



# ANNUAL REPORT

2017/18



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*Mental Health and Housing Forum*



*Homelessness Week 2017*

# Shelter WA

**Established in 1979, Shelter WA is an independent peak body that advocates for social and affordable housing and ending homelessness in Western Australia.**

Shelter WA brings together a strong coalition committed to appropriate, accessible and affordable housing choice for all, with a focus on housing for people on low to moderate incomes, and groups that experience housing insecurity. We collaborate with key partners including our members, Government, business, industry and peak bodies along with research and academic institutions to realise our vision.

## Our Vision

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

## Our Purpose

*We work with our members and others where appropriate, to provide a strong voice and lead the development of an effective housing system.*



## Our strategic priorities

1. Championing the development of an effective housing system.
2. Bringing all parts of the housing system together.

## Our Values

- Courage
- Collaboration
- Innovation
- Leadership

## National networks

Shelter WA has a seat on the boards of National Shelter and Homelessness Australia. This national representation strengthens Shelter WA's capacity to represent interests of the Western Australian community through participation in research, policy, advocacy and engagement at a national level.



*Meeting with Council for Homeless Persons*



# Chairperson's Report

## **The need for an effective housing system is increasingly becoming a point of national conversation.**

It touches many lives; from parents with adult children who can't afford to leave the family home, to seniors who rent and are worried about where they will live as they draw down on their savings; or to people who sleep rough without a place to call home and without access to the services that they need. Housing is fundamental to all aspects of life and appropriate housing is a key to a fulfilling life. The pressures on the housing system that we increasingly see and hear about are borne out by the evidence and in people's lives.

This year the Shelter WA Board adopted a new strategic plan with a focus on systemic reform to deliver an effective housing system for all. Our two strategic priorities – Championing the development of an effective housing system and bringing all parts of the housing system together- are fundamental to the way we work.

As a peak body for social and affordable housing and ending homelessness, Shelter WA is well placed to provide leadership to these challenges. We provide a strong, well informed voice, leading discussion, engagement and advocacy for an effective housing system. This year saw a renewed focus by Shelter WA on bringing together the community sector, government, industry and research institutions, to craft evidence-based policy solutions with focus on positive housing outcomes for people on low to moderate incomes. This approach is part of our DNA. Systemic reform through collaboration is critical to achieve our vision that all people living in Western Australia have housing that enables them to thrive. To increase our capacity to do this work and to drive implementation of the strategic plan, this year the Board created a new CEO role.

Our key achievements of the last twelve months are highlighted in this Report. I am particularly proud of Shelter WA's support of the WA End Homelessness Alliance, and the awarding of a Lotterywest Grant to enable Shelter WA to become the backbone organisation to support implementation of the Ten Year Plan to End Homelessness in Western Australia. Also, for securing a place on the Metronet Industry Reference Group to enable us to strongly advocate for social and affordable housing diversity and growth within this significant State project. I am also proud of our engagement and advocacy work on remote housing and housing for people with disabilities.

This year saw implementation of the machinery of government reforms. The bringing together of social and affordable housing and homelessness policy within the new Department of Communities provides the opportunity to reorientate how housing and human services are conceived, with a focus on housing as a place to call home and a secure foundation for life.



Mark Glasson with Minister Tinley

This year Shelter WA negotiated new key performance indicators with the Department to better align with their new direction and our strategic plan, focusing not just on policy advice but driving change through catalysing connections and harnessing collective action.

Shelter WA continues to maintain strong links with National Shelter and through this relationship represents Western Australia's interest in national housing policy debate.

It's been a busy and productive year at Shelter WA. The results of our annual Stakeholder Survey have validated the work that we do and the way that we work. I would like to thank the Shelter WA staff for their dedication over the last twelve months. Also, my fellow board members for their ongoing commitment to Shelter WA. Importantly I'd like to thank our members and key partners for their work, engagement and support for us in leading the change for an effective housing system for all.

Next year will mark the fortieth anniversary of Shelter WA, and we will be commemorating this milestone with the many people and organisations that have shaped us over the last forty years. I'm delighted that this will include a history of social and affordable housing in WA and the role that Shelter WA has played. I look forward to working with you as this milestone project unfolds over the next twelve months.

I am pleased to present this year's Annual Report.



**Mark Glasson**  
Chairperson



PBS Consultation

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*We need a housing system that is just and fair and provides a good standard of living, security and a base from which individuals and families can thrive and build positive futures - that has community and societal benefits, as well as benefits for those individuals and families. Those are the things Starick knows Shelter WA stands for.*

**Starick Chief Executive Officer, Leanne Barron**

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# Chief Executive Officer's Report

**It was a great honour to be appointed as the Chief Executive Officer in March 2018. I want to thank the board for their faith, the Shelter WA team for their support and our members and partners for their good wishes. Being part of the Shelter WA community makes me immensely proud.**

This year was a time of renewal. The Board's new Strategic Plan has reshaped our work. Our two strategic priorities: championing the development of an effective housing system; and bringing all parts of the housing system together are our cornerstones. Our advocacy strategy is based on understanding the policy levers available for reform, and this is driven by robust evidence, stakeholder engagement, capacity building, communications and events. These activities frame the way we work, collaborate and focus on solutions that lead to the development of an effective housing system in WA.

Reflecting over the last twelve months it's been a productive year. Shelter WA's position as a leading authority on social and affordable housing is recognised by our relationship with the media and our key stakeholders who seek our advice. In addition, our reach has grown through invitations to present to different audiences, which has led to the progression of our policy and advocacy agenda with new partners. Our relationship with the private sector continues to strengthen, ensuring broader support for our social and affordable housing advocacy agenda.

The next 12 months will see a continued focus on collaborations and partnerships to educate, organise, activate and leverage our networks for change. We will build on the significant reform opportunities such as Metronet, the planning review and the upcoming review of the *Residential Tenancies Act 1987* to lead an agenda for real change. We will continue our regional and metropolitan focus, and on the housing pressures facing

specific population groups. An events program is in development to inspire the possibility of change, and to drive our advocacy. Also plans are underway to celebrate the 40<sup>th</sup> anniversary of Shelter WA in 2019.

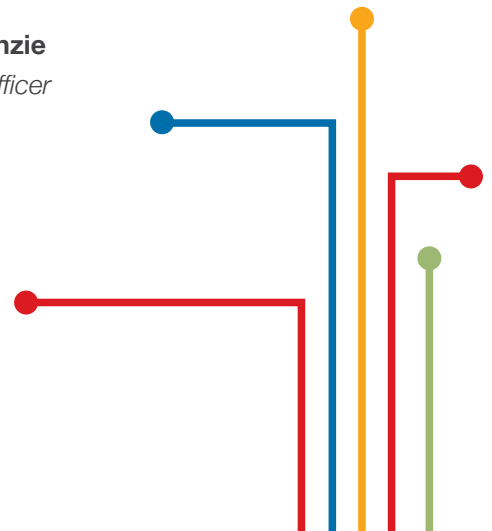
This year we were fortunate to receive funding to upgrade our social and digital presence. A key project over the next year is an update of our website and communication channels to drive our vision, engagement, policy and advocacy. We are thrilled to become the backbone for the WA End Homelessness Alliance and look forward to supporting the Alliance to implement the Ten Year Plan to End Homelessness. A capacity-building grant will enable us to work closely with our members to build the co-design skills for people who have experienced housing insecurity to have input into social and affordable housing policy.

In closing, I would like to acknowledge Joe Calleja who acted in an interim Executive Officer capacity during this year for his leadership and guidance to the Shelter WA staff. Also, Robert Gough who left Shelter WA to take up a fantastic opportunity with Landcorp. I'd like to acknowledge Robert's enormous contribution to Shelter WA over the many years that he worked with us.

I'd also like to thank our members and key partners for supporting our vision that all people in Western Australia should have housing that enables them to thrive.



**Michelle Mackenzie**  
*Chief Executive Officer*



# An effective housing system

**Shelter WA's vision is relatively simple: All people living in Western Australia have housing that enables them to thrive.**

This acknowledges that housing is more than simply a roof over your head. A home is more than just a dwelling or a place of shelter. A home has many interrelated meanings which reflect the aspirations and needs of people. It is important to individual, household, family and community wellbeing.

The essential element is that 'home' provides a sense of shelter in life where people feel in control of their environment; free from surveillance; free to be themselves; and at ease, in the deepest psychological sense. All of this in a world that might at times be experienced as threatening and uncontrollable.

To deliver the homes that people need, we need an effective housing system. A housing system that provides real housing choice and is responsive and adaptive to the different needs within our community. A system that enables people to be safe and secure at home. A system that creates inclusive neighbourhoods, connecting people and the services that they need, enabling all to participate in the social, economic and civic life of the community. A housing system that minimises ongoing costs of running a home and its impact on the environment.

If our communities are to be inclusive and grow in ways that enable everyone to have a home, there needs to be government, industry and community commitment that this is a goal worth pursuing. The policy levers and investment opportunities are there. It can be done. Shelter WA has a key role to bring together a strong collaboration to advocate for this change.



Strata Title Briefing

*Shelter WA's vision is relatively simple: All people living in Western Australia have housing that enables them to thrive.*

# Highlights 2017-18

## Championing the development of an effective housing system and bringing all parts of the housing system together.

During 2017-18 Shelter WA led strong, well-informed, strategic engagement and advocacy to achieve housing system reform.

We provided proactive and responsive evidence-based policy advice. During this year, Shelter WA presented 18 policy submissions to Federal, State and Local government.

Our stakeholder engagement strategy provided a new framework to influence cross-sector commitment to housing system reform, by focusing on strategic alignment to drive our vision. This year Shelter WA led mechanisms to encourage collaboration and partnerships. Our forums, events, and roundtables provided opportunities for networking and collaboration between the community sector, government and industry.

To drive our advocacy, we focussed on the key reform opportunities of the State and Federal Governments. At the State level this included the Machinery of Government changes, urban planning and tenancy policy reform, and new State Government strategies such as the Service Priority and Sustainable Health Reviews, the Community Housing Study, Affordable Housing Action Plan, and Metronet. In partnership with National Shelter, we led strong advocacy into the National Housing and Homelessness Agreement and National Partnership on Remote Indigenous Funding.

## Influencing Public Policy – Housing Opportunities

Shelter WA led advocacy to government and industry for the development of an affordable housing and homelessness system. To strengthen relationships with the new government, we hosted a briefing for newly elected State Labor Party backbenchers.

Ensuring that a strong evidence-base underpins our work, we analysed the **Australian Bureau of Statistics (ABS): 2016 Census on Population and Housing** and the **ABS Estimating Homelessness series**. We disseminated infographics and created a Power Point pack for our members and partners to support service planning and advocacy.

We were invited by the ABS to join their Homelessness Statistics Reference Group. We facilitated a roundtable with the ABS and key stakeholders and co-ordinated a Western Australian submission on homelessness topics for the 2021 Census.



Homelessness Week 2017



Our 2018 State Government Budget Scorecard showed the strength of our advocacy with several recommendations in our **Pre-Budget Submission in advance of the 2018-2019 State Budget** accepted by the State. Our Submission demonstrated to Government how investment in housing aligned with their focus on budget repair, better services delivery and election commitments can be achieved. This was framed around four core areas: 1. Plan for housing affordability and ending homelessness; 2. Boost affordable housing supply, facilitating investment and a more responsive housing market; 3. Metronet and urban planning reform; and 4. Make Rental More Secure. It provided a blueprint for systemic housing reform.

We drove this agenda through our submission to the State Government's **Service Priority Review** and our submission to the **Sustainable Health Review**.

In partnership with National Shelter, we presented a submission on the National Housing and Homelessness Bill 2018. Based on concerns raised by States and Territories and community agencies, seven amendments were introduced to the Bill.

## Planning for an effective housing system

Planning reform remained a key advocacy priority for Shelter WA. The planning system influences housing affordability through planning controls that determine housing size, location, orientation and design. It can provide incentives for affordable housing through voluntary or mandatory provisions. Our submission on the **Green Paper on Planning Reform**, focussed on opportunities to facilitate diverse, affordable housing supply.

Shelter WA worked closely with Landgate on the **Strata Titles Amendment Bill 2018 and Community Title Bill 2018**. We facilitated briefing sessions with Landgate and community housing providers, enabling the sector to understand the implications of the Bills and for Landgate to better consider our sector's issues.

We presented at the **Planning Institute of Australia's National Planning Conference** to over 600 planning professionals on delivering housing diversity through local government planning strategies. This presentation increased our exposure to new audiences with a broader, national reach.

To showcase a blue-print for innovative and affordable infill, Shelter WA co-hosted the **Freo Alternative – Big thinking about small housing**, in partnership with the Property Council, Planning Institute of Australia and the City of Fremantle. Over 80 people from local and state government and industry heard how changes to their planning system is accommodating smaller homes, whilst protecting what the community enjoys about Fremantle, and how this could be translated to other local government areas.



PLA Conference Presentation



WAEHA Canberra 2018

## Metronet – delivering an effective housing system

Shelter WA led advocacy with State Government Ministers and senior government officials for Metronet to deliver affordable and social housing supply. We facilitated meetings with the Metronet Project Office to demonstrate how harnessing the strengths of the community housing sector will create a more sophisticated response to housing need in the Metronet precincts.

We were invited to join the Metronet Private Sector Reference Group, a vehicle for ongoing advocacy for a social and housing strategy to inform project delivery. We engaged with local governments in the Metronet corridors and provided a submission to the **City of Bayswater: Draft Town Centre Structure Plan** to facilitate land use changes as part of Metronet.

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*Activ has a wide range of services including housing and sees the advantage of being represented by Shelter as a peak body in the housing arena. We need to work together as a sector and have a strong sector leader to represent our views to Government, as well as disseminate information.*

**Jonathan Thomas, Activ Foundation**

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## An effective housing system for tenants

This year saw significant work on **Boarders and Lodgers Reform**. Shelter WA co-hosted the Boarder and Lodgers Working Group and undertook consultation with homelessness service providers, community housing, and university accommodation to develop policy advice to inform boarders and lodgers legislation.

A number of Shelter WA's recommendations to **The Residential Parks (Long Stay Tenants) Act 2006** were adopted, providing greater security of tenure for park home residents. This included no 'without grounds' termination of long-stay agreements, no termination of fixed-term agreements on the sale of a park, and no automatic terminations if a park owner's lender takes possession of the park.

We continued strong advocacy for the progression of the **Residential Tenancies Legislation Amendment (Family Violence) Bill 2018**. This included ongoing engagement with the Real Estate Institute of WA.

Evictions from public housing into homelessness remained a key issue and we worked in partnership with Tenancy WA to advocate for changes to the implementation of the **Disruptive Behaviour Management Policy**. We facilitated joint advocacy with other peak bodies for a moratorium on the eviction of children and people with serious and persistent mental health issues, and tabled solutions to deliver systemic reform. This led to agreement for a **tenant journey mapping project** by the Department of Communities to guide systemic reform.

Building on this, we worked closely with our members and Tenancy WA to craft a submission to the **Office of the Auditor General Review of the Disruptive Behaviour Management Unit**, pointing out poor outcomes of this policy on tenants.

Our submission to the **Social Services Legislation Amendment (Housing Affordability) Bill 2017: (Automatic Rent Deduction and NRAS)** highlighted the negative impact of Automatic Rent Deduction on tenants and outlined options for a more supportive and flexible approach. Shelter WA's recommendations were taken up by the Senate Committee and our submission was quoted in their final report.

In partnership with WA Council of Social Service (WACOSS) and Community Employers WA (CEWA) we undertook strong advocacy on the procurement model and service specifications for the new **THRIVE tender**, highlighting the impact on the sector and service provision for individuals and families. This resulted in tender clarifications and an extension and commitment to lessons learnt to inform future tender specifications.

This year we ran two sessions of Introduction to Residential Tenancy Law training, in partnership with WACOSS, CHIA and Tenancy WA which attracted a wide audience.



Fremantle Alternative Presenters

## An effective social housing system – building on the strengths of community housing providers

This year we continued our advocacy for a community housing policy and growth strategy to deliver better outcomes for tenants and increase housing supply. We participated in the Department of Communities' **Community Housing Study**, consolidating independent research that demonstrates the value of the Community Housing Sector in delivering better outcomes for people and government. Continuing this advocacy, we provided a Submission to the **Productivity Commission: Introducing Competition and Informed User Choice into Human Services Draft and Final Report** and presented evidence to the Commission.

Shelter WA hosted a roundtable with the CEO of Australian Housing and Urban Research Institute (AHURI) presenting on New Government Mechanisms for Institutional and Industry Investment. This forum was attended by 25 people from State and Local Government and the community sector and provided information on new opportunities through the National Housing Finance and Investment Corporation.

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Finbar is a Shelter WA member and supports the organisation because Shelter WA is a thought leader and advocate. There are no simple answers to these housing issues and all stakeholders need to be engaged in finding cohesive and shared approaches to ensure effective use of the available resources.

**Finbar's General Manager Project Coordination, Scott Cameron**

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## Snapshot – Advocacy for specific population groups

Our advocacy for an effective housing system for populations who are often disadvantaged in the housing markets continued. This included working closely with partners to understand the impact on housing for people with disabilities under the **National Disability Insurance Scheme (NDIS)**. Our submission to the **WA Youth Strategy** outlined the housing needs of young people.

We were pleased to receive a capacity-building grant from the Department of Finance to build the capacity of people with lived experience of housing insecurity to participate more fully in housing policy. This project will enable us to work with our members and partners to ensure that the voices of people with lived experience are heard, informing all aspects of housing policy throughout the state.



National Aboriginal Housing Policy Peak Meeting

## Housing for Aboriginal people

We led strong advocacy for the continuation of Commonwealth investment in remote housing. Shelter WA was part of a **delegation to the Federal Minister for Aboriginal Affairs**, key policy staff of the Federal Treasurer and Minister for Regional Development, advocating for continued funding for remote housing. This advocacy was undertaken in collaboration with colleagues from National Shelter, Queensland Shelter and with the support and endorsement of National Congress. We also provided ongoing information for WA Federal parliamentarians on this issue.

We worked with **National Congress** and convened a meeting, attended by sixty people from across Australia, to canvas the establishment of a national Aboriginal housing policy and advocacy peak body, a commitment sought in the Redfern Statement. The outcome was a working group to drive the development of a national Aboriginal housing peak body.

At the State level, we hosted a forum to discuss the policy and advocacy landscape and the Aboriginal housing agenda. We formed a partnership with the Telethon Kids Institute on Aboriginal housing and homelessness in non-remote settings. This partnership has led to a strong basis to develop a policy platform on Aboriginal housing in Perth and the greater South West region.





Seniors Workshop Northam

### Housing for Seniors

This year we were engaged by the Department of Communities to undertake a Seniors Housing Qualitative Investigation. We facilitated workshops in metropolitan and regional WA with seniors in public housing, or on the waitlist, to better understand their perceptions and attitudes to shared and co-located housing as they age. Our report informed the Seniors' Housing Strategy. We participated in a roundtable to inform Curtin University and AHURI research on seniors housing and joined the Ageing on the Edge Working Group, which is a national project investigating issues around housing for seniors.

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*Mission Australia's is pleased to work alongside Shelter WA and other stakeholders in the sector, to make a difference through advocacy, research, policy development and direct service provision.*

**Jo Sadler, Mission Australia**

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Mental Health Panel -  
Homelessness Week 2017

### Housing for people with serious and persistent mental health issues

In August over 200 people attended a Shelter WA Mental Health and Housing Forum on how we can improve housing outcomes for those with severe mental illness, and how the community sector can be a key driver of reform. Key speakers included the Deputy Premier and Minister for Health and Mental Health, The Clinical Lead Homelessness Services and Royal Perth Hospital, the Mental Health Commissioner, a Professor of Criminology and senior executives from the Departments of Justice and Communities.

We were invited to be part of a national investigative panel on Mental Health, Housing and Homelessness, undertaken by AHURI for the National Mental Health Commission. Building on this, and with an eye to systemic reform under the proposed Mental Health Accommodation Strategy, we brokered research with Price Waterhouse Coopers (PWC) to develop a Pathway Out of Care Strategy. This will deliver a financial model that incorporates the range of economic benefits associated with pathways out of care, high level options to deliver these pathways, and how this relates to new national funding opportunities.



Minister Cook  
Mental Health and Housing Forum



Minister McGurk  
Homelessness Week 2017

## An effective housing system – Ending Homelessness

### Homelessness Week 2017

The Shelter WA Homelessness Week Reference Group, refocused homelessness week 2017 to ‘Let’s end homelessness, not just manage it.’ This week built on the work of the WA End Homelessness Alliance and the Ten Year Action Plan to End Homelessness in WA. Over 300 people attended Shelter WA events, with hundreds more attending over 20 events throughout the State. Shelter WA events included a launch; the Mental Health, Housing and Homelessness Forum and a closing workshop, exploring how in the future Homelessness Week can best support the goal of ending homelessness, and other advocacy priorities.

### Supporting the WA End Homelessness Alliance

Shelter WA worked closely with the WA End Homelessness Alliance (WAEHA) and Lotterywest towards implementation of the Ten Year Action Plan to End Homelessness in WA. We received Lotterywest funding to become the backbone for the WAEHA to commence the plan’s implementation.

Along with representatives from the WAEHA, we were part of a delegation to Canberra where we met the Minister for Social Security, Shadow Minister for Housing and Homelessness, and other Federal politicians to highlight the WAEHA work and the positive impact of a Housing First approach on people and government services. We presented with the WAEHA at a University of Western Australia WA event attended by over 500 people.

### Partnership with Local Government

This year saw partnerships with the WA Local Government Association and Local Government Professionals to explore local government’s responses to people who sleep rough. Our audit of local government approaches to rough sleeping led to a working group to explore protocols and a model local government kit.

We were invited by Local Government Professionals to present at their Spotlight Series on Homelessness. Our presentation to over 100 people highlighted our reach and the opportunities for Local Government, across all functional areas, to co-ordinate a positive response to homelessness. Feedback from the event is informing the development of the model local government kit.

# Strong media presence

**Shelter WA continues to have a strong media reach for its advocacy on social and affordable housing and ending homelessness. Shelter WA has a highly credible reputation and is the 'go to' organisation for media seeking a comment or information on affordable housing and homelessness.**

During 2017/18 Shelter WA received in excess of 60 mainstream media mentions. Key print media included two front page stories on the *West Australian* editorial pieces and an opinion piece that received national attention. There were also numerous stories in regional papers. Representatives of Shelter WA were interviewed many times on radio, on metropolitan and regional stations and on television.

Shelter WA continues to increase its reach to stakeholders and the media through its newsletter 'Inside Housing'. During this year our subscribers' list grew from 900 to 1350, with a 98 per cent successful delivery rate. Shelter WA staff continued to improve the newsletter's look and expand its content.

Shelter WA continues to utilize three social media platforms: LinkedIn, Facebook and Twitter. Shelter WA has over 280 followers on LinkedIn increasing our reach to new audiences.

Our Facebook followers increased to around 1000. Our post reach and reactions to stories grew, with over 1850 people reached for our posting on remote housing and 1900 people for Homelessness Week. Our Twitter followers increased by 298 followers. Shelter WA made over 650 posts on these media platforms and earned over 156K impressions on Twitter during this period.

Our presence continues to be valued. The Shelter WA website had 19,378 users, 25,693 sessions and 56,592 page views. The Housing Hub and Resources Website had 35,417 users, 46,156 sessions and 121,604 page views. The WA Housing Hub Website had 7,333 users, 10,252 sessions and 19,562 page views.

## Our enablers

This year we negotiated new Key Performance Indicators with the Department of Communities to better align our activities with their new direction and our strategic plan. Three fundamental areas – policy advice, catalysing connections, and brokering projects - align with the two strategic pillars of Shelter WA's strategic plan, championing the development of an effective housing system and bringing all parts of the housing system together.

During this year we scoped out our information technology requirements and were successful in receiving a grant from Lotterywest to upgrade our IT and social and digital media platforms and refresh our communications. We look forward to the implementation of this project next year.



Shelter WA Briefing

# Snapshot Advocacy in Action

## Representation

### National Bodies

- National Shelter board member
- National Shelter policy officers' network member
- Homelessness Australia – board member
- Australian Bureau of Statistics, Homelessness Statistics Reference Group

### State Bodies

- Housing Authority Round Table – Co-chair
- Metronet Private Sector Reference Group
- Supporting Communities Forum Homelessness Working Group
- Affordable Housing Industry Roundtable
- WA Peaks Forum

## Roundtables, Forums and Events

**15 events, 650 attendees**

**20 regional events during Homelessness Week**

- State ALP backbenchers briefing
- AHURI roundtable: New Government Mechanisms for Institutional and Industry Investment
- Member's Forums
- Pre Budget Submission consultations

### Planning reform

- Metronet
- Strata Title Reform
- Boarders and Lodgers reform
- The Freo Alternative – Big Thinking about small housing
- Introduction to Residential Tenancy Law for Community Support Workers

## Homelessness

- Homelessness Week events
- Local Government Protocols for Rough Sleepers
- Australian Bureau of Statistics, Homelessness Statistics

### Special populations

- Mental Health, Housing and Homelessness
- Seniors Housing Consultative Forums
- Aboriginal People and Housing
- People with Disabilities and Housing (NDIS)

## Presentations

- Productivity Commission Hearings into Introducing Competition and Informed User Choice into Human Services
- National Planning Institute of Australia Conference – Affordable housing
- Local Government Spotlight Series – Homelessness
- UWA CSI Breakfast by the Bay – Homelessness
- National Congress – Aboriginal Housing Peak
- Financial Counsellors Association of WA State Conference – Affordable housing and homelessness

## Media

- 60 mainstream media mentions
- 27 radio interviews
- 3 TV interviews
- 26 Inside Housing Newsletters
- 1,350 Newsletter subscribers
- 1,000 Facebook followers
- 279 LinkedIn followers
- 156k Twitter impressions
- 62,128 website users



## Submissions

### 18 Submissions to Federal, State and Local government

#### Systemic Reform

- WA Health: Sustainable Health Review
- Department of Premier and Cabinet: Service Priority Review
- Productivity Commission: Reforms to Human Services
- Department of Treasury: Submission in advance of the 2017/18 State Budget
- Department of Communities: WA Youth Strategy

#### Housing funding, finance and taxation Reform

- Department of Treasury: National Housing and Homelessness Agreement
- Department of Social Services; Social Services Legislation Amendment (Housing Affordability) Bill 2017 (Automatic Rent Deduction)

#### Urban Planning Reform

- Department of Planning: Modernising WA's Planning System - Green Paper
- Landgate: Strata Titles Amendment Bill and Community Titles Bill 2018
- City of Fremantle: Fremantle Alternative Scheme Amendment
- City of Bayswater: Structure Plan

## Tenancy Reform

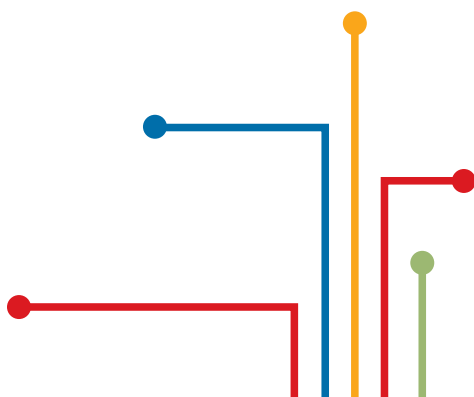
- Department of Communities: Public Housing Disruptive Behaviour Management Policy (three strikes)
- Office of Auditor General Inquiry into the Disruptive Behaviour Management Unit
- Department of Communities THRIVE tender

## Social Housing Reform

- Australian Bureau of Statistics: Estimating Homelessness
- Department of Communities: Community Housing Study
- Productivity Commission: Introducing Competition and Informed User Choice into Human Services – Draft & Final Report



AHURI Roundtable



# Shelter WA Board



**Mark Glasson**  
*Chair*



**Neil Hamilton**  
*Vice Chair*



**Justine Colyer**  
*Secretary*



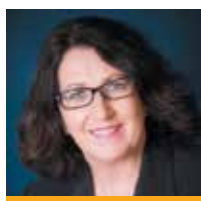
**Neil Guard**  
*Treasurer*



**Kathleen Gregory**  
*Board Member*



**Elizabeth Lee**  
*Board Member*



**Julie Waylen**  
*Board Member*



**Catherine Spini**  
*Board Member*



**Ben Hawthorn**  
*Board Member*

| Board member     | No of Eligible Meetings | No of Meetings Attended |
|------------------|-------------------------|-------------------------|
| Mark Glasson     | 10                      | 10                      |
| Neil Hamilton    | 10                      | 10                      |
| Justine Colyer   | 10                      | 8                       |
| Neil Guard       | 10                      | 8                       |
| Kathleen Gregory | 10                      | 7                       |
| Elizabeth Lee    | 10                      | 6                       |
| Julie Waylen     | 10                      | 7                       |
| Catherine Spini  | 7                       | 4                       |
| Ben Hawthorn     | 7                       | 5                       |

# Shelter WA Staff

June 2018

|                           |   |
|---------------------------|---|
| <b>Michelle Mackenzie</b> | <i>Chief Executive Officer</i>                                |
| <b>Stephen Hall</b>       | <i>Manager Policy and Engagement</i>                          |
| <b>Karen Valenti</b>      | <i>Communications and Marketing Officer</i>                   |
| <b>Karyn Lochore</b>      | <i>Senior Policy Officer</i>                                  |
| <b>Jack Thornton</b>      | <i>Policy and Project Officer</i>                             |
| <b>Sei Hwee Lee</b>       | <i>Administration, Finance &amp; Business Support Officer</i> |

# Shelter WA Members

## Organisational Members

|   |   |  |  |
|---|---|--|--|
| <i>55 Central Inc.</i>                  | <i>Connect Victoria Park Inc</i>                  | <i>MercyCare</i>                               | <i>South West Refuge Inc</i>                     |
| <i>Accordwest</i>                       | <i>Co-operation Housing</i>                       | <i>Midway Community Care</i>                   | <i>Southern Cross Housing Ltd</i>                |
| <i>Activ Foundation</i>                 | <i>Federation of Housing Collectives</i>          | <i>Mission Australia</i>                       | <i>St Bartholomew's House</i>                    |
| <i>Albany Youth Support Association</i> | <i>Financial Counsellors' Association of WA</i>   | <i>Multicultural Services Centre of WA Inc</i> | <i>St Patrick's Community Support Centre Inc</i> |
| <i>Alliance Housing</i>                 | <i>Foundation Housing</i>                         | <i>Murchison Region Aboriginal Corporation</i> | <i>St Vincent de Paul Society WA</i>             |
| <i>Amaroo Village</i>                   | <i>Fusion Student Household Service</i>           | <i>Outcare Inc</i>                             | <i>Starick Services Inc</i>                      |
| <i>Anglicare WA</i>                     | <i>Goldfields Indigenous Housing Organisation</i> | <i>Pathways Southwest Inc</i>                  | <i>Street Law Centre WA Inc</i>                  |
| <i>Australian Red Cross</i>             | <i>Hope Community Services Inc</i>                | <i>Peel Community Legal Services</i>           | <i>Tenancy WA</i>                                |
| <i>Bethanie Housing Ltd</i>             | <i>Hope Community Services Inc</i>                | <i>Richmond Wellbeing Inc</i>                  | <i>UnitingCare West</i>                          |
| <i>Catalpa Homeless Foundation</i>      | <i>Indigo Junction</i>                            | <i>Rise Network Inc</i>                        | <i>Victoria Park Youth Accommodation Inc</i>     |
| <i>Centrecare Inc</i>                   | <i>Lamp Inc</i>                                   | <i>Ruah Community Services</i>                 | <i>Zonta House Refuge</i>                        |
| <i>Chrysalis Support Services Inc</i>   |   | <i>Salvation Army Housing</i>                  |  |

## Reciprocal Members

|   |  |                        |                              |
|---|--|------------------------|------------------------------|
| <i>Consumers of Mental Health WA</i>        | <i>Master Builders Association of WA</i> | <i>Volunteering WA</i> | <i>Women's Council of WA</i> |
| <i>Ethnic Communities Council of WA Inc</i> | <i>People with Disabilities WA Inc</i>   |                        |                              |

## Associate Members

|                      |                           |                         |  |
|----------------------|---------------------------|-------------------------|--|
| <i>City of Perth</i> | <i>City of Rockingham</i> | <i>Finbar Group Ltd</i> | <i>Shire of Augusta Margaret River</i> |
|----------------------|---------------------------|-------------------------|--|

## Individual Members

|                           |                           |                               |                          |
|---------------------------|---------------------------|-------------------------------|--------------------------|
| <i>Lyneve Amooore</i>     | <i>Lynne Evans</i>        | <i>Karen Mackenzie</i>        | <i>Jonathan Shapiera</i> |
| <i>Joe Calleja</i>        | <i>Enda Fahy</i>          | <i>Diana MacTiernan</i>       | <i>Gloria Sutherland</i> |
| <i>David Carrington</i>   | <i>Janine Freeman MLA</i> | <i>Mary Marshall</i>          | <i>Lauren Swinfield</i>  |
| <i>Bev Carstairs</i>      | <i>Kylie Groves</i>       | <i>Daniel McManus</i>         | <i>Tom van der Veen</i>  |
| <i>Debra Corkill</i>      | <i>Andrew Hall</i>        | <i>Laura McWhae</i>           | <i>Cole Vindevoghel</i>  |
| <i>Stephen Dawson</i>     | <i>Yasasya Kuruppu</i>    | <i>Anna Ohrman</i>            | <i>Knut von Hentig</i>   |
| <i>Christiane de Mesa</i> | <i>Elizabeth Lee</i>      | <i>Gayle O'Leary</i>          | <i>Julie Waylen</i>      |
| <i>David D'Orazio</i>     | <i>Senator Sue Lines</i>  | <i>Senator Linda Reynolds</i> | <i>Randal Wells</i>      |

# Treasurer's Report

**I am pleased to present the Financial Statements of Shelter WA Inc. for the financial year ended on 30 June 2018.**

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 2018 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 2018, and of the financial performance of the organisation for the year then ended.

Shelter WA ended the 2017/18 financial year with a net loss of \$5k, resulting in its net asset position decreasing from \$307k at 30 June 2017 to \$302k at 30 June 2018.

**Neil Guard**

*Treasurer*



Workshop

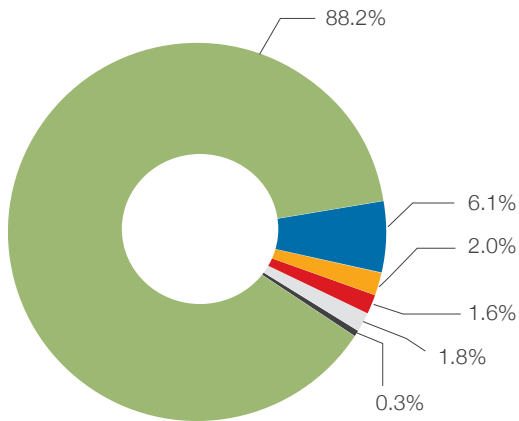


Residential Tenancy Law Briefing



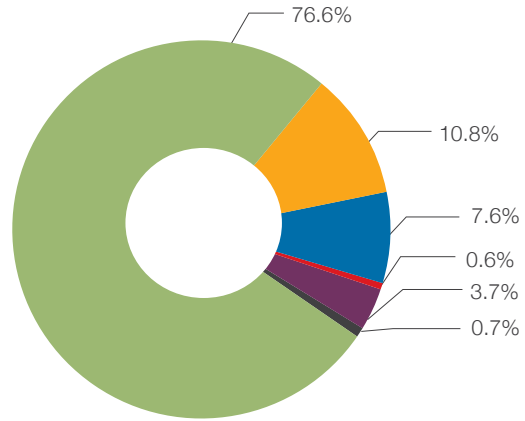
# Financial Report

## Income



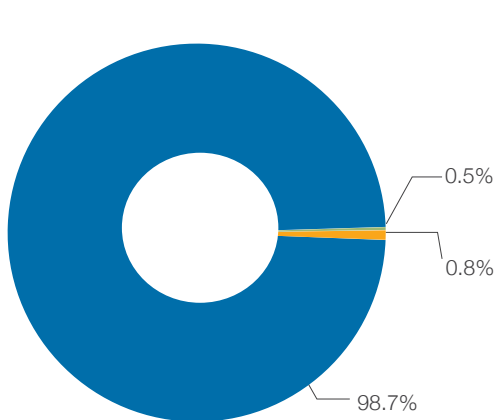
- Grant income - Housing
- Grant income - Homelessness Week
- Events income
- Membership fee
- Other income
- Training and workshops

## Expenses



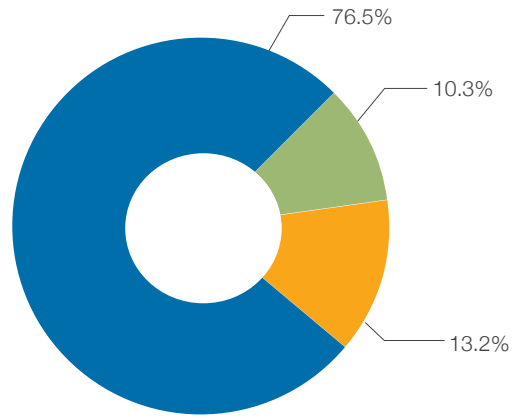
- Staff costs
- Operations expenses
- Homelessness Week Expenses
- Forums, seminars and training
- Memberships and conferences
- Consultancy

## Assets



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

## Liabilities



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

# Acknowledgments

**Shelter WA would like to acknowledge the following for their support of our work.**

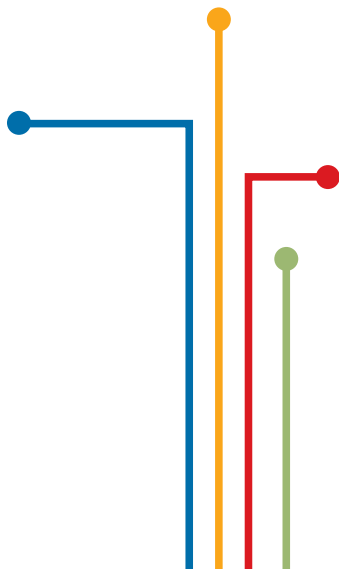
- The Department of Communities
- 2017 Homelessness Week Sponsors: Lotterywest; Department of Communities; 882 6PR; Community Newspaper Group; Anglicare WA; Beyond Bank; Bankwest; Hesta and UnitingCare West
- Price Waterhouse Coopers for their research partnership on mental health and housing
- Lotterywest for their support to implement year one of the WA End Homelessness Alliance Ten Year Plan to End Homelessness
- Lotterywest for support towards Shelter WA's IT upgrade
- The Department of Finance for a Capacity Building Grant
- Beyond Bank for a grant through their Vote for Good Program
- The CEED Centre at the University of Western Australia for access to student placements
- Leadership WA for support through their Rising Leadership Program



*Leadership WA Presentation*



*Homelessness Week 2017*





# Shelter WA

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