontline staff between services. Our outcomes would be to improve the quality and skills of the participating staff members, share good practices and information and create synergies among participants.
- Advocacy around Community Housing Providers where the focus will be on relationship building.



- Ensuring that SWHA continue to provide a significant level of advocacy around emerging issues impacting women who are experiencing homelessness or are at risk of homelessness in the Inner City.

It has been another successful year for SWHA, our projects and its members. We continue to grow and evolve always looking at identified issues which comes directly from SWHA members. The dedication of members and our SWHA Project Officer Sue McGilvray is outstanding as Sue has been essential in attending all working group meetings and projects including attending the two workshops with the women who informed the older women's Housing model. I would like to acknowledge the input from Homelessness NSW staff highlighting the contribution of Katherine McKernan. Through our quarterly meetings we have been strategic in the direction of SWHA and our projects. SWHA continues to be a significant advocacy alliance within the industry and as Chair, I am extremely proud of the passion, and ideology behind the work we do.

Grace Ivy Rullis
Chairperson



Members 16/17

Aboriginal Corporation for Homeless and Rehabilitation Community Services

Adahps

Adele House Ltd

B Miles Women's Foundation

Barnardos Temporary Accommodation Program

Bonnie Women's Refuge Ltd

Brewarrina Homelessness and Housing Support Service

Bridge Housing LTD

Broken Hill Adults & Families Homelessness & Housing Support Service

Broken Hill Young People's Homelessness and Housing Support Service

Bungree Aboriginal Association Inc.

Byamee Proclaimed Places Inc.

Carrie's Place Domestic Violence & Homelessness Services Inc.

Catholic Care Social Services

Challenge Community Services

Coast Shelter

Community Housing

Community Services

Compass Housing Services Co Ltd

CRC Accommodation Service

Detour House Inc

Domestic Violence NSW Service Management

Early Intervention and Tenancy Support Service

Eurobodalla Homelessness Support Service

Flourish Australia

Georgina Faosootavloa

Goulburn Homelessness Support Service

Great Lakes & Manning Youth Homelessness Service

Gunnedah Family Support

Hastings Accommodation Solutions (McCosker House)

Haymarket Foundation

Helping Hand-St George Youth Services

Homelessness Youth Assistance Program (HYAP)

Houses to Homes

Inner City Homeless Men's Service

Inner City Homelessness Services - Womens Services

Jenny's Place

Jesus Cares Ministry Inc.

Lightning Ridge Homelessness and Housing Support Service

Members 16/17

Linking Communities Network Ltd

Lithgow Community Projects Inc

Lou's Place

Macarthur Case Management Services

Manly Warringah Women's Resource Centre Ltd

Mid Coast Communities Inc

Milk Crate Theatre

Mission Australia - Cooma & Bega Homelessness Support Services

Mission Australia - South Eastern NSW

Mission Australia Centre (MAC)

Mission Australia-Western Sydney

MNC Supporting Supporting and Securing Tenancy Service

Monaro Crisis Accommodation Service

Murrumbidgee Accommodation & Housing Service

Natalie Star

Newtown Neighbourhood Centre

Northern Rivers Community Gateway

Northern Sydney District Homelessness Early Intervention and Prevention Service

Northern Sydney East and West Youth Homelessness Solutions

Northern Sydney Homelessness Support Service – Lower North Shore and Northern

Nova for Women and Children Inc

Oasis Youth Support Network

Orana Support Service

Orange Homelessness and Housing Support Service for Adults and Families

Penrith City Council

Platform Youth Services Inc

Rainbow Lodge Program

San Miguel Family Life Centre

Sector Connect Inc.

Settlement Services International

SHS

Sisters Housing Enterprises Inc

Social Futures

Southern Youth And Family Services

St Benedict's Community Centre

Support Services Common Ground

Sydney Homeless Services

Taldumande Youth Services Incorporated

Tamworth Homeless and Housing Support Service

Tenants' Union of NSW Coop. Ltd

The Footpath Library

The Gender Centre Inc.	Wesley Inner City Accommodation Support
The Northern Centre	Wesley Mental Early Intervention Accommodation Support
The Salvation Army NSW - Property Trust	Wesley Post Crisis Accommodation Support
Third Sector Australia	Wesley Youth Accommodation Support - Coffs, Bellingen, Nambucca
Tumut Regional Family Services Inc.	Wesley Youth Accommodation Support - Inner West
Uniting Care Ageing	Western Sydney and North Coast Region
Uniting Doorways SHS	Wollongong Emergency Family Housing Inc
Uniting Hope	Women & Families Services- The Samaritan House
Vincentian House	Women & Girls Emergency Centre
Walgett Homelessness and Housing Support Service	Women in Prison Advocacy Network
Warlga Ngurra Women and Children's Refuge	Women's Community Shelters
Warrumbungle Homelessness and Housing Support Service	Wyong/Gosford Community Legal Services Inc.
Way2home	Yass Homelessness Support Service
Wayside Chapel	Yes Youth and Family Services
Wesley Community Services Inc (South East & South)	Young Crisis Accommodation Centre Inc.
Wesley Edward Eagar Lodge	YOUTHLINKS GRIFFITH
Wesley Families Accommodation Support - Central Coast	YWCA Homeless Program
Wesley Families Accommodation Support - Fairfield Liverpool	
Wesley Families Accommodation Support - Parramatta Holroyd Hills	



Auditor's statement

HOMELESSNESS NSW INCORPORATED

ABN 37 596 554 677

FINANCIAL REPORT

30 JUNE 2017

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Partners:
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Independent Audit's Report to the Members Homelessness NSW Incorporated

Scope

We have audited the financial report of Homelessness NSW Incorporated set out on pages 2 to 10 for the financial year ended 30 June 2017.

The members of the committee are responsible for the true and fair presentation of the financial report. We have conducted an independent audit of this financial report in order to express an opinion on it to the members of the Association.

Our audit has been conducted in accordance with Australian Auditing Standards to provide reasonable assurance as to whether the financial report is free of material misstatement. Our procedures included examination, on a test basis, of evidence supporting the amounts and other disclosures in the financial report, and the evaluation of accounting policies and significant accounting estimates. These procedures have been undertaken to form an opinion as to whether, in all material respects, the financial report is presented fairly in accordance with the accounting standards and other mandatory professional reporting and statutory requirements so as to present a view which is consistent with our understanding of the Association's financial position and performance as represented by the results of its operations and cash flows.

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

Independence

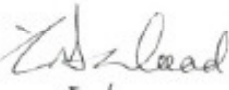
In conducting our audit, we have complied with the independence requirements of the Corporations Act, 2001.

Audit Opinion

In our opinion, the financial report of Homelessness NSW Incorporated for the year ended 30 June 2017 presents fairly the Association's financial position and the result for the year ended on that date.



FOSTER RAFFAN
Chartered Accountants



G.D Wood (Reg'n # 4479)
Partner

North Sydney 21 September, 2017.

HOMELESSNESS NSW INCORPORATED
Statement by the Committee

In the opinion of the Committee the financial report as set out on pages 3 to 10:

- (i) presents a true and fair view of the financial position of Homelessness NSW Incorporated as at 30 June 2017 and its results and cash flows of the Association for the year ended on that date in accordance with Australian Accounting Standards, and
- (ii) at the date of this statement, there are reasonable grounds to believe that Homelessness NSW Incorporated will be able to pay its debts as and when they fall due.



Trish Bramble
Chairperson



David Allen
Treasurer

Woolloomooloo, 21 September, 2017.

HOMELESSNESS NSW INCORPORATED
Statement of Comprehensive Income
For the year ended 30 June 2017

	2017 \$	2016 \$
Income		
Revenue from grants	2,007,520	2,189,249
Conference income	11,015	93,400
Membership fees	24,026	19,629
Interest income	25,305	24,661
Campaign income	-	37,364
Donations	3,204	3,568
Other	-	13,002
Management fees	<u>24,000</u>	<u>-</u>
Total Income	<u>2,095,070</u>	<u>2,380,873</u>
Less:		
Expenses		
Auditors remuneration	2,500	2,300
Salaries and on-costs	724,870	674,971
Occupancy	27,147	26,919
Conferences & Forum	76,194	130,625
Professional services	849,976	761,061
Depreciation	5,829	2,428
Project Materials	-	8,129
Grants paid	-	555,000
Other	<u>374,994</u>	<u>104,134</u>
Total Expenses	<u>2,061,510</u>	<u>2,265,567</u>
Operating Surplus for the year	33,560	115,306
Other comprehensive income	<u>-</u>	<u>-</u>
Total comprehensive income for the year	<u>\$33,560</u>	<u>\$115,306</u>

This Statement should be read in conjunction with the accompanying notes.

HOMELESSNESS NSW INCORPORATED
Statement of Financial Position
As at 30 June 2017

	Notes	2017 \$	2016 \$
CURRENT ASSETS			
Cash and cash equivalents	2	817,415	979,745
Trade receivables	3	-	52,555
Other	4	<u>11,916</u>	<u>9,189</u>
Total Current Assets		<u>829,331</u>	<u>1,041,489</u>
NON-CURRENT ASSETS			
Plant and equipment	5	9,434	15,263
Total Non- Current Assets		<u>9,434</u>	<u>15,263</u>
TOTAL ASSETS		<u>838,765</u>	<u>1,056,752</u>
CURRENT LIABILITIES			
Trade and other payables	6	211,942	333,565
Employee provision	7	53,059	71,783
Income received in advance - memberships		227	14,222
Income received in advance - grants		<u>142,238</u>	<u>249,595</u>
Total Current Liabilities		<u>407,466</u>	<u>669,165</u>
NON-CURRENT LIABILITIES			
Employee provision	7	23,224	13,072
Total Non-Current Liabilities		<u>23,224</u>	<u>13,072</u>
TOTAL LIABILITIES		<u>430,690</u>	<u>682,237</u>
NET ASSETS		<u>\$408,075</u>	<u>\$374,515</u>
ACCUMULATED FUNDS			
Accumulated surplus		374,515	259,209
Current year surplus		<u>33,560</u>	<u>115,306</u>
TOTAL FUNDS		<u>\$408,075</u>	<u>\$374,515</u>

This Statement should be read in conjunction with the accompanying notes

HOMELESSNESS NSW INCORPORATED*Statement of Cashflows**For the year ended 30 June 2017*

	Notes	2017 \$	2016 \$
Cash flows from operating activities:			
Receipts from funders, donors and customers		2,091,753	2,480,425
Payments to suppliers and employees		(2,279,387)	(2,794,261)
Interest received		<u>25,304</u>	<u>26,399</u>
Net cash (used) in operating activities	2a	<u>(162,330)</u>	<u>(287,437)</u>
Cash flows from investing activities:			
Payments for office equipment	5	-	(11,042)
Net cash inflow/(used) in investing activities		-	(11,042)
Net (decrease) in cash and cash equivalents held		(162,330)	(298,479)
Cash and cash equivalents – 1 July 2016		<u>979,745</u>	<u>1,278,224</u>
Cash and cash equivalents – 30 June 2017	2	<u>\$817,415</u>	<u>\$979,745</u>

This Statement should be read in conjunction with the accompanying notes.

HOMELESSNESS NSW INCORPORATED*Notes to the Financial Report**30 June 2017 (continued)*

(e) Grants Income

The Committee recognises grants income on an accrual basis; as such all grants committed for a financial year have been recorded as income for that year.

Any funds which have not been committed or expensed at the end of the financial year have been recorded as a liability in the statement of financial position and recognised as revenue at a future date.

(f) Cash

For the purposes of the Statement of Cash Flows, cash includes cash on hand, at banks and on deposit.

(g) Revenue

Revenue from fees for service is recognised upon the invoicing of customers. Any such revenue which relates to future services is taken up as a liability in the statement of financial position and recognised as revenue at a future date.

Interest revenue is recognised when credited, taking into account the interest rates applicable to the financial assets.

Membership subscriptions are recognised as income received in advance and recognised over the year.

(h) Goods and Services Tax

Revenues, expenses and assets are recognised net of GST, except where the amount of GST incurred is not recoverable from the Australian Taxation 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 statement of financial position are shown inclusive of GST.

(i) Comparatives

Where required for Accounting Standards or to correct disclosure, comparative figures have been adjusted to conform with changes in the presentation of the current financial year.

(j) Statement of Compliance

The financial report complies with applicable Australian Accounting Standards, which include Australian equivalents to International Financial Reporting Standards (AIFRS). Compliance with AIFRS ensures that the financial report, comprising the financial statements and notes thereto, complies with International Financial Reporting Standards (IFRS).

(k) Impairment of Assets

The carrying values of receivables are reviewed for impairment annually where a change in circumstances indicate that the carrying value may not be recoverable. The committee members are of the opinion that no such impairment indicators exist.

HOMELESSNESS NSW INCORPORATED*Notes to the Financial Report**30 June 2017 (continued)*

	2017 \$	2016 \$
5. PLANT AND EQUIPMENT		
Office equipment and furniture - at cost	60,512	60,512
Less: Accumulated depreciation	<u>(51,613)</u>	<u>(46,099)</u>
	<u>8,899</u>	<u>14,413</u>
Plant and equipment – at cost	6,273	6,273
Less: Accumulated depreciation	<u>(5,738)</u>	<u>(5,423)</u>
	<u>535</u>	<u>850</u>
	<u>9,434</u>	<u>15,263</u>
6. CREDITORS AND BORROWINGS		
Trade & other creditors	189,619	239,664
Accrued expenses	20,789	42,434
PAYG Withholding	10,948	11,786
GST Payable	<u>(9,414)</u>	<u>39,681</u>
	<u>211,942</u>	<u>333,565</u>
7. EMPLOYEE PROVISIONS		
Annual leave	<u>53,059</u>	<u>71,783</u>
Long service leave	<u>23,224</u>	<u>13,072</u>

HOMELESSNESS NSW INCORPORATED*Notes to the Financial Report**30 June 2017 (continued)*

9. MEMBERS LIABILITY

In accordance with The Rules of Association the members shall have no liability to contribute towards the payments of debts and liabilities of the Association or the costs, charges and expenses of winding up of the Association except to the extent of any unpaid membership fees.

10. ASSOCIATION DETAILS

The principal place of business of the Association is Level 1, 99 Forbes St, Woolloomooloo NSW 2011.

The principal activity of Homelessness NSW is to represent its members and contribute to homelessness policy analysis and communications.

11. SUBSEQUENT EVENTS

No matters or circumstances have arisen since the end of the financial year which significantly affected or may significantly affect the operations of Homelessness NSW Incorporated, the results of those operations or the state of affairs of the Association in future financial years.