



ANNUAL REPORT

2016/17



Chairperson's Report

Last July housing was one of the key issues in the Federal election and since then hardly a day has gone by without a story in the media about housing. Whether it's about cost and affordability, location and supply or taxation, housing is an issue that attracts lots of attention.

Despite strong media interest, far too many Western Australians don't have homes that enable them to thrive. The system isn't working and it's those on the lowest incomes who fare worst. Thousands of Western Australians are living in housing stress, on long waiting lists for public or community housing or experiencing homelessness because there is insufficient affordable housing to meet their needs.

During the last twelve months we have also seen a change of government in Western Australia, with the Labor government announcing major reforms in the 'Machinery of Government'. While not wanting to discuss this in detail, it should be noted that a suite of departments were merged to form the Department of Communities; this now brings responsibility for housing and homelessness into one department, which is something Shelter WA has sought for many years. While the reform process is still unfolding, Shelter WA is optimistic about the opportunities that the new department presents and looks forward to playing a role in maximising these opportunities.

Building a strong, sustainable future

In 2016, Shelter WA commenced a conversation about its role in a changing environment. As a part of this the Shelter WA Board commissioned a review of our work in policy reform and stakeholder engagement. Through interviews, focus groups and an online survey, members told us what's working, what we need to do more of, and what we need to do better. We also talked to state and national sector organisations, private sector companies,

service providers in the community sector and the state government.

This resulted in a thorough report with a series of recommendations being presented to the SWA Board. From this we have learned more about the issues and opportunities facing the sector, and have a better understanding of where things are heading in the coming years.

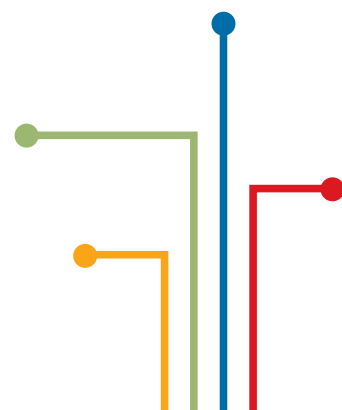
The Board and staff have subsequently also commenced work on a new strategic plan that will ensure we have the nimbleness, expertise and resources needed to support members, champion the sector, and act as a strong anchor and advocate through change.

Influencing policy and advocating for the future

More and more, community sector organisations are going above and beyond their traditional roles to provide citizens with the supports they need to have successful tenancies. Shelter WA's members are committed to supporting tenants and building vibrant communities.

At the same time, we are heading into a state of significant transition and there's a growing recognition that as a sector, we need to do things differently – to become more innovative and agile to meet both citizens' and communities' needs.

As both the state and federal governments refocus their approach to affordable and social housing, almost everything is up for discussion and debate. For our members, having Shelter WA at the table with a strong voice is more important than ever.



Keeping members informed

Shelter WA stays on top of changing legislation, new funding opportunities and emerging trends to keep our members connected and informed.

Our bi-weekly *iNSiDE HOUSiNG* email newsletter delivers a convenient round-up of news, updates and resources right to members' inboxes. We also use Facebook, Twitter, LinkedIn and YouTube, to share interesting, relevant and timely news items and offer a place to connect and share insights with peers. We also convene regular working groups and special events to work through key housing and homelessness issues in Western Australia.

Changing the way we work

The board and staff have focused strongly on ensuring our organisation has a secure, sustainable and bright future as Western Australia's leading policy organisation working across the housing and homelessness continuum in both the community and for profit sector.

We thank everyone involved for their active engagement with this review process.

It has been my pleasure to fulfil the role of Chairperson of Shelter for the past year and to witness the great work being done by our dedicated team of staff. I am continually amazed by the way that they go "above and beyond" and how well our work is regarded in the broader community. I thank the staff team for their leadership and enthusiasm.

I also want to acknowledge the efforts of my fellow Board members for their continuing commitment to our organisation and its aims. Shelter WA is much stronger for its contribution.

Mark Glasson

Chairperson



Mark Glasson with Yvette Carolin and Michelle Nelson-Cox

Acting Executive Officer's Report

Housing affordability was a top ten issue in the Federal election with added intensity around debate on negative gearing and capital gains tax. Since then there has been a steady stream of stories in the media about housing. This is no surprise given housing is fundamental to wellbeing.

Since the federal election Western Australia has also had a change of state government. Shelter WA ran a strong campaign in the lead up to the election with key messages around housing affordability, social housing supply and homelessness. Subsequently Shelter WA has had a series of meetings with several Ministers and their key policy staff.

Shelter WA has taken a lead role in framing housing and homelessness in several other policy domains during the time of this report. The success of issues such as: the *National Disability Insurance Scheme*, the *Western Australian Mental Health, Alcohol and Other Drug Services Plan 2015-2025: Better Choices*, *Better Lives*, and the COAG Close the Gap Campaign are all dependant on stable, secure and appropriate housing and Shelter WA drives that message home in its work in collaboration with relevant peaks.

It has been a productive year with Shelter WA running key events, preparing high quality submissions and working in collaboration with other organisations. There is an enhanced recognition of the work we do from a range of different stakeholders. This recognition is evident in several different ways, not the least of which is Shelter WA being a 'go to' organisation for key media outlets and stakeholders when there is breaking stories regarding affordable housing or homelessness.

Significant guidance during this tumultuous time has been provided by Shelter WA's highly committed Board. It has worked hard this year in setting an appropriate framework for Shelter WA's work for the future.

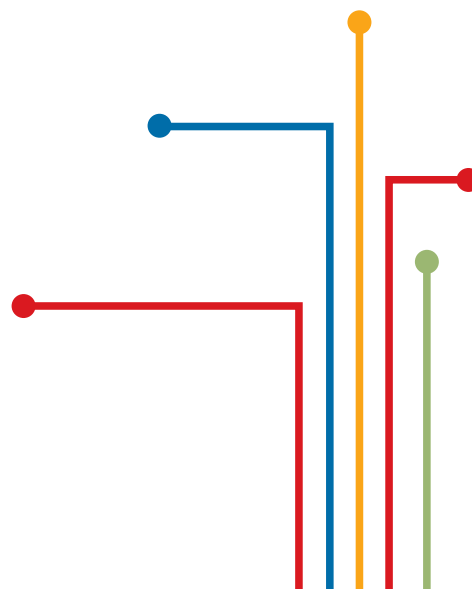
I also acknowledge and sincerely thank Shelter WA's staff members, for their hard work and dedication to the goals and purpose of Shelter WA, including Robert Gough, Sei Hwee Lee, Michelle Mackenzie, Karen Valenti and Stephen Hall. I also take this opportunity to acknowledge the contribution of Eric Dillon who has also acted as the Executive Officer and has greatly assisted in leading and managing Shelter WA whilst the Executive Officer, Chantal Roberts, has been on extended leave.

Apart from the high quality and scale of the work from a team the size of Shelter WA's, staff members have all shown a commitment to going above and beyond in so much of what we do during a time of considerable change.

Finally, we also thank our members and stakeholders for their commitment and collaboration in seeking to achieve the outcomes required to end homelessness and ensure increased access to affordable and social housing.

Joe Calleja

Acting Executive Officer



2016-2017 Highlights

A leading voice on housing policy advice to government

Influencing public policy

One of Shelter WA's priorities is to continue to develop robust, evidence-based policy and research for the community, and to inform government policy and direction. As well as formal submissions, Shelter WA undertakes a range of research projects relating to social and affordable housing and homelessness. Shelter WA provides policy advice through submissions, meetings with politicians and advisors, holding events and engaging in public debates about housing and homelessness issues.

During 2016/17 Shelter WA made submissions to:

- State Planning Policy 3.1 - Residential Design Codes (proposed minor amendments)
- Productivity Commission Inquiry into Human Services: Identifying Sectors for Reform
- Housing Authority Seniors Housing Strategy discussion paper
- Pre-Budget Submission to WA State Budget 2017-18
- Department of Commerce Boarders and Lodgers review
- City of Rockingham Draft Community Support Service Strategy
- Australian Government Social Impact Investing Discussion Paper
- The WA government's Service Priority Review.

More substantive information on the submissions are available on the Shelter WA website.

In addition Shelter WA participated in several consultations, including:

- National Mental Health Commission's Consultation on Mental Health, Housing and Accommodation
- Mental Health Commission's Accommodation Strategy Working Group.

Leadership and coordination as the social and affordable housing peak body

Key Shelter WA events during 2016/17, include:

Aboriginal Housing

In August 2016 Shelter WA and the Aboriginal Health Council for WA (AHCWA), hosted a forum to gain community perspectives around the National Partnership Agreement on Remote Indigenous Housing (NPARIH).

Homelessness Week 2016

Shelter WA hosted several events during Homelessness Week 2016 including the national launch; homelessness week policy debate, Homelessness Week Industry Breakfast with Chief Justice Wayne Martin, Felicity Horrocks and Lisa Woods as speakers.



Daniel Garlett, Dugarme Tassi-e and Wayne Martin at 2016 Homelessness Week Breakfast

Seniors' Housing

In 2016/17, Shelter WA began a research project, including holding a focus group in Northam, to understand housing needs of low income seniors in WA. Shelter WA also undertook a survey of more than 250 seniors to inform the development of a the *Housing Authority's Seniors Housing Strategy*, and also provided a submission to the development of this Strategy.

Intersector Breakfast

In December 2016 Shelter WA hosted an intersector breakfast with over 100 people in attendance. Speakers included: Adrian Fini (West Australian of the year), Julian Wright (the Acting General Manager of Strategy and Policy, Housing Authority), Frank Marra (CEO of Landcorp) and Dr Daniela Ottmann, (A/Professor Australian Urban Design Research Centre).

The Shelter WA Pre-Election Political Forum

In February 2017 over 60 people attended the Shelter WA Political Forum in the lead up to the WA Election; all major parties were represented.

AHURI Policy Roundtables

In February 2017 AHURI and Shelter WA ran policy round tables on Housing and NDIS, and Aboriginal Housing.

Round Table with Federal Treasurer

In March 2017 Shelter WA participated in National Shelter and ACOSS Round Table with Federal Treasurer, Scott Morrison.

Tenancy Training

In June 2017 Shelter WA co-facilitated a two-day workshop on Residential Tenancy Law.

Sector meeting with Peter Tinley, Minister for Housing

In June 2017 Shelter WA hosted a sector meeting with Peter Tinley, Minister for Housing, Veterans Affairs and Youth.

Regional Engagement

Shelter WA staff members visited Geraldton in October 2016 and Albany in March 2017 to consult with key people about local concerns in relation to housing and homelessness.

Shelter WA has also continued to hold regular phone linkups with people from rural and regional areas.

More substantive information about events are available on the Shelter WA website and in the Shelter WA fortnightly enews: iNSide HOUSinG.



Peter Tinley and Kathleen Gregory. 28 June, 2017

Strong media presence

Shelter WA continues to receive strong media support through its work on affordable housing and homelessness.

During 2016/17 Shelter WA received 82 main stream media mentions with a spike in August, 2016, which reflected Shelter WA's work throughout Homelessness Week.

Representatives of Shelter WA were interviewed numerous times on radio, both on metropolitan and regional stations. Shelter WA was also acknowledged for its behind-the-scenes work on the ABC documentary "You Can't Ask That."

A Shelter WA media release about National Shelter's housing affordability report was featured in *WA Today*. (<http://www.watoday.com.au/wa-news/low-income-earners-priced-out-of-wa-rental-market-20170517-gw6p3l.html>).

22 May 2017: Shelter WA's media release about stamp duty was featured in *The Eastern Reporter*. (<http://www.communitynews.com.au/eastern-reporter/real-estate/housing-industry-groups-shocked-and-disappointed-by-state-govts-axing-of-first-home-owner-grant-boost/>).

24 May 2017: Shelter WA's media release about strata title reform was featured in *The Eastern Reporter*. (<http://www.communitynews.com.au/eastern-reporter/real-estate/wa-property-industry-welcomes-strata-title-legislation-reforms/>).

The West, March 3 – Opinion Piece (<https://thewest.com.au/opinion/the-rise-and-rise-of-dehumanised-housing-ng-b88404810z>).

The Community Newspaper Group also published stories prepared by Shelter WA about Jonathan Shapiera and Justice Martin.

Shelter WA continues to increase its reach to stakeholders and the media through its newsletter. During the last financial year, the subscribers' list grew substantially and Shelter WA staff members continue to improve the newsletter's look by including videos and more photographs.

In 2016/17 Shelter WA had a total of 836 Facebook and Twitter posts, 537 new Twitter followers and 1,899 new Facebook likes. The LinkedIn platform has a more specialist following with over 60 posts and impressions spiking at over 1,300 during January and March 2017.

Shelter WA Board



Mark Glasson
Chair



Neil Hamilton
Vice Chair



Justine Colyer
Secretary



Neil Guard
Treasurer



Kylie Groves
Board Member



Kathleen Gregory
Board Member



Elizabeth Lee
Board Member



Julie Waylen
Board Member



Eileen Webb
Board Member

Shelter WA Staff

Chantal Roberts	<i>Executive Officer</i>
Michelle Mackenzie	<i>Manager Policy and Strategy</i>
Stephen Hall	<i>Manager Communications and Engagement</i>
Karen Valenti	<i>Communications Officer</i>
Robert Gough	<i>Policy Officer</i>
Sei Hwee Lee	<i>Administration & Finance Officer</i>
Joe Calleja	<i>Interim Executive Officer</i>
Eric Dillon	<i>Interim Executive Officer</i>
Jennifer Campbell	<i>Project Officer</i>
David D'Orazio	<i>Locum Project Officer</i>
Amy Suart	<i>Events and Project Officer</i>
Jessica Azzopardi	<i>Project Officer</i>

Shelter WA Members

Organisational Members

<i>55 Central Inc.</i>	<i>Federation of Housing Collectives</i>	<i>Noongar Mia Mia</i>	<i>Southern Cross Housing Ltd</i>
<i>Accordwest</i>	<i>Financial Counsellors' Association of WA</i>	<i>Outcare Inc</i>	<i>St Bartholomew's House</i>
<i>Activ Foundation</i>	<i>Foundation Housing</i>	<i>Pathways Southwest Inc</i>	<i>St Patrick's Community Support Centre Inc</i>
<i>Albany Youth Support Association</i>	<i>Fusion Australia</i>	<i>Patricia Giles Centre Inc</i>	<i>St Vincent de Paul Society WA</i>
<i>Alliance Housing</i>	<i>Goldfields Indigenous Housing Organisation</i>	<i>Richmond Wellbeing Inc</i>	<i>Tenancy WA</i>
<i>Amaroo Village</i>	<i>Indigo Junction</i>	<i>Rise Network Inc</i>	<i>The CREW Incorporated</i>
<i>Anglicare WA</i>	<i>MercyCare</i>	<i>Ruah Community Services</i>	<i>UnitingCare West</i>
<i>Australian Red Cross</i>	<i>Midway Community Care</i>	<i>Salvation Army Housing</i>	<i>Victoria Park Youth Accommodation Inc</i>
<i>Catalpa Homeless Foundation</i>	<i>Mission Australia</i>	<i>SCALES Community Legal Centre</i>	<i>Women's Council of WA</i>
<i>Centrecare Inc</i>	<i>Multicultural Services Centre of WA Inc</i>	<i>South West Refuge Inc</i>	
<i>Chrysalis Support Services Inc</i>	<i>Murchison Regional Aboriginal Corporation</i>	<i>Southern Aboriginal Corporation</i>	
<i>Co-operation Housing</i>			

Reciprocal Members

Consumers of Mental Health WA

Associate Members

City of Perth *KPA Architects* *Quantum Housing Group*

Individuals

<i>Julian Ambrose</i>	<i>Senator Linda Reynolds</i>	<i>Elizabeth Lee</i>	<i>Lynne Evans</i>
<i>Jo-Ann Coleman</i>	<i>Gloria Sutherland</i>	<i>Diana MacTiernan</i>	<i>Shae Garwood</i>
<i>Christiane de Mesa</i>	<i>Julie Waylen</i>	<i>Anna Ohrman</i>	<i>Michael Kiernan</i>
<i>Robert Fong</i>	<i>Lyneve Amooore</i>	<i>Jonathan Shapiera</i>	<i>Senator Sue Lines</i>
<i>Kylie Groves</i>	<i>Debra Corkill</i>	<i>Tom van der Veen</i>	<i>Mary Marshall</i>
<i>Zoe Lavranos</i>	<i>David D'Orazio</i>	<i>Eileen Webb</i>	<i>Gayle O'Leary</i>
<i>Senator Scott Ludlam</i>	<i>Janine Freeman MLA</i>	<i>Alanna Clohesy</i>	<i>Diana Smith</i>
<i>Simone McGurk</i>	<i>Andrew Hall</i>	<i>Hon Stephen Dawson</i>	<i>Danielle Van Kampen</i>

Treasurer's Report

I am pleased to present the Financial Statements of Shelter WA Inc. for the financial year ended 30 June 2017.

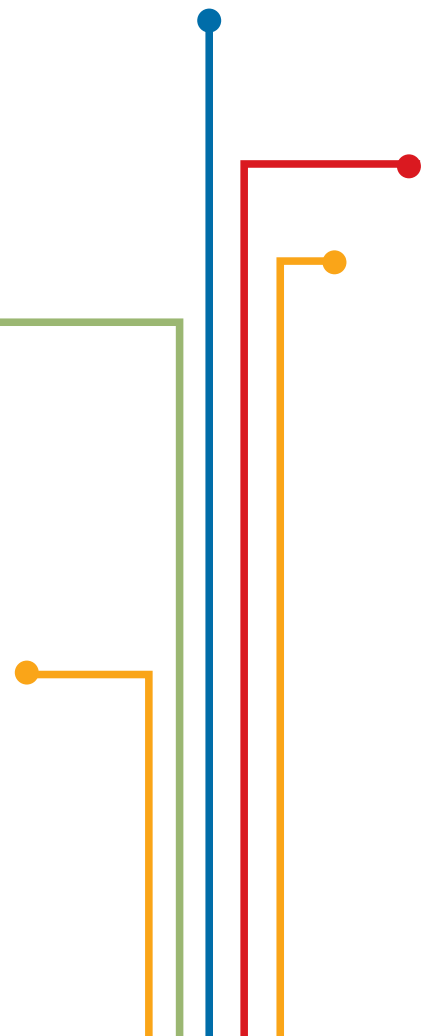
Throughout the financial year, I have reviewed the organisational expenditure, profit and loss statements and balance sheets on a monthly basis to ensure a smooth process for the preparation and review of the Financial Statements for the year.

These Financial Statements for the year ended 30 June 2017 have now been audited by Australian Audit. The auditors have issued an unqualified audit opinion, confirming that the Financial Statements give a true and fair view of the financial position of Shelter WA Inc. as at 30 June 2017, and of the financial performance of the organisation for the year then ended.

Shelter WA finished the 2016/17 financial year with a net surplus of \$40k, resulting in its net asset and total equity position increasing from \$267k at 30 June 2016 to \$307k at 30 June 2017.

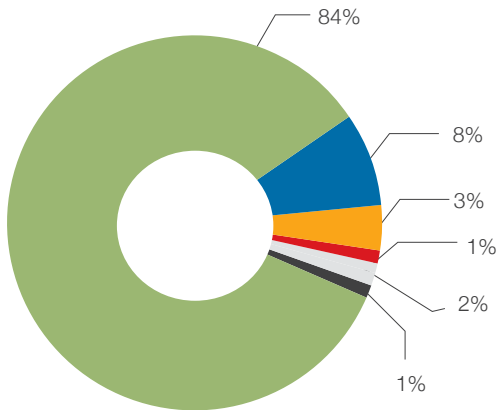
Neil Guard

Treasurer



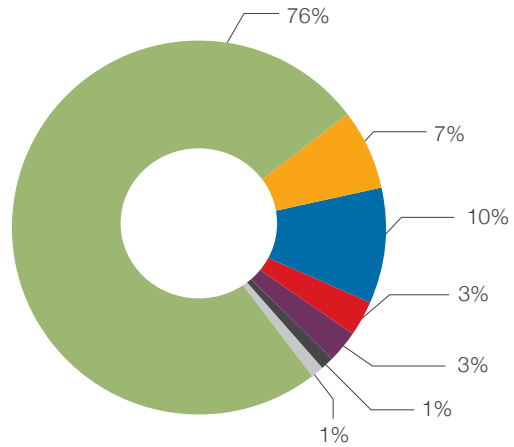
Financial Report

Income



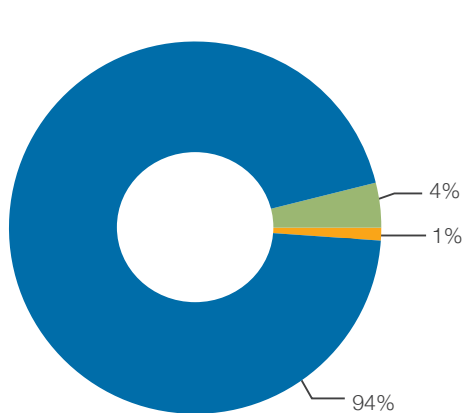
- Grant income - Housing
- Grant income - Homelessness Week
- Events income
- Membership fee
- Other income
- Training and workshops

Expenses



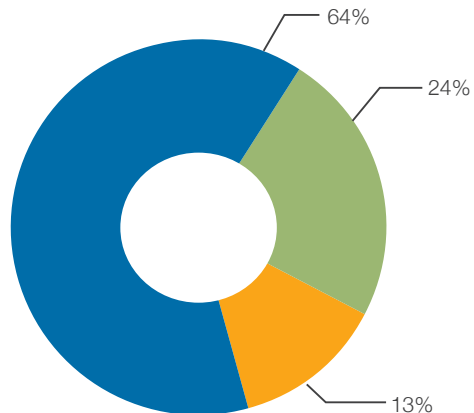
- Staff costs
- Operations expense
- Homelessness Week Expenses
- Forums, seminars and training
- Memberships and conferences
- Consultancy
- Other expenses

Assets



- Cash and cash equivalents
- Other assets
- Property, plant and equipment

Liabilities



- Grand income in advance
- Provisions
- Trade and other payables

Shelter WA

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Email: shelterwa@shelterwa.org.au

www.shelterwa.org.au

Shelter WA has operated in Western Australia since 1979 as a peak housing policy and research body for the community and to influence government policy direction.

Vision

All people living in Western Australian have housing that enables them to thrive.

Further details of Shelter WA activities are available at
www.shelterwa.org.au