

ANNUAL REPORT

2018 - 2019



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

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

- Championing the development of an effective housing system.
- 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 ability to advocate for the interests of the Western Australian community by participating in research, policy and engagement at a national level.

Acknowledgement of Country

Shelter WA respectfully acknowledges that we work on Aboriginal land and pay our respects to Elders, past, present and emerging.



Broome Housing Forum

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



An effective housing system

Housing is more than simply a roof over your head. A home is more than just a dwelling. A home has many interrelated meanings which reflect people's deepest aspirations and needs. A home provides a sense of shelter where people feel in control of their environment and free to be themselves.

To deliver the homes that individuals, families and communities need, we need an effective housing system. One that provides real housing choice for people regardless of their income, culture or family arrangements; one that is responsive and adaptive as our community changes; one that facilitates inclusive neighbourhoods, creating opportunity and enabling all to participate in social, economic and civic life.

Even in an affluent state like Western Australia, many people continue to struggle to find a home and live in housing insecurity. As a complex social issue, the causes and solutions to affordable housing and homelessness are multi-dimensional. It involves supply and demand factors that contribute to functioning and non-functioning housing markets and the delivery of the right type of social and affordable homes for now and into the future. It involves understanding the individual and structural drivers of homelessness and how these dimensions interact, to deliver the housing and services that are needed to end homelessness.

Solving complex policy problems requires the input and distillation of many voices. This includes government, industry, the community sector, research institutions, civil society, and those with lived experience of housing insecurity - all have a role to play to deliver an effective housing system.

The solutions are within reach; if our communities are to be inclusive and grow in ways that enable everyone to have a safe, secure and affordable home, we need a collective commitment that this is a goal worth pursuing, and action for change.

Shelter WA plays a key leadership role in catalysing connections and bringing together a diverse range of stakeholders to drive systemic change. This rich network, facilitated by Shelter WA, creates a strong collaboration of organisations and individuals working towards a collective goal, that all people in Western Australia have housing that enables them to thrive.

Chairperson's report

The need for a renewed focus on housing is greater now than at any time in the past

In last year's Annual Report I noted that housing is fundamental to all aspects of life and appropriate housing is a key to a fulfilling life. It pleases me to now report that while we still have the "heavy lifting" ahead of us, the past year has brought a number of positive signs that hold the promise of progress across a range of housing related activities.

At a Federal level, Luke Howarth MP was appointed as the Assistant Minister for Community Housing, Homelessness and Community Services in the new Morrison Government. I believe this signals the importance of housing within this Government and that we can look forward to the Assistant Minister delivering outcomes for people experiencing homelessness and facilitating the growth of the community housing sector to increase social and affordable housing supply.

Probably the biggest Federal initiative has been the announcement of the largest social bond in Australia by the National Housing Finance and Investment Corporation, an independent Commonwealth entity dedicated to improving housing outcomes.

Closer to home, the Department of Communities has commenced the development of a new Housing Strategy for the period 2020 - 2030. With a focus on affordable, social, regional and remote housing the plan shapes as a great opportunity to ensure that the focus of State activity is on those in our community most disadvantaged in housing. Shelter WA has been pleased to be involved in jointly facilitating the community consultations.

The appointment of Ken Wyatt AM, MP as Minister for Indigenous Australians, as well as being historic, also foreshadows a great opportunity for all Western Australians. Minister Wyatt has had a long interest and involvement in Aboriginal housing issues in WA and it has been our pleasure at Shelter WA to have the Minister attend functions we have hosted over the past year.

At Shelter WA we know that an effective housing system requires the involvement of a variety of different partners and I am proud of the efforts of our team of staff in bringing all parts of the housing system together.

This year we established new partnerships and alliances including the Make Renting Fair Alliance, acting as the backbone for the WA Alliance to End Homelessness, partnered with Curtin University to deliver an Economic Lecture Series to build understanding around affordable housing markets and hosted a number of industry roundtables on density and diversity in partnership with industry. We also partnered on projects to deliver better housing choices for people with disabilities and to reform tenancy laws.

Our goal at Shelter WA is to provide a strong, well informed voice, leading discussion, engagement and advocacy for an effective housing system. This has been our role for more than forty years now and one of our big successes this year has been the commencement of the HOME project – a project to engage people with lived experience in housing policy and advocacy. Increasingly policy and service developers are recognising that their work can only be truly successful when they hear and honour the voice of lived experience. Too often in the past lived experience has been a forgotten resource and in the HOME Project Shelter WA is ensuring this will no longer be the case.

It has been a very productive year at Shelter WA and I would like to thank all of our staff for their dedication over the last twelve months and my fellow board members for their ongoing commitment to Shelter WA. Importantly I'd like to thank our members and key partners for their engagement with and support for us in leading the change for an effective housing system for all.

After four years as Chairperson I will stand down from the Board at the 2019 Annual General Meeting. It has been an honour to serve on the Board and I know the organisation is well poised to continue its very important work.

Mark Glasson
Chairperson

CEO's report

Shelter WA's work throughout this year focussed on the development of an effective housing system. Our advocacy strategy drove opportunities for policy reform, harnessing the input of our members and partners to drive systemic change.

Shelter WA's position as a leading authority on social and affordable housing issues continued to grow through our advocacy and engagement. Our reach grew with invitations to present to new audiences, new partnerships and greater media exposure. Our focus on collaborations to educate, organise, activate and leverage networks for change continued, keeping investment in social and affordable housing and homelessness services in the spotlight.

Reflecting over the last twelve months it's been a productive year.

We were pleased to establish the backbone functions for the WA Alliance to End Homelessness.

Homelessness gained more focus with the State Government commencing The Western Australian 10-Year Strategy on Homelessness and we participated in the working group driving input into this State strategy.

A result of Shelter WA's sustained, ongoing advocacy saw the progression of important legislative changes and work commenced this year on our new branding and communication strategy.

This year wasn't without its challenges. The lack of secure, long term funding as Shelter WA transitioned into a new contracting environment with the Department of Communities presented operational challenges. Unfortunately, this was not only an issue for Shelter WA, but more broadly across the sector.

In closing, I'd like to thank our members and key partners for their support of Shelter WA during this year. Also, the Shelter WA Board and staff for their ongoing commitment and passion for the work we do.

Michelle Mackenzie
Chief Executive Officer

***"Working with a strong coalition of members and partners
for housing justice makes me immensely proud "***



Highlights 2018-2019

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

Advocacy and engagement

During 2018-19 Shelter WA developed evidence based policy positions, led strategic engagement and strong advocacy to achieve housing system reform.

Our stakeholder engagement strategy continued to influence cross-sector commitment, creating strategic alignment to drive our vision. Our forums, events, and roundtables, linked to our policy and advocacy agenda, provided opportunities for networking and collaboration between the community sector, government and industry. This led to the formation of new alliances and collaborations to drive reform. It also led to opportunities to present to new audiences, fostering a commitment to a shared vision and action for change.

National Campaigns

We seized on the key reform opportunities of State and Federal Governments to drive change. During this Federal election year, we led the Everybody's Home Campaign in WA, ensuring social and affordable housing and homelessness were a key election issue.

We invited Ministers and Shadow Ministers to roundtables to outline their housing and homelessness policies providing an opportunity for our members to engage and influence.

In partnership with National Shelter, we led strong advocacy on the National Partnership on Remote Indigenous Funding, and the need for sustained investment into Western Australia which resulted in a Labor pre-election commitment and new funding from the Commonwealth.

Submissions

During this financial year, Shelter WA presented 17 evidence-based, policy submissions to Federal and State Governments. We provided evidence to several parliamentary inquiries, and were pleased that a number of our recommendations and evidence were quoted and endorsed in parliamentary reports.

State Level

At the state level, we spoke to the whole of government reform agenda including urban planning, strata and residential tenancy reform. We provided a strong sector voice into State Government strategies.

Shelter WA highlighted the critical need of social and affordable housing to deliver the outcomes sought from Government strategies. In partnership with other peak bodies, and sector agencies, we brought our deep understanding of housing policy to craft solutions for the most marginalised West Australians in our community.

Housing the Dream

In late 2018, Shelter WA embarked on a journey to consult and engage the community, our sector and key stakeholders, to bring to life what an effective housing system means for Western Australians. Through public workshops, Shelter WA asked participants what their vision for an effective housing system is, how do they see the future in 2050, and what do we need to change in order to realise their vision. As Shelter WA engages with regional WA during 2019, we will gather further input into this work, to shape further shape our vision for an effective housing system.



Lisa Kazalac & Dr Klaudia Mierswa - Housing the Dream

Planning for an **effective housing system**

Planning Reform

Shaping the State's planning reform agenda to facilitate social and affordable housing supply was a key advocacy priority for Shelter WA. We worked closely with Landgate on the *Strata Titles Amendment Bill 2018* and *Community Title Bill 2018*, which sets the foundation for new forms of land title to support more diverse and affordable housing options. The density debate took flight during this year as the government's planning reform agenda unfolded.

Industry Roundtables

Shelter WA hosted a number of industry roundtables on density and diversity to shape this debate. We were pleased to work in partnership with the Property Council of Australia's Western Australia division, the Master Builders Association of WA, Future Bayswater, and the Australian Institute of Architects, to discuss how to shift community attitudes and change the narrative around density. These workshops led to rich information to inform our advocacy and communications and that of our partners. Shelter WA acknowledges Meerkats for their work with us in these roundtables.

Shelter WA contributed to a National Shelter study which showed that inclusionary zoning has the potential to drastically increase the supply of affordable housing in Australia. This report received significant interest and we look forward to progressing these recommendations within WA.



Reference Groups

We were pleased to sit on a Property Council Reference Group that progressed this density and diversity debate and to work closely with the Department of Planning, Lands and Heritage on work that they were doing to engage the community in this discussion.

Finance, funding and **taxation reform**



The Federal election put national housing taxation policies, negative gearing and capital gains tax into the spotlight. Shelter WA led the taxation reform component of the Everybody's Home Campaign explaining the impact these two taxation treatments have on housing affordability in our nation. An informative and interactive webpage was developed which busted the myths put forward by the property industry on why reform of the two tax treatments would not be catastrophic for property markets. This received good traction nationally.

Our advocacy for stamp duty and land tax reform at a State level continued. Shelter WA developed a submission into the review of the *WA Local Government Act (1995)*, focussing on the critical benefits of rate exemptions under the Act to community housing and homelessness services providers who have charitable status.

This year Shelter WA, in partnership with CEWA, WACOSS and other peaks, strongly advocated to the State Government, on sector concerns with the ongoing rollover of specialist homelessness services contracts, without any meaningful opportunity to review pricing or service levels. Whilst we were pleased that the State Government agreed to fund supplementary payments for 24/7 homelessness service providers, we were disappointed that this has not been applied to all services. Sustainable funding of services remains a key issue for the sector and we will continue advocating to ensure people have access to the critical services they need.

An **effective** housing system for **tenants**

Strong Evidence Base

The housing pressures on people who rent were highlighted in reports produced by the Bankwest Curtin Economics Centre. Shelter WA was pleased to present at the launch of these reports, highlighting the impact of rental affordability on people in the private rental market. We were also pleased to be invited by the University of Sydney to attend a roundtable on the digital transformation of housing and to contribute to what this means for the future of renting.

We worked with National Shelter on the National Rental Affordability Index Report and Disrupted: The Consumer Experience of Renting in Australia, commissioned by National Shelter in partnership with CHOICE and the National Association of Tenant Organisations. A series of videos were produced with WA tenants highlighting issues they have faced in the private rental market, bringing the issues in the report to life.

The Residential Tenancies Legislation Amendment (Family Violence) Bill 2018

This year saw the *Residential Tenancies Legislation Amendment (Family Violence) Bill 2018* passed. This was an outcome of sustained, ongoing advocacy by Shelter WA, Tenancy WA and the community sector. Strategic engagement and advocacy was undertaken with key stakeholders as the Bill was crafted and progressed through parliament. This legislation, by enabling victims of family and domestic violence to leave for safety quickly or to choose to stay in a rental home and remove the perpetrator from the lease will save lives. We were pleased to present to over four hundred property managers to discuss this important reform and partnership to implement this change. To ensure our sector understood the impact of this reform, we brokered specific funding for training for the community housing sector to understand the impact of these changes on their operations.

Public Housing

Evictions from public housing into homelessness remained an ongoing issue. We worked in partnership with Tenancy WA to advocate for changes to the implementation of the Disruptive Behaviour Management Policy, including sustained advocacy for a moratorium on the eviction of children and people with serious and persistent mental health issues from public housing. The Tenant Journey Mapping Project with the Department of Communities developed slowly, and we maintained the pressure for the work to progress to underpin systemic reform. This year, the Office of the Auditor General released their report, Managing Disruptive Behaviour in Public Housing. The recommendations confirmed there are ongoing issues with the management of disruptive behaviour and we will continue to advocate for change.



Supporting communities forum homelessness reference group.

Make Renting Fair Alliance

The Make Renting Fair Alliance was launched this year. Shelter WA, as a founding member of the Alliance, was pleased to broker funding to enable the appointment of a campaign co-ordinator, a dedicated website and ensuring the important contribution of representatives of the Tenants Action Group WA. The Tenancy Ten were developed and we look forward to the campaign rolling out later in 2019 to drive changes into the review of The *Residential Tenancies Act 1987*.

Parliamentary Inquiry Submissions

Shelter WA provided submissions and public hearing evidence into two parliamentary inquiries during 2019. This included the Inquiry into Short-Stay Accommodation, under the Economics and Industry Standing Committee of the Legislative Assembly on the impact that short-stay accommodation platforms like Airbnb are having on rental affordability, especially in tourist regions and the need to regulate commercial interests so that there is a level playing field. We also prepared a submission into the Inquiry into *Residential Parks (Long-stay Tenants) Amendment Bill 2018* under the Standing Legislation Committee of the Legislative Council.

Thrive Program

The progression of the Thrive tender remained an issue for the sector. In partnership with WA Council of Social Service and Community Employers WA, we undertook sustained advocacy on the Thrive tender, highlighting the impact on services and the service provision to individuals and families. This resulted in clarifications and changes to the tender and we will continue our work on this as the program rolls out in late 2019.

Residential Tenancy Law Training

This year we ran an Introduction to Residential Tenancy Law training, in partnership with CHIA WA and Tenancy WA which attracted a number of community housing providers.



An effective social housing system – building on the strengths of the **community housing sector**

A vibrant, strong and sustainable community housing sector is critical to an effective housing system. National initiatives such as the National Housing Finance and Investment Corporation (NHFIC), and the appointment of an Assistant Minister for Community Housing signalled the Commonwealth's interest in building on the strengths of the community housing sector to increase supply.

Shelter WA provided a submission into the review of the National Regulatory System for Community Housing. Commonwealth initiatives such as the National Disability Insurance Scheme (NDIS) provided new opportunities for community housing and we worked with the sector to understand these opportunities. This included forums on the Specialist Disability Accommodation payment, in partnership with the Summer Foundation, National Disability Services WA and People with Disabilities WA.

This year we strengthened our partnership with CHIA WA and worked closely with the Department of Communities. Key pieces of work included:

- Income eligibility for social housing tenants.
- Input into the Community Housing Study, including technical advice on the survey design, as well as a sector forum.
- A new governance framework for engagement with the community housing sector, which we expect will lay the foundation for a productive ongoing relationship.
- Energy efficiency options for community housing were researched. Along with CHIA WA and BOOM! we hosted a roundtable on energy efficiency drawing on the experience in other jurisdictions which led to an ongoing working group looking into new energy policy initiatives.

The growing interest in social impact investment led us to partner with Impact Seed, hosting a joint forum on impact investment options for community housing, showcasing models currently in play. Moving forward we will be building on these initiatives as impact investing and blended finance approaches grow in Western Australia.

As the new changes to the *Residential Tenancies Act 1987*, for ensuring safety measures for people experiencing family and domestic violence came into effect, Shelter WA in partnership with Tenancy WA and CHIA WA ran training for community housing providers on these changes. The training was well received. A tool-kit for the community housing sector is under development and will be released in 2020.

Economic Lecture Series

Shelter WA developed a new partnership with Curtin University to deliver a four-part lecture series on Housing Economics for Non-Economists! The four lectures covered everything from the basics of how housing markets work, to the role of taxation policy and the way planning and development impacts housing. It was great to have a diverse and captive audience with attendees from the local, State and Federal governments, property industry, community sector and interested individuals. This provided a platform for Shelter WA to engage with a wider audience, building brand recognition and partnering with expert academics at Curtin University.

HOME Project – Hear of My Experience

Harnessing the energy and expertise of people with lived experience of housing insecurity to inform our policy and drive our advocacy for positive change is critical for systemic reform. Shelter WA was pleased to launch the HOME (Hear of My Experience) Project in 2019. A HOME Advisory Group was established, and Expressions of Interest were called, for people with lived experience of housing insecurity to work with us to co-design a resource on how to harness the skills of people with lived experience in policy and advocacy. We look forward to this project progressing over the next twelve months.

Partnership with Local Government

Local government through its urban planning, community development, community safety, public health, financing and advocacy functions has a critical role in affordable housing and homelessness. This year saw our partnerships with local governments continuing. Work progressed with the WA Local Government Association and Local Government Professionals Community Development Network to explore local government's responses to people who sleep rough. We were pleased to speak at the Local Government Professionals State Conference and to workshop their response to homelessness. A number of prototype workshops were held to inform the development of a model kit for local government.



Advocacy for specific populations

Housing for Aboriginal peoples

The supply of safe, secure, appropriate and affordable housing for Aboriginal peoples remained an ongoing focus for Shelter WA, against a backdrop of funding uncertainty for housing on remote communities. Strong advocacy was undertaken with media and Members of Parliament to highlight the impact of the funding impasse and the need for an urgent solution.

In response to concerns regarding the maintenance of houses on remote communities, Shelter WA undertook research and convened a forum in partnership with the Department of Communities. Representatives from 14 organisations from across regional WA, including property and tenancy providers, tenant advocates and tenancy support contractors, met to discuss maintenance issues and opportunities to develop an improved model. One that recognises community aspirations, creates local employment pathways and opportunities and delivers better housing outcomes.

In partnership with the Telethon Kids Institute Ngulluk Koolunga Ngulluk Koort (Our Children, Our Heart) Project, Shelter WA convened a Metropolitan Aboriginal Housing Forum in 2018. We actively engaged with Aboriginal leaders regarding the supply of safe, affordable and accessible housing for Aboriginal peoples in metropolitan Perth. A Metropolitan Aboriginal Housing Forum Summary Report was released, which identified the key issues and next steps. It was endorsed unanimously at a subsequent meeting of the Telethon Kids Institute Ngulluk Koolunga Ngulluk Koort Elders' Group. BlackRussian Productions compiled a series of videos which captured the major themes that came out from the forum, giving voice to change.

We were pleased this year to receive a grant from the Federal Department of Health to review the intersection over the last 25 years between health and housing policy with the aim of creating an innovation agenda to enhance housing and health outcomes for Aboriginal and Torres Strait Islander peoples. A governance partnership was developed with the National Aboriginal and Torres Strait Islander Housing Authority and National Shelter to oversee this nationally focussed project. To ensure that the project was culturally informed and culturally led, an Aboriginal organisation, with an Aboriginal research team, was appointed to undertake this work. We look forward to this project progressing in the next twelve months.



Laurel Sellers

Housing for people with disabilities and **serious** and **persistent** mental health issues

Our strategy this year was to ensure people with disabilities had greater access to the housing market, along with a focus on specific responses to opportunities within the National Disability Insurance Scheme (NDIS). We provided a submission to the Australian Building Codes Board on their Accessible Housing Options Paper. In our submission to the ABCB, we highlighted the urgent need for reform in this area so that accessible housing be considered an imperative for everyone. We were pleased our research and positions were quoted in the publicly released consultation report.

We partnered with Edith Cowan University on a project on how the housing needs of people with disabilities could be prioritised within an Affordable Housing Strategy and to identify how the NDIS will meet demand. We held a forum with urban planners to understand the barriers and enablers in the planning system to facilitate accessible housing supply. In partnership with the Real Estate Institute of WA and People with Disabilities WA, we investigated how reiwa.com could be modified to identify accessible properties for sale and for rent. This project will open the private rental housing market up for people with disabilities and we look forward to its progression.

This year we developed a strong relationship with the Summer Foundation and hosted forums in partnership with National Disability Services WA and People with Disabilities WA on how to harness the Specialist Disability Accommodation Payment. These forums were well received, and our work will continue in the coming year.

The Mental Health Accommodation and Support Strategy sought submissions in 2018 and Shelter WA focussed on the need for systemic reform. In particular, we recommended that the Mental Health Commission work closely with the Department of Communities to adopt a housing first approach to addressing the intersection between mental health and housing. Shelter WA looks forward to seeing the final strategy when it is released later this year.

PricewaterhouseCoopers (PwC) delivered a Pathway Out of Care Strategy Report for us. Their financial modelling shows the range of economic benefits associated with pathways out of care for people with mental health issues, high level options to deliver these pathways, and how this relates to new national funding opportunities, providing a sound evidence base for our work.



Ending Homelessness

Homelessness Week 2018

Shelter WA successfully coordinated a wide range of engagement activities and events as part of Homelessness Week in August 2018.

The 2018 theme was 'There's always something you can do.' The week demonstrated that there are actions – large and small – that can be undertaken to make a real difference. Over 400 people attended Shelter WA events, and hundreds more attending over 20 events across the State. There was significant State and National radio and print media, with features in *The West Australian*.

This year we saw the power of elevating the voices of people with lived experience and the insight that this generates to amplify the issues around homelessness and to craft solutions. Couch Conversations were held all over WA by community groups and service providers. They provided an opportunity to listen to people with lived experience of homelessness, providing an opportunity for meaningful engagement with the experience of homelessness. As a result, Homelessness Week 2018 saw people with lived experience as important, agents for change.



The WA Alliance to End Homelessness

This year Shelter WA established the backbone functions for the WA Alliance to End Homelessness. This was the culmination of an 18 month community campaign by the Alliance. With the support of a Lotterywest grant, a small project team was recruited, and the architecture established to drive the strategies in the Western Australian Strategy to End Homelessness. The team designed a website and conducted regular Pulse Meetings that engaged both stakeholders and interested individuals inspiring them to help progress key projects through collective action. Significant work on a governance framework was progressed by the Alliance Facilitating Group and Shelter WA with support from PricewaterhouseCoopers (PwC).

Key Stakeholder Engagement, Representation and Partners

Tenants Action Group of WA	Department of Justice	The Hon Ken Wyatt AM MP and staff	Mowanjum Aboriginal Corporation
Community Employers of WA	Department of Local Government, Sport and Cultural Industries	Senator Louise Pratt and staff	Pilbara Meta Maya
WA Association of Mental Health	Department of Planning, Lands and Heritage	Senator Sue Lines and staff	Nirrumbuk Environmental Health Services
National Disability Services WA – Accommodation and Housing Sub Committee	Department of Premier and Cabinet	Supporting Communities Forum Homelessness Working Group	Marra Worra Worra Aboriginal Corporation
WA Council of Social Services – PEAKs forum	Department of Treasury	WA Council on Homelessness	Regional Alliance West
Community Legal Centres Association WA	Landcorp/Metropolitan Redevelopment Authority	Make Renting Fair Alliance	Housing for the Aged Action Group
Youth Affairs Council of WA	Landgate	Everybody's Home Campaign	Kimberley Community Legal Service
Council on the Ageing	Lotterywest	McCusker Foundation	Pilbara Community Legal Service
WA Alliance to End Homelessness	Mental Health Commission	City of Perth	Mission Australia
Community Housing	WA Planning Commission	City of Fremantle	Shire of August Margaret River
Industry Association of WA	Metronet – Private Sector Reference Group	City of Rockingham	West Coast Training
Australasian Housing Institute	Economics and Industry Standing Committee	City of Swan	Telethon Speech and Hearing
Women's Council for Family and Domestic Violence	The Hon Peter Tinley AM MLA and staff	City of Mandurah	Telethon Kids Institute
Financial Counsellors Association of WA	The Hon Simone McGurk MLA and staff	City of Vincent	Ngulluk Koolunga Ngulluk Koort Elders Group
People with Disabilities WA	The Hon Rita Safiotti MLA and staff	City of Subiaco	National Congress of Australia's First Peoples
National Shelter Committee	The Hon Bill Johnston MLA and staff	City of South Perth	Summer Foundation
National Shelter Network	The Hon Roger Cook MLA and staff	City of Wanneroo	National Aboriginal and Torres Strait Islander Housing Authority
Homelessness Australia	The Hon Ben Wyatt MLA and staff	City of Joondalup	100 Families Reference Group
ACOSS Climate Change and Energy Network	Hon Mike Nahan MLA	City of Bayswater	WA Local Government Association
Council for Homelessness Persons	The Hon Tim Clifford MLC and staff	Shire of Broome	
Department of Communities	The Hon Alison Xamon MLC	City of Victoria Park	
Department of Finance	The Hon Doug Cameron	City of Cockburn	
Department of Health		City of Stirling	
Department of Jobs, Tourism, Science and Innovation		Shires of Laverton, Leonora and Menzies	
		Shire of Ngaanyatjarra	

South West Australia Homeless People	Indigenous Business Australia	Planning Institute of Australia, WA Division	Leadership WA
Local Government Professionals Community Services Association	Infrastructure Australia	Committee for Economic Development Australia	Meerkats
Australian Building and Construction Commission	National Disability Insurance Scheme	Future Bayswater	Noongar Mia Mia
Australian Bureau of Statistics	National Housing Finance and Investment Corporation	UWA Centre for Social Impact	Impact Seed
Australian Prudential Regulation Authority	Urban Development Institute of Australia	UWA Centre for Public Health	Constellation Project
Australian Securities and Investments Commission	Housing Industry Association	UWA Australian Urban Design Research Centre	Boom! Energy
Department of Infrastructure, Transport, Cities and Regional Development	Real Estate Institute of WA	Bankwest Curtin Economics Centre	Anti-Poverty Week Committee
Department of Social Services	Master Builders Association of WA	Curtin University – AHURI Centre	Claisebrook Lotteries House Board
Department of Health	Property Council WA Division	Curtin University – Urban planning, Property Management	Housing Advisory Round Table – Co-Chair
Department of the Treasury	Chamber of Commerce and Industry WA	Curtin University Business and Law School	Beyond Bank
	Australian Institute of Architects WA Chapter	Edith Cowan University Social Ventures Australia	PricewaterhouseCoopers (PwC)
			Shelter WA Members and community service sector agencies

Presentations

- Local Government Professionals WA State Conference – Housing and Homelessness
- Bankwest Curtin Economics Centre – Launch of the Rental Affordability Reports
- Bankwest Curtin Economics Centre – Launch of Housing Affordability Report 2019
- Urban Development Institute of Australia WA – Affordable Housing Forum
- City of South Perth – Housing and Homelessness
- Cities of Wanneroo and Joondalup – Launch of their Regional Homelessness Plan
- Financial Counsellors Association of WA State Conference – Housing and Homelessness
- West Coast Training’s Property Managers of WA State Conference – Tenancy Reform
- WACOSS – Cost of Living Report
- WACOSS – State Budget Forum
- Telethon Speech and Hearing – Negative Gearing and Capital Gains Tax Reform

Roundtables, **Forums** and Events

- 29 Shelter WA led events with over 1,000 attendees
- 11 Regional Homelessness Week events supported

Representative **Submissions**

The voice of the sector

- 17 Submissions to Federal and State Government

Urban Planning

- Discussion Paper for Planning Reform – Department of Planning, Lands and Heritage
- Strata Ref State Planning Policy 3.6 Infrastructure Contributions – Department of Planning, Lands and Heritage
- Strata Title Reforms – Landgate - Regulations discussion papers
 - (1) Leasehold strata schemes
 - (2) Termination of schemes
 - (3) Seller disclosure and staged subdivision

Tenancy

- *Residential Tenancies Legislation Amendment (Family Violence) Bill 2018* – DMIRS
- Inquiry into Short Stay Accommodation – Economics and Industry Standing Committee of the Legislative Assembly
- Inquiry into *Residential Parks (Long-stay Tenants) Amendment Bill 2018* – Legislation Committee of the Legislative Council

Social and Affordable Housing

- Mental Health, Alcohol and Other Drug Accommodation and Support Strategy 2018-2025 – Mental Health Commission
- Accessible Housing Options Paper - Australian Building Codes Board
- Review of the National Regulatory System for Community Housing – NSW Department of Family and Community Services
- 10 Year FDV strategy – Department of Communities
- 10 Year Women's Plan – Department of Communities WA
- Public Health Inquiry into Climate – Department of Health
- Proposed income eligibility model – Department of Communities

Housing funding, finance and taxation

- Review into the Local Government Act – Department of Local Government, Sport and Cultural Industries

Shelter WA Members

Our organisational members represent over 4,000 staff who work in social and affordable housing and homelessness services across Western Australia.

Organisational Members

55 Central Inc.	Community Link to Architects and Builders (COLAB)	Midway Community Care	St Patrick's Community Support Centre Inc
Access Housing	Co-operation Housing	Murchison Region Aboriginal Corporation	St Vincent de Paul Society WA
Accordwest	Emama Nguda Aboriginal Corporation	Outcare Inc	Starick Services Inc
Activ Foundation Inc	Financial Counsellors' Association of WA	Pathways Southwest Inc	Street Law Centre WA Inc
Albany Youth Support Association	Foundation Housing	Richmond Wellbeing Inc	Tenancy WA
Alliance Housing (WA)	Goldfields Indigenous Housing Organisation	Rise Network Inc.	The Salvation Army
Anglicare WA	Indigo Junction	Ruah Community Services	UnitingCare West
Australian Red Cross	Interchange Inc	Salvation Army Housing	Victoria Park Youth Accommodation
Centrecare Inc	Lamp Inc	South West Refuge	Waroona Family Support Service
Community Housing Limited (WA)		Southern Cross Housing Ltd	
		St Bartholomew's House	

Reciprocal Members

Consumers of Mental Health WA	Master Builders Association of WA	People with Disabilities WA Inc	Women's Council for Domestic and Family Violence Services (WA)
Hygge Community Life	Volunteering WA	Youth Affairs Council of WA	

Associate Members

City of Fremantle	City of Rockingham	Media on Mars
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Individual Members

Angela Alexander	Carissa Gautam	Tara Le Flohic	Jonathan Shapiera
Lyneve Amore	Margaret Gibson	Elizabeth Lee	Justin Storer
Michelle Blakeley	Robert Gough	Angela Lemon	Gloria Sutherland
Jessica Border	Kylie Groves	Senator Sue Lines	Lauren Swinfield
Joe Calleja	Neil Hamilton	Karyn Lochore	Michael Thompson
Gina Church	Gina Ioffee	Diana MacTiernan	Deborah Thompson
Hakky Darwis	Naim Jones	Sean McMorro	Cole Vindevoghel
Dianne Dempster	Eleanor Kahlo	Belinda Mignot	Julie Waylen
Paul Flatau	Deborah Karajas	Gayle O'Leary	Randal Wells
Robert Fong	Lisa Kazalac	Helen Olivieri	Monique Wijbenga
Julie Forrester	Minji Kim	Louise Pratt	
Janine Freeman MLA	Yasasya Kuruppu	Senator Linda Reynolds	

Sponsors

The Department of Communities	Curtin University Business and Law School
PricewaterhouseCoopers	Edith Cowan University
Lotterywest	The Federal Department of Health
The Department of Finance	Leadership WA

Homelessness Week Sponsors

Lotterywest
The Department of Communities
Beyond Bank

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.

Traditional Media Mentions

- 205 in printed press and on radio

Fortnightly digital newsletter

- Subscribers has increased by 14% to 1455
- Open rate is 24.5%, 2.7% above industry average

Websites

- Shelter WA main site had 74,332 page views (31% increase on previous year)
- Housing Hub Options (for crisis accommodation) had 144,420 page views (19% increase on previous year)

Social Media

During 2018/2019 Shelter WA's social media presence grew. Our ability to engage with a wider audience has meant our advocacy messages and policy evidence has reached more West Australians.



207%

Increase in
Impressions



436%

Increase in
Impressions



13%

Increase in
Impressions

15%

Increase in
Followers

39%

Increase in
Followers

64%

Increase in
Followers

400%

Increase in
Reach

270%

Increase in
Reactions

510%

Increase in
Post shares



Shelter WA Board



Board member	No of Eligible Meetings	No of Meetings Attended
Mark Glasson	9	7
Julie Waylen	9	7
Justine Colyer	9	8
Michael Piu	6	6
Kathleen Gregory	9	7
Elizabeth Lee	9	6
Catherine Spini	7	7
Ben Hawthorn	9	6
Natalie Sangalli	6	5
Julia Shadlow-Bath	6	3

Shelter WA Team



Michelle Mackenzie

Lisa Kazalac

Dr. Klaudia Mierswa

Jack Thornton

Heather Bush

Royceton Hardey

Sei Hwee Lee

Chief Executive Officer

Consultant, Advocacy & Policy

Policy Officer

Policy & Project Officer

Senior Communications & Marketing Advisor

Social Media Coordinator

Administration, Finance & Business Support Officer

WA Alliance to End Homelessness Project Team

Claire Dodd

Katie Liew

Kai Schweizer

Royceton Hardey

Project Facilitator

Project Advisor

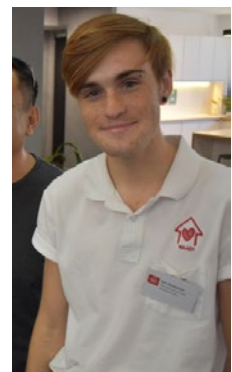
Project Officer

Social Media Coordinator

Lived Experience Consultants:

Jonathan Shapiera

Kit Scott



Treasurer's Report

I am pleased to present the Financial Statements of Shelter WA Inc. for the financial year ended on 30 June 2019.

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 2019 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 2019, and of the financial performance of the organisation for the year then ended. Shelter WA ended the 2018/19 financial year with a net surplus of \$203k, resulting in its net asset position increasing from \$302k at 30 June 2018 to \$505k at 30 June 2019.

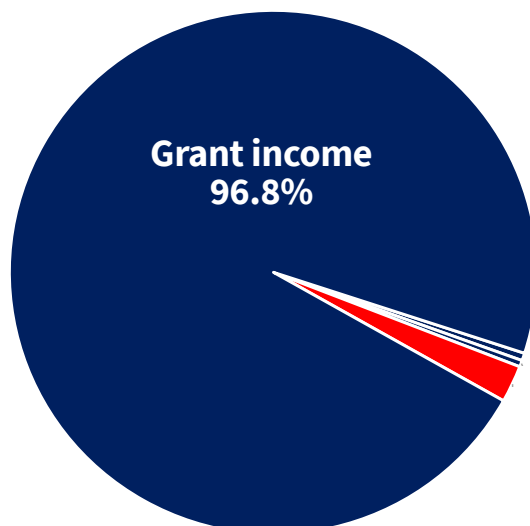
Michael Piu

Treasurer



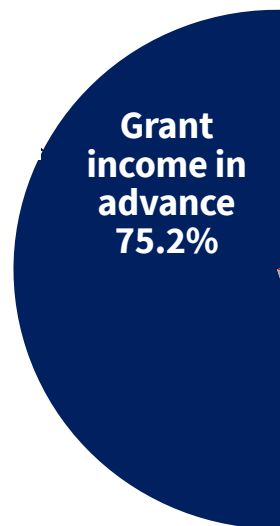
Financial Report

Income
2018 /2019



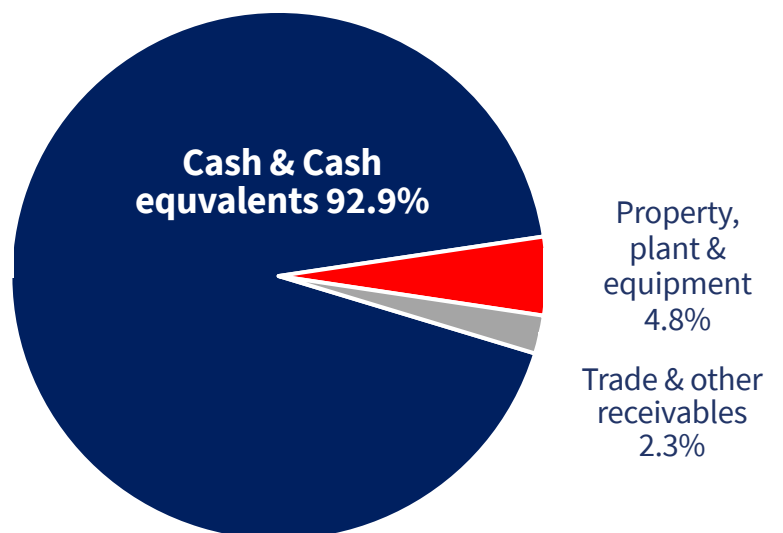
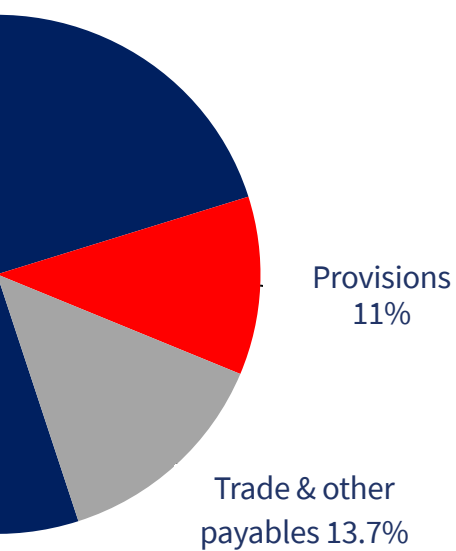
Membership fee 0.5%
Training & workshops 0.4%
Other Income 2.3%

Total Liabilities
as at 30 June 2019





Total Assets
as at 30 June 2019





Shelter WA

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