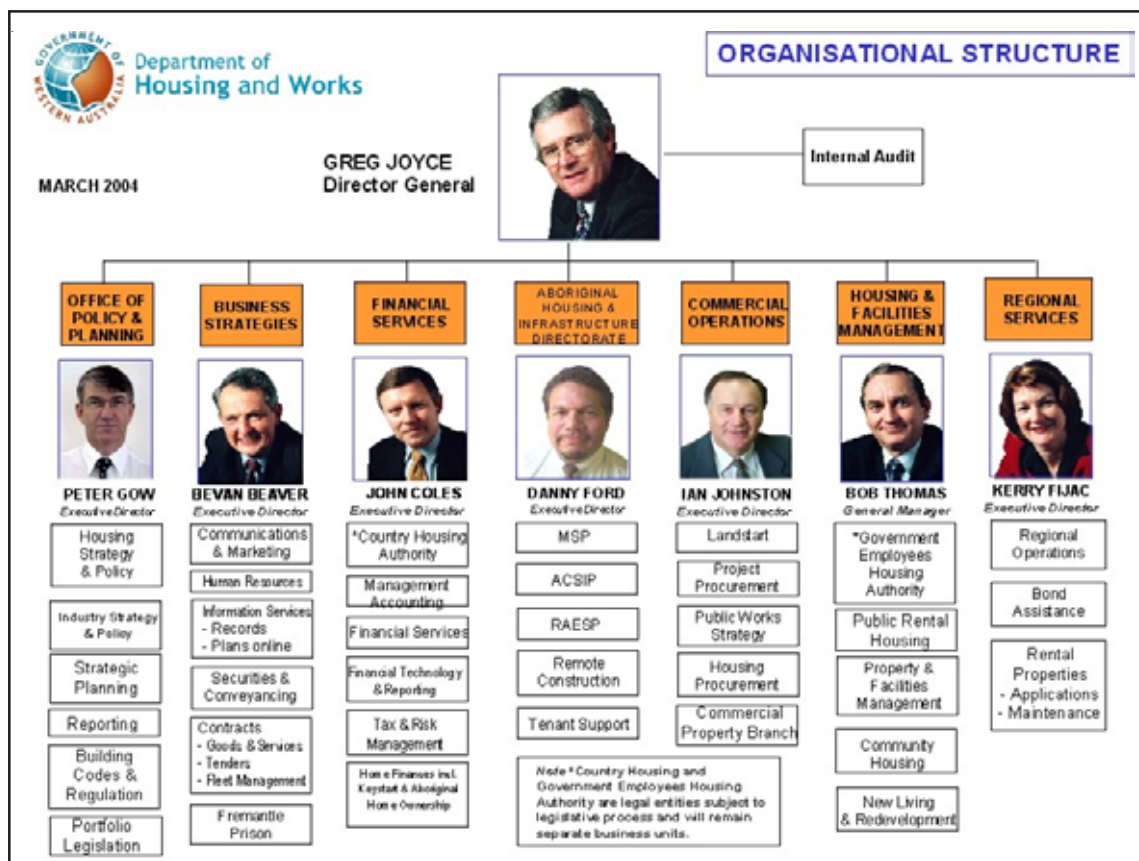


# information sheet

## THE DEPARTMENT OF HOUSING AND WORKS

The Department of Housing and Works (DHW) is an organisation representing all of the State Government's housing and works functions. The Department was established in July 2001, when it was created out of the Ministry of Housing and Works. This was as a result of the Machinery of Government Taskforce's recommendation on the proposal to reduce the number of Government agencies. The Department is responsible to the Minister for Housing and Works and covers the following areas:

- Homeswest
- Keystart
- Government Employees Housing Authority
- Country Housing Authority
- Aboriginal Housing & Infrastructure
- Landstart
- Office of Policy and Planning
- Project Services
- Public Works Strategy
- Major Projects



## HOMESWEST

Homeswest is the Department's rental accommodation division managing approximately 40,000 tenancies across the State. A key aim is to ensure that all Western Australians have access to affordable and secure housing for low income earners – see the Department's website ([www.dhw.wa.gov.au](http://www.dhw.wa.gov.au)) for income and eligibility limits. Subsidies ensure that tenants do not pay more than 25 per cent of their income in rent. Homeswest also includes the following programs:

- Bond Assistance, which helps people access private rental housing by providing interest free loans. The loan is repaid in regular payments of at least \$15 per fortnight. See the Department's website ([www.dhw.wa.gov.au](http://www.dhw.wa.gov.au)) current assistance levels and eligibility levels.
- Homeless Helpline is a central contact point for homeless people literally without shelter (primary homeless) to find accommodation and to assist secondary homeless to obtain assistance to seek their own accommodation. The Homeless Helpline liaises with relevant agencies to ensure urgent accommodation is arranged where applicable. The Help Line works in conjunction with relevant government Departments and non-government agencies to ensure that any underlying issues are addressed in conjunction with finding shelter.
- Community Housing is community-based, non-government, not-for-profit accommodation and is generally directed at people on low incomes. Community housing is provided according to the requirements of individuals with special attention to location, design and support needs. Homeswest currently provides four main community housing programs:
  - Community Housing Program
  - Joint Venture Housing Program
  - Community Disability Housing Program
  - Crisis Accommodation Program

Finally, Homeswest provides additional resources to people with disabilities, including:

- a Disability Services Coordinator responsible for developing policy and programs for people with disabilities within the social housing sector, and
- an Occupational Therapist Service to ensure that the needs of people with disability are properly assessed in regards to their housing and that appropriate allocations are made.

## GOVERNMENT EMPLOYEES HOUSING AUTHORITY

GEHA is the Western Australian Government agency responsible for providing housing for employees of most State Government agencies in all parts of Western Australia apart from the Perth Metropolitan Area, Mandurah and Bunbury. GEHA provides accommodation for Government employees - Police Officers, Teachers, Magistrates, Fisheries Officers, Public Servants and Forestry Workers - in all corners of the State. With approximately 4600 houses, duplexes and apartments (the majority being single detached family homes) GEHA is the second largest landlord/owner in Western Australia and largest employee housing provider in Australia.

## PROJECT SERVICES

The Project Services Directorate assists government agencies with their asset planning to ensure projects are well planned, and manages the delivery of projects in accordance with whole-of-Government requirements and procurement policies. The Directorate ensures that agencies' office accommodation needs are satisfied, consistent with relevant policies.

## PUBLIC WORKS STRATEGY

The Public Works Strategy Directorate has a whole-of-Government focus and is responsible for providing advice to Government, principally the Minister for Housing and Works and the Department of Treasury and Finance, to assist the State in delivering and maintaining Government buildings and accommodation to agreed standards.

## MAJOR PROJECTS

Major Projects is responsible for the planning and development of significant capital projects on behalf of Government.

## HOUSING PROCUREMENT

Housing Procurement is responsible for implementing the capital works program to buy and build homes to increase the housing stock of Homeswest and the Government Employees Housing Authority.

## ABORIGINAL HOUSING AND INFRASTRUCTURE

Aboriginal Housing and Infrastructure provides specialised advice and support to the Housing Minister and the Board in respect of Aboriginal housing matters. The recently established AHIC (Aboriginal Housing and Infrastructure Council) oversees the development of policies and programs, which are then implemented by the Aboriginal Housing and Infrastructure Directorate (AHID).

The AHIC was established in March 2003 and its roles, responsibilities and power are derived from *The Agreement for the Provision of Housing and Infrastructure of Aboriginal and Torres Strait Islander People in WA July 2002 – June 2007* (the 'Agreement'). AHID is staffed predominantly by Aboriginal people and works closely with ATSIC and Commonwealth Government agencies to manage housing funding for Aboriginal people. Specific programs include:

- Aboriginal Tenant Support Service (ATSS), which helps tenants to resolve problems before they become insurmountable.
- Remote Areas Essential Services Program (RAESP), which provides a repair and maintenance service for power, water and wastewater systems to several remote Aboriginal communities in WA.
- Sustainability and Development Program, which aims to improve the capacity of Aboriginal community housing organisations and communities to maintain and manage their houses and assets relating to housing.
- Indigenous Housing Management System (IHMS) is a personal computer based housing management tool that assists communities to manage their houses and assets relating to housing, both now and for the future. The AHID provide ongoing training and support along with a user manual.



## LANDSTART

Landstart is the Department's land development function. It has been established as a separate, transparent business unit (with its own board) providing land and houses to low and middle income earners. Landstart also covers New Living Program, through which thousands of old Homeswest properties have been refurbished or offered for sale to existing tenants and members of the public.

## KEYSTART

Keystart provides government backed home ownership schemes to assist low to moderate income earners with home finance. Other loan schemes provided by the Department through Keystart include:

- GoodStart Shared Equity Loan Scheme, which provide an affordable process for Homeswest tenants and applicants for rental to purchase from 70 to 100% equity in a rental property
- Access Home Loans are designed to help people with disabilities own a home that caters for their needs.
- Aboriginal Home Ownership Scheme assists Aboriginal people make the transition from renting to home ownership.
- Restart helps in situations where income loss through temporary unemployment or re-trenchment is a problem. With short-term assistance, borrowers are often able to keep their family home.



## COUNTRY HOUSING AUTHORITY

The Country Housing Authority gives farmers, businesses and service providers in rural and remote areas of Western Australia access to affordable housing finance. The Authority also provides flexible loans to local governments for housing projects with special benefit to rural communities, and to encourage investment in housing. It operates two programs:

- The Housing Finance Access Program (HFAP) provides loans to rural employers, farmers and pastoralists to build homes for themselves or their employees. It also provides finance to retired farmers who want to build a home in the country.
- The Housing Development Incentive Program – Natural Disasters is tailored to meet the specific housing needs of businesses, including farmers and pastoralists, affected by a natural disaster. It recognises that the CHA has a role in the provision of housing to ensure the continued sustainable development of a town or region affected by natural disaster.



## OFFICE OF POLICY AND PLANNING

The Office of Policy and Planning provides high level, independent policy advice to the Minister and the Director General. The Office liaises with community and industry, ensuring the Department is closely in touch with the views and requirements of relevant housing stakeholders. The Office is currently developing *Housing Strategy WA*.

## CONTACT DETAILS

<b>DHW Head Office</b>	99 Plain Street East Perth WA 6004	(08) 9222 4666 1800 093 325 <a href="http://www.dhw.wa.gov.au">www.dhw.wa.gov.au</a> <a href="mailto:askdhw@dhw.wa.gov.au">askdhw@dhw.wa.gov.au</a>
<b>Aboriginal Housing &amp; Infrastructure</b>	99 Plain Street East Perth, WA 6004	(08) 9222 4777 1800 621 826
<b>Project Services, Public Works Strategy &amp; Housing Procurement</b>	Level 5 169 Hay Street East Perth, WA 6004	(08) 9440 2211
<b>Bond Assistance</b>	605 Wellington Street Perth, WA 6000	(08) 9476 2444 <a href="mailto:city@dhw.wa.gov.au">city@dhw.wa.gov.au</a>
<b>Keystart</b>	Level 7, 218 St Georges's Terrace PO Box 7668 Cloisters Square, WA 6850	(08) 9338 3100 1300 361 517 1800 199 050 <a href="mailto:info@keystart.com.au">info@keystart.com.au</a>
<b>Country Housing Authority</b>	Suite 20A, Hyatt Centre 23 Plain Street, East Perth 6004	(08) 9325 8200 1800 158 200
<b>GEHA</b>	Level 5, 169 Hay Street East Perth, WA 6004	(08) 9440 2211
<b>Office of Policy and Planning</b>	108 Adelaide Terrace East Perth, WA 6004	(08) 9222 4960 <a href="mailto:trina.baillie@dhw.wa.gov.au">trina.baillie@dhw.wa.gov.au</a>
<b>Homeless Helpline</b>		1800 065 892
<b>Landstart Hot Line</b>		1300 658 418
<b>After Hours Maintenance Line</b>		1800 193 320
<b>Customer Feedback Line</b>		1800 628 165