



# **ANNUAL REPORT**

**2012 – 2013**

## **Promoting affordable housing and working towards the elimination of homelessness in Western Australia**

Shelter WA is an independent, not-for-profit, community based peak housing body. Shelter WA has operated in Western Australia since 1979.

Shelter WA is committed to accessible, affordable, appropriate and secure housing in Western Australia. The focus of Shelter WA's work is on supporting positive housing outcomes for people on low incomes or those otherwise disadvantaged in the housing market. This includes people who are homeless or at risk of homelessness.

Shelter WA promotes, and advocates for, housing options along the whole housing continuum, including social housing (public and community housing), affordable housing provided through Government incentives and the private sector, and affordable home ownership. The work of Shelter WA is directed towards influencing government and community policy leading to the elimination of homelessness and housing related poverty.

Shelter WA believes housing is a human right, and every person should have appropriate affordable housing and security of tenure.

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# Shelter WA Objectives

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- Promote safe, affordable, appropriate and secure housing in Western Australia;
- Undertake or sponsor research and provide direction towards the elimination of homelessness and housing related poverty;
- Participate in the development of national, state and local government housing policy to increase the supply of affordable housing, and in particular an expanded and improved social housing sector;
- Engage and consult with tenants and other groups experiencing housing stress and disadvantage in formulating housing policies; to develop networks to facilitate this process;
- Support and promote initiatives which increase the capacity of individuals and groups to attain affordable housing of their choice;
- Provide information and resources to housing workers, tenants, homebuyers and the community on housing and housing related issues, through forums, workshops and publications.

Shelter WA's stakeholders include our members, housing consumers and people experiencing homelessness, government agencies and non-government providers working within the housing and/or homelessness sector.

# Chairperson's Report

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In 2012/2013, Shelter WA continued to work tirelessly to promote affordable housing options for those most vulnerable in our community. Its policy submissions, research and public forums have enhanced public information and awareness about affordable housing and homelessness in WA. Shelter WA works closely with other community organisations to contribute to the development of the affordable housing sector and inform policy debates. We look forward to continuing this work across the sector in the coming year.

The housing market saw a 6.2% increase in median house prices from June 2012 to June 2013 to \$515,000, and a 10.5% increase in rents over the same period. With annual housing demand constantly outstripping housing supply, especially in the affordable sector of the market, housing stress is continuing to rise.

In the past few years, the state government and federal government, championed by the Department of Housing have been instrumental in committing to increasing the supply of affordable housing. The challenge for the respective governments is to maintain that momentum in a difficult economic environment and slowing economy.

Throughout the year, Shelter WA continued to work with National Shelter on a variety of projects and was invited to become the WA representative on the Council for Homeless Persons Australia.

Thank you to the members of Shelter WA, who are crucial to the success of the organisation. Shelter WA's staffing group, Chantal Roberts, Shae Garwood, Corinne Mercer and Robert Gough provide outstanding commitment and tireless effort to ensure the Organisation operates at optimum performance. This year also saw Shelter WA suffer from the loss of our talented and inspiring Community Development and Policy Officer, Stephanie Bachman, who will be remembered for her hard work and commitment to both the organisation and the sector.

Shelter WA continues to promote the development of affordable housing, undertake research, provide education on housing related issues, and engage with all levels of government, the non-government sector and housing consumers to address the housing crisis. We are working to constantly improve and update our service delivery for the people of Western Australia.

I would like to sincerely acknowledge and thank the ongoing support of the Department of Housing. The Department has consistently supported Shelter WA's work to promote affordable housing in the state. We are particularly keen to continue to work with the Department to support the ongoing implementation of the State Affordable Housing Strategy.

The current Board of Management is exceptional and has produced excellent results with constitutional, organisational and strategic directions. I offer my sincere and heartfelt thanks to Cindy Dunham, Shelter WA's Vice-Chair, Bev Carstairs, Treasurer, Danielle Van Kampen, Secretary, Dr Antoinette Morris, Kendal Head, Leanne Strommen, Professor Paul Flatau, and to Shelter WA's Patron, Lynne Evans, for their support throughout the year, their hard work, commitment, and generosity in giving of their time for Shelter WA.

**Richard Sheridan**

# Executive Officer's Report

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The 2012/2013 financial year has been momentous for Shelter WA, with major publications released by the Organisation, journal article contributions, a growth in the organisation's profile leading to increased media requests, and a formal invitation to represent Western Australia on the Council for Homeless Persons Australia. This financial year also saw Shelter WA gain the patronage of highly-respected and eminently experienced Lynne Evans, and we feel privileged to have Lynne's support and backing. Lynne was the former CEO of St. Bartholomew's House, has presided on various Boards, including the Council for Homeless Persons Australia, the Community Housing Coalitions of WA, the WA Council to Homeless, and is currently Acting CEO of Homelessness Australia.

Western Australia continues to see a trend which is highlighted by high housing costs and increased homelessness and risk of homelessness for people on low to medium incomes. Four of the five most privileged suburbs in Australia are in Western Australia. House and unit rental prices continue to rise, preventing many from accessing appropriate housing. Over the last ten years, rental prices have increased by 167% for houses, and 241% for units, i.e. from \$180 per week to \$480 per week median price for a house; and from \$135 per week to \$460 per week for a unit. At the same time, crisis accommodation services are all operating at capacity and indeed facing challenges in locating appropriate exit points for clients. Shelter WA has experienced an escalation in the number of calls and e-mails requesting support to access affordable housing.

Shelter WA's ongoing funding, in terms of the services purchased by the Department of Housing to promote the development of affordable housing, was extended to the end of the 2013/14 financial year. The Department of Housing has indicated it wishes to procure the services from only one organisation and is in the process of developing a tender document to which Shelter WA will respond. Currently, two organisations are funded to provide those services – Shelter WA and the Community Housing Coalition of WA. We will keep members abreast of any developments in this process in the coming year.

Shelter WA has endeavoured to broaden our services to the sector and become less dependent on only one funding source, by tendering for funding in areas appropriate for the organisation. We have also developed various funding proposals for discreet projects which would extend our services.

This financial year, Robert Gough, a graduate in Urban Regional Planning, joined the staffing group, initially working on responses to planning discussion papers, and developing planning related papers, and more recently taking a more active role in Shelter WA core business.

A major achievement for Shelter WA this financial year was the acceptance by the Department of Housing of a funding proposal to undertake the Fitzroy Crossing Tenant Education Pilot Project for Remote Aboriginal Communities. The Project was developed to provide education to Fitzroy Valley Aboriginal community members in terms of tenancy rights and obligations in line with the Residential Tenancies Act (RTA) and the most recent amendments to the Act. The Project commenced in April, with Stephanie Bachman as the Project Officer.

The delight felt by Shelter WA in the proposal's success was overshadowed by the most significant and heartfelt event which occurred near the end of the financial year. Shelter WA's Community Development & Policy Officer, Stephanie Bachman passed away on 26 June 2013, leaving a huge void in Shelter WA's staffing group.

Stephanie was the community engagement expert in Shelter WA, and had been responsible for the instigation of the Shelter WA Affordable Housing Network and for coordinating information from a large number of homelessness networking groups. Stephanie also drove all the tenant engagement forums, and other workshops undertaken by Shelter WA, including the Youth, Housing and Homelessness Forum, and the Homeless Response Workshop, which is still mentioned in positive terms around the sector.

Stephanie was a vibrant woman, who worked tirelessly to fight for the rights of those unable to do so for themselves. She was deeply respected and admired in the sector, and will be greatly missed by all those who knew her. We miss the sense of humour and generous spirit which Stephanie brought to Shelter WA and Claisebrook Lotteries House.

I would like to acknowledge and thank Centrecare Inc. for providing grief counselling to staff through their Employee Assistance Program during this difficult time. I also want to acknowledge the outpouring of support and encouragement from Shelter WA's Board, and from the sector during this sad time. The ongoing dedication and professionalism of Shelter WA staff, particularly during this difficult time, leaves me feeling privileged to be able to work alongside individuals with such integrity and commitment. Finally, I wish to thank every member of the Board and our Patron for their support, guidance and direction throughout the year.

**Chantal Roberts**

# Agency Report

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Australia has some of the least affordable housing in the world. The cost of housing has increased dramatically in recent years, making it difficult for people to rent properties in the private rental market or purchase their own home. This situation is echoed in Western Australia, but is also exacerbated by the unprecedented rise in population due to the growth of the resource sector and increases in migration to WA, which place additional demands on the housing market. A range of diverse housing types and tenures are needed to meet the growing demand in our State.

Homelessness is part of the continuum of housing need in WA. On Census night in 2011, there were 9,543 people experiencing homelessness in WA. Shelter WA supports the continuation of the initiatives outlined in the Australian Government's White Paper on Homelessness, The Road Home, and its commitment to a target of halving the number of people experiencing homelessness by 2020. Achieving this target will require a significant expansion of social and affordable housing in WA. It will also require the provision of improved support services for those who need them to sustain their accommodation, with ongoing and improved funding for those homeless services which have demonstrated outcomes.

All the work undertaken by Shelter WA during the financial year 2012/2013 has focused on ways to address the affordable housing shortage and to reduce homelessness. Some of the achievements of Shelter WA during this financial year include the following:

## **Local Government Guide to Developing an Affordable Housing Strategy – August 2012**

The *Local Government guide to Developing an Affordable Housing Strategy* is a resource to assist local governments to develop affordable housing strategies to ensure the adequate provisioning and diversity of affordable housing within their local jurisdictions. The Guide includes a range of tangible measures councils can use to achieve more favourable housing options for their residents. It details what an affordable housing strategy is and why they are important for local governments; how to undertake a housing market analysis and read demographical data; and how to turn this analysis into strategies for action to facilitate more affordable housing. The ultimate aim of the guide is to assist local councils to create a dynamic Affordable Housing Strategy tailored specifically to local needs.

The Local Government Guide to Developing an Affordable Housing Strategy was prepared by Robert Gough, with guidance from Dr. Shane Greive, Lecturer in Urban and Regional Planning (Curtin University) and input from the Shelter WA staff. The Guide includes local, national and international research on effective planning mechanisms to promote affordable housing. It was distributed to all local councils in Western Australia and relevant Government agencies, and responses from various parties, including the Premier and the Director General of the Department of Housing, indicate it was well-received.

## **Housing Options Kit – October 2012**

In response to feedback from the housing and homelessness sector and daily calls from people seeking assistance to access housing, Shelter WA identified a gap in community resources which would assist both service providers and service users. Western Australia lacked a comprehensive resource to inform people about their housing options and Shelter WA hence developed the Housing Options Kit.



In developing the Housing Options Kit, Shelter WA pulled together existing resources from the Department of Commerce, Department of Housing and the Department for Child Protection, and added personal information gathered from staff, colleagues and other contacts, into one comprehensive resource. Each of those government departments also provided input into the final draft prior to publication.

The Kit was the culmination of a community organisation identifying an area of need, working together with relevant government departments and service providers, and providing a valuable resource to the community. The Kit is particularly useful to service providers working with people in need of housing, or in need of transitioning from one type of tenure to another such as out of crisis accommodation and into social housing, or from a private rental into affordable home ownership. The Housing Options Kit was distributed to all known housing and homelessness service providers, as well as hospitals, schools, financial counsellors, relevant government agencies and local councils. The Kit has been extremely well-received in the community, with numerous requests for additional copies and positive feedback from various sources.

### **Shelter WA Policy Platform – January 2013**

In January 2013, Shelter WA released its Policy Platform, which highlights fundamental challenges within Western Australia's current housing market, and the changes needed to make it work for all Western Australians. The Policy Platform proposes state and local governments adopt a multi-pronged approach to address the affordable housing crisis in WA. This approach should include strategies to increase housing affordability for low and moderate income households, reform various systems in relation to taxation and private rental investment, expand the social housing sector, and increase resources to work towards the elimination of homelessness.

Transforming WA's housing system to address the issues comprehensively represents a formidable coordination challenge for Australian governments, with responsibility for these areas ideally split between departments at the Commonwealth level and between various levels of state and local governments. Meeting Western Australia's housing challenges requires a concerted effort across a number of key areas, to transform the current housing system into one that works to ensure housing is affordable for people at all stages of their housing careers.

### **Fitzroy Crossing Tenant Education Pilot Project – March 2013**

In early 2013, Shelter WA developed a proposal, submitted to the Department of Housing, to provide tenancy education and information forums to remote Aboriginal communities in Fitzroy Crossing. The purpose of the Project was to develop knowledge amongst remote Aboriginal communities in the Fitzroy Valley in relation to their tenancy rights and responsibilities, and to provide the necessary skills to deal with tenancy issues in an informed manner. The objectives of the Project are to inform remote Aboriginal tenants in designated communities within the Fitzroy Valley region of their responsibilities in relation to maintaining a positive tenancy, and to communicate the benefits of upholding successful tenancies. These benefits include the gains which will result from rental payments and the benefits to the community of well-maintained properties. A further primary objective of this pilot project is to provide education about the Residential Tenancies Act (1987) and amendments to the Residential Tenancies Regulations (2011).

The project commenced in March 2013 and will continue until May 2014. Appropriate resources have been developed for the education forums in consultation with the Department of Housing and local Aboriginal community Elders. The education forums are being undertaken throughout October 2013. A preliminary evaluation will take place immediately following each forum, and a comprehensive evaluation will be undertaken in March 2014 at the end of the wet season, followed by a comprehensive report to the Department of Housing.

### **Disruptive Behaviour Management Strategy Report – May 2013**

The Disruptive Behaviour Management Strategy was introduced in 2011 by the (then) Minister for Housing, Honourable Troy Buswell, following media reports of serious criminal activity in public housing tenancies. Under the strategy, the Department is taking stronger action for repeated instances of disruption including evicting tenants who disregard intervention efforts and formal warnings” (Dept of Housing, 2011).

In October and November 2012 Shelter WA ran a series of community education forums on the Department of Housing’s Disruptive Behaviour Management Strategy (DBMS). Shelter WA developed the workshops in response to concerns raised and uncertainty in the sector regarding the DBMS, its processes and impacts of the Strategy on some tenancies. Forums were held in Kenwick, Mirrabooka, Guildford, Mandurah and West Perth. The forum held in West Perth was presented in partnership with the WA Council of Social Services (WACOSS). Shelter WA staff received up to date training from Department of Housing staff on the DBMS, to ensure we were able to clarify departmental policies and procedures for the sector and tenants. Forum participants and Shelter WA’s members and subscribers were also asked to respond to a survey on the DBMS and report their experiences with the DBMS and recommendations for change.

Shelter WA’s report, and recommendations, published in May 2013, was designed to address the concerns identified with the DBMS based on the feedback received from participants of the community workshops and from survey respondents. The forums and report have also guided Shelter WA’s directions in terms of influencing the Minister for Housing to reformulate the Strategy from a punitive one to one which supports public housing tenants to maintain their tenancies. Our work in this area is continuing.

### **Organisational Sustainability – ongoing**

Shelter WA has become increasingly aware of the need to ensure financial sustainability and organisational viability into the future. In line with this strategic direction, articulated within Shelter WA’s Strategic Plan 2011-2016, Shelter WA has actively sought to fulfil the key actions outlined for this objective. Accordingly, efforts have been made to respond to tenders for services, where appropriate and aligned with our objectives, and to develop proposals for short-term projects whenever possible. The Fitzroy Crossing Tenant Education Pilot Project is one such example.

Shelter WA will continue to increase our efforts to diversify our services in order to ensure future sustainability and viability of the Organisation.

# Shelter WA Funding & Activities Report

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Shelter WA receives its core funding from the WA Department of Housing. Our service agreement with the Department of Housing requires Shelter WA to provide the following services:

## Research and Publications

- Conduct research and publish papers on housing issues relevant and current to Western Australia

## Community Engagement and Education

- Produce, disseminate and distribute information to the community sector and housing consumers on housing issues
- Invite and initiate customer input into the Department's policies and practices
- Convene community consultation on housing issues

## Sector Development

- Support members of the community sector to work together to achieve positive housing outcomes for low income housing consumers

## Policy Advice to Government

- Advise the Department on social housing policy positions which reflect and are informed by Shelter WA's constituency
- Coordinate community sector input to the Department's housing advisory committees

The activities undertaken by Shelter WA during the 2012/13 financial year, corresponding to our funding requirements, are described below under headings corresponding to our requirements.

## Research and Publications

Throughout 2012/2013 Shelter WA conducted research on housing issues in consultation with stakeholders. We developed several different products for various audiences. This included extensive, in-depth research briefings and reports, Housing Research Reviews which summarise key findings of new research, articles for relevant sector journals, guides and fact sheets. We also conducted two surveys to gather input from stakeholders and the community. The Shelter WA newsletter is distributed monthly and contains information about issues, events and news relevant to the sector.

## Reports and Articles

- Disruptive Behaviour Management Strategy Final Report
- Shelter WA and Youth Affairs Council of WA (YACWA) released the Young People, Housing and Homelessness Final Report
- Policy Priorities Synopsis 2013-2015
- Policy Platform; Housing in WA: Affordability and Sustainability for the Future

- Research Briefing on Housing Affordability for Culturally and Linguistically Diverse (CALD) and Aboriginal Families
- Housing Research Review: Cancer of the bush or salvation of our cities?
- Housing Research Review: The Economics of Affordable Housing
- The Economics of Affordable Housing: An investigation into the WA residential property market, by Melissa Piscetek in coordination with Shelter WA
- Housing Research Review: State Planning Policy 3.1 – Residential Design Codes
- Housing Research Review: The Housing We'd Choose Study
- Opinion in Parity Dec 2012:
- Article in Parity Dec 2012: Precarious housing for culturally and linguistically diverse (CaLD) and Aboriginal households
- Article in Parity Dec 2012: From renting to homelessness: Challenges in the WA rental market and the risk of homelessness
- Article in Parity Dec 2012: Perth Metropolitan Homeless Response Workshop: Developing a coordinated approach among local governments, law enforcement, government agencies and service providers

### **Guides and Resources**

- Housing Options Kit
- Local Government Guide to developing an Affordable Housing Strategy

### **Surveys**

- Housing survey – ongoing on Shelter WA website
- Feedback on the Disruptive Behaviour Management Strategy
- Future Directions for Shelter WA – two separate surveys in January and May 2013

There were 57 respondents to the two surveys asking for input to future directions for Shelter WA. The five areas respondents suggested were most important for Shelter WA to focus on in the future were: homelessness, 89.3%; social housing, 87.5%; affordable home ownership, 71.4%; regional housing in WA, 62.5%; and reform of the private rental system, 60.7%. Some of the specific suggested areas of work for Shelter WA include community education on housing and homelessness issues, affordable housing/homelessness campaigns, housing for seniors, housing for young people, youth-friendly resources, lobbying government. Respondents suggested that it is vital for Shelter WA to influence policy development, and that security of tenure is a major issue for renters in Western Australia.

### **Newsletters**

During the financial year 2012/2013, Shelter WA published and distributed ten (10) newsletters to our members, stakeholders and subscribers.

### **Fact Sheets (new and updated)**

- Aboriginal Housing
- Boarders and Lodgers
- Community Land Trust
- Homelessness
- Housing as a Human Right
- Housing Definitions
- Housing in Regional WA

- Migrants and Refugees
- Planning and Housing
- Renting
- Taxation & Housing
- Young People and Housing

## Community Engagement and Education

In addition to producing high quality research and publications, Shelter WA works closely with the sector and the wider community to provide information and resources and gather input into submissions and reports. We do this by hosting our own events and participating in numerous community forums throughout the year.

Shelter WA also launched a new website in April 2013. The website provides information for the housing and homelessness sector, housing consumers and people experiencing homelessness, students, researchers, and the media.

### Shelter WA Events

- Young People, Housing and Homelessness, 29 August 2012
- Community Education Forums on the Disruptive Behaviour Management Strategy in
  - ♦ Guildford 4 October 2012
  - ♦ Mandurah 10 October 2012
  - ♦ Mirrabooka 11 October 2012
  - ♦ Kenwick 25 October 2012
- Disruptive Behaviour Management Strategy Forum for Services Sector with WACOSS, 9 November 2012
- Convened NAHA Roundtable, hosted by National Shelter, for executive-level representatives from Government agencies and a wide cross-section of housing and homelessness providers from various regions throughout WA
- Hosted a State Election Forum for candidates to present their plans to advance affordable housing and address homelessness in WA
- Shelter WA Affordable Housing Network (SWAHN) meetings
  - ♦ 26 July 2012
  - ♦ 18 October 2012
  - ♦ 29 May 2013
- Commenced Fitzroy Crossing project to provide education on the Residential Tenancies Act – April 2013

### Participation in Sector Events

- National Housing Conference Oct 2012
- Homeless Connect, 14 November 2012
- South West Metropolitan Interagency Homelessness Forum, November 2012
- Rockingham/Kwinana Interagency Homelessness Forum, November 2012
- Participated in Australian Housing and Urban Research Institute (AHURI) focus group on housing for humanitarian migrants
- Australasian Housing Researchers' Conference, February 2013
- Presentation at Financial Counsellors Conference, March 2013

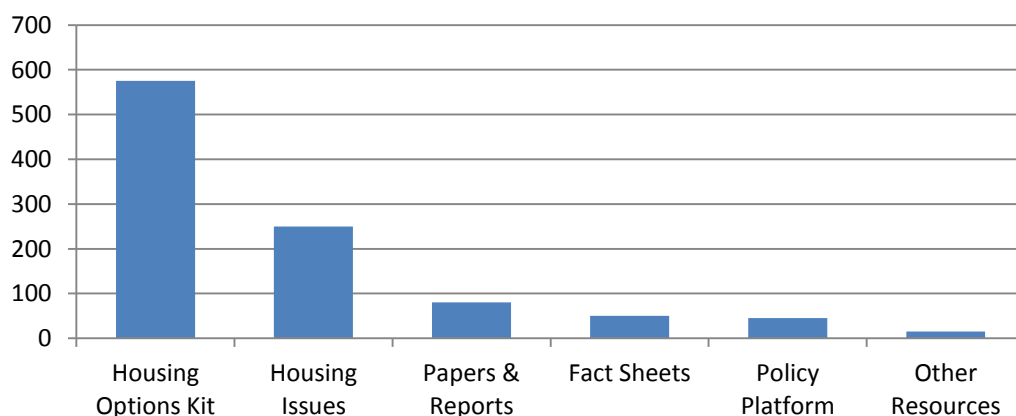
- DBMS Presentation at SCALES Community Legal Centre Symposium “Public Tenancy Evictions and Procedural Fairness”
- Presentation on Rental Information to youth at CREATE Foundation event, April 2013
- Emergency Relief Conference: Housing/Homelessness Panel, May 2013
- Participated in a workshop by the Department of Housing on the National Regulatory System for Community Housing
- National Shelter Council: Policy Officers gathering
- Participated in a workshop by the Department of Commerce on changes to the Residential Tenancies Act (RTA) and disseminated information to the sector via the Affordable Housing Network

## Website

On 10 April 2013, Shelter WA launched our new look website. This new website was designed in collaboration with Consultant, Adam Guerin, to make the public face of Shelter WA more contemporary and engaging, to be more user-friendly and facilitate feedback from visitors. The new look Shelter WA website was developed using a grant provided by Lotterywest. The website is updated regularly, with newly created papers, submissions, fact sheets and newsletters, as well as up to the minute posts and housing information. We believe the new look Shelter WA website has contributed to increased downloads of documents, information and reports, and this is a significant aspect of our role as the peak body for affordable housing and homelessness.

Over the financial year the Shelter WA website (including the new website) has had approximately 11,000 visitors – an increase of 58% on the previous year - and 38,000 page views – an increase of 100% on the previous financial year. Our Housing Options Kit was by far the most accessed document, with approximately 575 views per month since its release in October 2012. The housing issues section of our site has been receiving 250 views per month since the website’s launch, and our papers and reports are being accessed at a rate of about 80 views per month. Each blog post is reaching an audience of between 20-50 persons, which is similar to the amount of newsletters accessed from the website per month. The newsletter is e-mailed to subscribers and members, therefore access to the newsletter on the website is distinct from the regular mail-out. Our report on the Department of Housing’s Disruptive Behaviour Management Strategy and fact sheet on Commonwealth Rent Assistance were most important to viewers accessing the site. A breakdown of average monthly access is shown in the graph below.

**Information accessed on the Shelter WA website, number per month**



## Telephone and E-mail Contacts

Shelter WA is consistently and regularly receiving telephone and e-mail enquiries from consumers and service providers seeking accommodation for themselves or on behalf of clients. In 2012/2013 Shelter WA received approximately 120 emails and over 200 telephone contacts from people seeking assistance with a housing or homelessness related enquiry. Most of the calls and emails were from people experiencing homelessness, or at imminent risk of homelessness, requiring crisis accommodation or seeking information on how to access affordable housing. Depending on their particular needs, Shelter WA staff provided information and resources to assist callers to find the accommodation and support options they required.

These phone calls and email requests also provided Shelter WA with limited information about unmet need in the community. For example, many of the people seeking assistance are families looking for emergency accommodation, which is in severe shortage in Perth. This is also aligned with the feedback received by service providers in forums, networking meetings and consultation groups.

The telephone calls and emails requesting support to access crisis or affordable housing also highlight the dire need for a coordinated, centralised referral system in Western Australia, to assist people experiencing homelessness to access accommodation, without the need to contact and register with several service providers and continually stay on this “crisis housing merry-go-round” until a referral is accepted by a housing provider. A tender request for a centralised homeless assessment and referral service for the Perth metropolitan areas was issued by the Department for Child Protection in June 2013, and contract was awarded to Centrecare Incorporated, who put in the successful tender bid. This much-needed and long-awaited service will be fully operational by January 2014 in the metropolitan area.

## Media

In line with our Strategic Plan, Shelter WA is developing a higher public profile in relation to significant housing issues and becoming a trusted source for information within the news media. The organisation constantly works at developing positive relationships with reporters and journalists, which has led to increased requests for comments in relation to current news stories, and to longer term media coverage of critical housing issues.

The following is a snapshot of some of the media stories in which Shelter WA was interviewed, quoted and consulted:

- Interview on Radio National re: Queensland Three Strikes Policy 5 April 2013
- Rising rents and increasing homelessness, article in Hills Gazette 6 May 2013
- Media release – response to Housing Minister Bill Marmion’s statement on DBMS 27 May 2013
- Media release – Department of Housing reverse decision about bed bugs 13 June 2013
- Television interview response to political flyers against public housing 16 August 2013
- Press release ‘Make Housing Top Election Issue’ 23 August 2013
- Extensive media coverage on the disruptive behaviour management strategy, including
  - ♦ Radio interview by Geoff Hutchison ABC720 on 4 July 2013
  - ♦ 6PR radio interview 6 September 2013
  - ♦ ABC online news article 22 August 2013



## Sector Development

Shelter WA supports the affordable housing sector by convening the Affordable Housing Network, hosting issues forums, disseminating research and publications developed by Shelter WA and other stakeholders, and participating in various committees and working groups.

### Events

- DBMS Forum for Services Sector with WACOSS, 9 November 2012
- Shelter WA Affordable Housing Network meetings; provide updates to the sector on current issues, discussion of significant issues of concern, feedback to the sector on Housing Advisory Round Table (HART) updates, and guest speaker:
  - ♦ 26 July 2012 – presentation by Jacqui Herring on Department of Housing programs
  - ♦ 18 October 2012 – presentation by Shelter WA, followed by discussion of public housing income limits and eligibility criteria
  - ♦ 29 May 2013 – presentation by Jasna Gaponov on the Disruptive Behaviour Management Strategy

### Committees and Working Groups

Shelter WA has a seat on the following committees

- Council for Homeless Persons Australia (WA representative)
- Housing Advisory Roundtable (HART)
- National Shelter Council
- Boarders & Lodgers Working Group
- Department of Human Services /Centrelink:
- Homelessness Reference Group
- Community Consultative Committee
- Housing Crisis Committee
- WA Peaks Forum
- Parks Peoples Working Group (PPWG) (Chair)
- Telethon Research Institute, DPP Telethon Consumer & Community Reference Group
- Claisebrook Lotteries House Association (Secretary)

## Policy Advice to Government

Housing and homelessness policy advice is developed by Shelter WA through direct and/or secondary consultation with the sector, by compiling survey responses, collecting information at forums, meetings and working groups, and from research papers.

Shelter WA provides policy advice to government in several different ways including writing submissions and responses to discussion papers, participating in committees and working groups, developing reports for relevant government ministers, and circulating our research reports and papers to government agencies.



## **Submissions**

- Submission to Department of Planning State Planning Strategy (Draft) 2012
- Submission to WA Planning Commission Draft Murdoch Specialised Activity Centre Structure Plan Jan 2013
- Submission to Department of Planning Scarborough Beach Road Activity Corridor Framework Dec 2012
- Developed a Pre-Budget Submission to Treasury on housing and homelessness and contributed to WACOSS Pre-Budget Submission
- Submission to Legislative Standing Committee Petition No. 137 - Emergency Accommodation for Homeless
- Shelter WA and Federation of Housing Collectives (FoHCOL) developed a joint submission to the NRSCH WA Department of Housing
- Submission on the Exposure Draft Homelessness Bill 2012
- Submission to Department of Housing Community Housing Rent Setting Policy Aug 2013

## **Committees and Working Groups**

Shelter WA has a seat on, or participated in, the following Government-facilitated committees

- Housing Advisory Roundtable (HART)
- Department of Human Services / Centrelink:
  - ♦ Homelessness Reference Group
  - ♦ Community Consultative Committee
- Inner City Homelessness Services Review Steering Committee (time-limited)
- Specialist Homeless Services; Service Standards Review Committee (time-limited)

## **Other engagement with government agencies**

- Negotiated with the Department of Housing to review the policy on the treatment of bed bug infestations in high density public housing properties

# Shelter WA Board of Management

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Shelter WA's Board of Management consists of a group of talented and experienced individuals with diverse skills and expertise. For the first time in the history of Shelter WA, the Board determined in early 2012 to secure the support and backing of a Patron for the Organisation. To this end, Lynne Evans was invited to fill the position, and duly accepted. Shelter WA is proud to have Ms Evans as our Patron, given her vast experience in the homelessness sector, awareness of housing and related issues, and competence in management of funded services.

During the financial year July 2012 to June 2013, the Shelter WA Patron and Board of Management comprised:

## **Patron**

Lynne Evans  
(December 2012)

## **Board of Management**

Richard Sheridan - Chair  
(May 2009)

Cindy Dunham - Vice Chair  
(February 2012)

Danielle van Kampen - Secretary  
(February 2012)

Bev Carstairs - Treasurer  
(October 2011)

Prof Paul Flatau  
(December 2012)

Kendal Head  
(December 2012)

Dr Antoinette Morris  
(October 2010)

Leanne Strommen  
(December 2012)

Juanita Barron  
(Resigned November 2012 when accepted an interstate job)

# Shelter WA Staff

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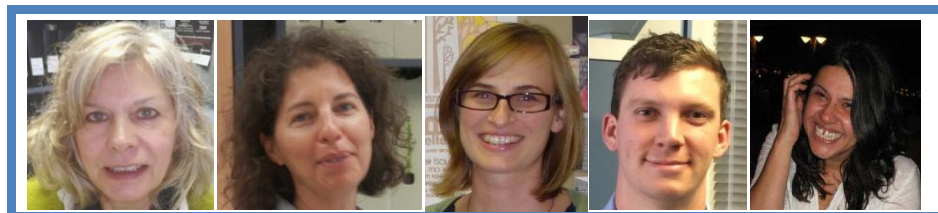
Chantal Roberts  
**Executive Officer**

Corinne Mercer  
**Administration and Finance Officer**

Shae Garwood  
**Research Officer**

Robert Gough  
**Project Officer**

Stephanie Bachman (until 26 June 2013 RIP)  
**Community Development and Policy Officer**



Chantal

Corinne

Shae

Rob

Stephanie

# Treasurer's Report

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This is my second year as Treasurer for Shelter WA and I am pleased to report that under the steady hand of EO Chantal Roberts, the organisation manages the limited finances with precision.

Shelter WA has continued to seek additional funding for projects over the last year and has been successful in securing funding to deliver training to remote communities in the North of our state.

During the year Shelter WA was served a huge blow with the passing of their friend and colleague Stephanie Bachman. As a collective our team has worked through this loss with a great deal of dignity and strength. This has also led to some changes in the financial forecast but again this has been extremely well managed. At times like these we see proof of the prudence for a small organisation making allowances for leave and other employee entitlements to ensure a smooth transition when an event has a sudden impact on a small team.

Sourcing funding is proving to be an ongoing problem, however every possible effort is being made by our EO and her team to ensure the ongoing existence of Shelter WA.

This year's auditor's report confirms Shelter WA ended the financial year with a \$9,762.39 Deficit.

Shelter WA's balance sheet for 2012 – 2013 has a positive total equity position of \$30,584.56.

The accounts have been audited with no concerns raised.

Shelter WA continues to hold its head high and produce outstanding work with limited funding.

Congratulations once again to Chantal and her team for the exemplary work and dedication to the sector.

**Bev Carstairs**

# Financial Reports and Audit

## GREG LEDGER PTY LTD

CHARTERED ACCOUNTANT

ABN 53 066 718 134

PO Box 565  
Wembley, WA 6913

Suite 3, 20 Altona Street  
West Perth, WA 6005

Telephone+(08) 9322 1114  
Facsimile + (08) 9322 1134

*Liability limited by a scheme approved under Professional Standards Legislation.*

3 December 2013

Chantal Roberts  
Executive Officer  
Shelter WA Inc.  
Level 1, 33 Moore Street  
East Perth WA 6004

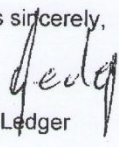
Dear Chantal

### 2013 Financial Statements Disclosure Amendments

Subsequent to the financial statements being presented at your AGM on 22 October 2013, we confirm that disclosure amendments were made to certain balance sheet items in the 30 June 2013 audited financial statements.

	Amended Disclosure	Previous Disclosure
Provision current annual leave	\$11280	\$10345
Provision current long service leave	\$8658	\$17721
Total Assets	\$163107.66	\$326215.32
Current year earnings	\$9762.76	\$9762.39
Total Equity	\$30584.19	\$30584.56

Yours sincerely,

  
Greg Ledger

OFFICIAL

**SHELTER WA INC.**  
**FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 30 JUNE 2013**

## SHELTER WA INC.

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## SHELTER WA INC.

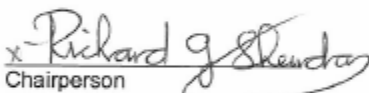
### DECLARATION BY THE BOARD OF MANAGEMENT FOR THE YEAR ENDED 30 JUNE 2013

The Board of the Shelter WA Inc. has determined that the organisation is not a reporting entity. The Board of Management has determined that this special purpose financial report should be prepared in accordance with the accounting policies outlined in Note 1 to the accounts.

In the opinion of the Board of the Shelter WA Inc.:

- 1
  - a) the profit and loss account gives a true and fair view of the result of the organisation for the year ended 30 June 2013 ; and
  - b) the balance sheet gives a true and fair view of the state of affairs of the organisation as at 30 June 2013 .
- 2 At the date of this statement, there are reasonable grounds to believe that the organisation will be able to pay its debts as and when they fall due.

This statement is made in accordance with a resolution of the Board of Management and is signed for and on behalf of the Board of Management by:

x   
Chairperson

x   
Treasurer



## Independent Audit Report

### To the members of Shelter WA Inc.

#### Report on the Financial Report

I have audited the accompanying financial report, being a special purpose financial report, of Shelter WA Inc., which comprises the balance sheet as at 30 June 2013, the profit & loss statement for the year then ended, a summary of significant accounting policies, other explanatory notes and the declaration by the Board of Management.

#### The Responsibility of the Board of Management for the Financial Report

The Board of Management of the entity are responsible for the preparation and fair presentation of the financial report. The Board of Managements responsibility includes designing, implementing and maintaining internal control relevant to the preparation and fair presentation of the financial report that is free from material misstatement, whether due to fraud or error; selecting and applying appropriate accounting policies; and making accounting estimates that are reasonable in the circumstances.

#### Auditor's responsibility

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

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial report. The procedures selected depend on the auditor's judgement, including the assessment of the risks of material misstatement of the financial report, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation and fair presentation of the financial report in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by the Board of Management, as well as evaluating the overall presentation of the financial report.

The financial report has been prepared for distribution to members for the purpose of fulfilling the Board of Management financial reporting under the Constitution. We disclaim any assumption of responsibility for any reliance on this report or on the financial report to which it relates to any person other than the members, or for any purpose other than that for which it was prepared.

I believe that the audit evidence obtained is sufficient and appropriate to provide a basis for the audit opinion.

#### Independence

In conducting my audit, I have complied with the independence requirements of the Australian professional accounting bodies.

#### Audit opinion

In my opinion, the financial report gives a true and fair view of the financial position of Shelter WA Inc. as of 30 June 2013, and of its financial performance for the year then ended in accordance with accounting policies described in Note 1 to the financial statements.

#### Basis of Accounting

Without modifying our opinion, we draw attention to Note 1 to the financial report, which describe the basis of accounting. The financial report has been prepared for the purpose of fulfilling the committee's financial reporting responsibility under the Constitution. As a result, the financial report may not be suitable for another purpose.



RG Ledger  
Chartered Accountant  
Registered Company Auditor

14 OCTOBER 2013

## GREG LEDGER PTY LTD

CHARTERED ACCOUNTANT

ABN 63 066 718 134

PO Box 565  
Wembley, WA 6913

Suite 3, 20 Altona Street  
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---

14 October 2013

The Board of Management  
Shelter WA Inc.  
Level 1, 33 Moore Street  
East Perth WA 6004

### AUDITOR INDEPENDENCE DECLARATION

This declaration is made in connection with the audit of the financial report of Shelter WA Inc. for the year ended 30 June 2013 and in accordance with the provisions of the Corporations Act 2001.

I declare that, to the best of my knowledge and belief, there have been:

- No contravention of the auditor independence requirements of the Corporations Act 2001 in relation to this audit;
- No contravention of the Code of Professional Conduct of the Institute of Chartered Accountants in Australia in relation to this audit.

Yours sincerely



Ross Gregory Ledger  
Chartered Accountant  
Registered Company Auditor

## SHELTER WA INC.

### PROFIT & LOSS STATEMENT FOR THE YEAR ENDED 30 JUNE 2013

	2013 \$	2012 \$
<b>Income</b>		
Bank Interest	6,161.78	5,061.71
Membership Fees	999.97	631.79
Donations	-	3,192.39
FoHCoL Rent	3,779.10	-
Grants		
Department of Housing	290,504.12	252,373.26
15% Equity Funding	-	35,154.00
Fitzroy Crossing Project	19,000.00	-
Perth Homeless Scoping Project	-	4,895.68
Lotterywest IT Grant	6,062.53	-
Project Admin. Fees	1,818.17	-
Reimbursements	1,441.45	-
<b>Total Income</b>	<b>329,767.12</b>	<b>292,308.83</b>
<b>Expenses</b>		
Advertising	-	855.32
Donations/Sponsorship	50.00	10.00
Adjustments & Rounding	1.19	0.23
Audit	1,681.82	1,700.00
Bank Fees	-	380.50
Bookkeeping Services	642.27	2,454.55
Computer IT & Web Support	2,266.66	3,402.09
Shelter WA Forums	583.76	936.65
Consultants	-	1,100.00
IR/EAP	-	6,663.64
Administrative Expenses	100.18	44.10
Courier	-	28.09
Depreciation	-	5,606.47
Equipment & Software - Office	570.80	-
New Website & IT Project	6,714.14	-
General Insurance	2,380.00	2,325.45
Shelter WA Board	839.04	2,154.16
Membership of Organisations	4,431.81	511.14
Publications	26.00	-
Conferences	2,622.73	-
<b>Office Expenses</b>		
Photocopying	259.73	274.38
Postage	81.77	65.96
Printing/Promotional	345.45	1,859.58
Rent	12,798.49	9,263.32
Stationery/Office Sundries	2,639.52	2,176.31
Telephone/Email	2,832.77	2,940.61
<b>Total Office Expenses</b>	<b>18,957.73</b>	<b>16,580.16</b>

The accompanying notes form part of these financial statements

## SHELTER WA INC.

### PROFIT & LOSS STATEMENT (CONTINUED) FOR THE YEAR ENDED 30 JUNE 2013

	2013 \$	2012 \$
<b>Expenses</b>		
<b>Employment Expenses</b>		
Wages	226,552.79	224,037.82
Contract/Consultants	-	818.18
Workers Compensation	1,955.45	1,801.82
Provision Annual Leave	7,155.36	16,679.64
Provision for Long Service Leave	17,510.17	-
Superannuation	19,786.64	17,382.50
Professional Development	390.54	2,112.11
<b>Total Employment Expenses</b>	<b>273,350.95</b>	<b>262,832.07</b>
<b>Travel Expenses</b>		
Travel Allowance	-	245.14
Car & Taxi Expenses	1,692.73	1,944.91
Flights	1,853.03	1,486.45
Accommodation	1,910.33	962.66
<b>Fitzroy Crossing 2013 Project</b>		
Wages	9,550.96	-
Superannuation Project	859.60	-
Leave Provision Project	881.00	-
Travel, Accommodation, Car Hire	5,576.41	-
Administration Costs	1,986.74	-
<b>Total Fitzroy Crossing 2013 Project</b>	<b>18,854.71</b>	<b>-</b>
<b>Total Expenses</b>	<b>339,529.88</b>	<b>312,223.32</b>
<b>Net Profit / (Loss)</b>	<b>(\$9,762.76)</b>	<b>(\$19,914.49)</b>

The accompanying notes form part of these financial statements

## SHELTER WA INC.

### BALANCE SHEET AS AT 30 JUNE 2013

	2013	2012
	\$	\$
<b>Assets</b>		
<b>Current Assets</b>		
ING Cash Management Account	119,639.19	44,657.36
ING Term Deposit Leave Provisions	35,179.95	10,000.00
Bendigo Bank Cheque Account	4,766.65	10,418.56
Bendigo Bank Debit Card Account	3,436.37	2,277.57
Petty Cash	85.50	32.90
<b>Total Current Assets</b>	<b>163,107.66</b>	<b>67,386.39</b>
<b>Property, plant &amp; equipment</b>		
Furniture & Fixtures at Cost	40,001.03	40,001.03
IT Grant Asset at Cost	17,010.64	17,010.64
Furniture & Fixtures Accum Dep	(\$40,001.06)	(\$40,001.06)
IT Grant Asset Acc. Dep.	(\$17,010.61)	(\$17,010.61)
<b>Total property, plant &amp; equipment</b>	<b>-</b>	<b>-</b>
<b>Total Non-Current Assets</b>	<b>-</b>	<b>-</b>
<b>Total Assets</b>	<b>163,107.66</b>	<b>67,386.39</b>
<b>Liabilities</b>		
<b>Current Liabilities</b>		
Trade Creditors	-	7,562.50
Income in Advance Fitzroy Project	75,750.00	-
GST Payable	5,989.60	10.22
FBT Payable	423.90	948.50
<b>Payroll Liabilities</b>		
PAYG Payable	3,644.00	-
Superannuation	1,760.97	1,838.58
Provision Current Annual Leave	11,280.00	16,679.64
Provision Current Long Service Leave	8,658.00	-
Provision Current Annual Leave Fitzroy Project	881.00	-
<b>Total Payroll Liabilities</b>	<b>26,223.97</b>	<b>18,518.22</b>
<b>Non-Current Liabilities</b>		
Provisions	24,135.00	-
<b>Total -Non-Current Liabilities</b>	<b>24,135.61</b>	<b>-</b>
<b>Total Liabilities</b>	<b>132,523.47</b>	<b>27,039.44</b>
<b>Net Assets</b>	<b>30,584.19</b>	<b>40,346.95</b>

The accompanying notes form part of these financial statements

## SHELTER WA INC.

### BALANCE SHEET (CONTINUED) AS AT 30 JUNE 2013

	2013	2012
	\$	\$
<b>Equity</b>		
Retained Earnings	40,346.95	60,261.44
Current Year Earnings	(\$9,762.76)	(\$19,914.49)
<b>Total Equity</b>	<b>30,584.19</b>	<b>40,346.95</b>

The accompanying notes form part of these financial statements



## SHELTER WA INC.

### Notes to and forming part of the financial statements for the year ended 30 June 2013

#### Note 1 - Statement of Significant Accounting Policies

These financial statements are a special purpose financial report prepared in order to satisfy the financial reporting requirements of the organisation, pursuant to the constitution of the organisation and the requirements of the Association Incorporations Act of WA. The committee has determined that the organisation is not reporting an entity.

The statements have been prepared in accordance with the requirements of the following applicable Accounting standards and other mandatory professional reporting requirements:

AASB 102	Inventories
AASB 110	Events Occurring After Balance Date
AASB 118	Revenue
AASB 1031	Materiality
SAC 1	Statement of Accounting Concepts "Definition of the Reporting Entity"

No other applicable Accounting Standard's or mandatory professional reporting requirements have been applied.

The financial statements are prepared on an accrual basis. They are based on historic costs and do not take into account changing money values or, except where specifically stated current valuation of non current assets. The accounting policies adopted are consistent with those of the previous year.

#### Going Concern

The financial statements have been prepared on a going concern basis, which contemplates continuity of normal activities of the organisation. The ability of the organisation to continue as a going concern will be dependent upon the continued receipt of grants from the State Government of Western Australia.

#### Principal Activities

The principal activity is directed towards the elimination of homelessness and housing related poverty and ensuring every person in Western Australia has access to secure, adequate and appropriate housing within their capacity to pay in the public, private or community housing sectors.

#### Plant and Equipment

Plant and equipment are included at cost. All fixed assets are depreciated over their estimated useful lives commencing from the time the asset is held ready for use.

#### Superannuation

Staff superannuation has been paid in accordance with the requirements of the Superannuation Guarantee Charge legislation and is paid to complying funds.

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## SHELTER WA INC.

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### Notes to and forming part of the financial statements (Continued) for the year ended 30 June 2013

#### Funding /Grants in Advance

All grants are brought to account as income when received, unless they relate to future years in which case they are recognised as income in the year expended.

They appear in the balance sheet as a liability – Income in advance.

#### Employee Entitlements

The amounts expected to be paid to employees for their pro-rata entitlement to annual leave and long service leave are accrued annually at current pay rates. The provision for long service leave accrues from an employee's commencement of employment with the organisation.

The amounts provided for as a current liability at 30 June 2013 are as follows:

Provision for current annual leave	\$ 12,161
Provision for current long service leave	\$ 8,658