





Acknowledgement of Country

Shelter WA acknowledges the Traditional Custodians of Country and their ongoing connection to land, waters and community. We pay our respects to all Aboriginal people and to the Elders past and present and emerging. We support the Uluru Statement from the Heart and our recognition and acceptance of your invitation to walk with you towards a movement of the Australian people for a better future.

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Shelter WA is the 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

Innovation

Collaboration

Leadership

National Networks

Shelter WA is part of a network of state and territory based peak housing bodies working in partnership with National Shelter. Through this network the collective strength of housing and homelessness advocacy occurs a national level. Shelter WA has a seat on the National Shelter board. This representation strengthens Shelter WA's capacity to represent the interests of Western Australia at a national level, through participation in research, policy, advocacy and engagement.

Acknowledgement of Support

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

- The Department of Communities
- The Department of Finance
- The Federal Department of Health
- Lotterywest
- 2019 Homelessness Week Supporters - Lotterywest; Department of Communities; Beyond Bank; Brookfield Properties; Property Council of WA; Woodside Energy; Crankin Wheel Women
- The McCusker Centre for Citizenship, University of Western Australia
- Our members
- Our key partners and stakeholders



An Effective Housing System

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

At the heart of Shelter WA's vision for the future is a society where everybody has a safe, secure, healthy and affordable place to call home, that enables them to thrive regardless of their life circumstances.

Housing is more than simply a roof over our head. A home should provide a sense of safety and security where people feel in control of their environment; 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. A home should provide the foundation for individual health and well-being, for belonging, enabling people to participate in education, employment and to participate as a member of their local community.

To deliver the homes that individuals, families and communities need, we need an effective housing system; one that provides real choice for people regardless of their income, culture, ability or family arrangements; one that is responsive and adaptive to different needs; and one that facilitates inclusive neighbourhoods, creates opportunity and enables everyone to participate in social, economic and civic life. A system that considers the financial and environmental impact of living in a home, ensuring that homes are energy efficient - reducing their energy consumption, environmental impact and long term running costs for a tenant or owner.

To deliver the homes required, we need to put people at the centre of our housing system and a community that demands housing justice for all.

Solving complex policy problems requires the input of many voices. This includes civil society, government, industry, the community sector, research institutions, and those with lived experience of housing insecurity.

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

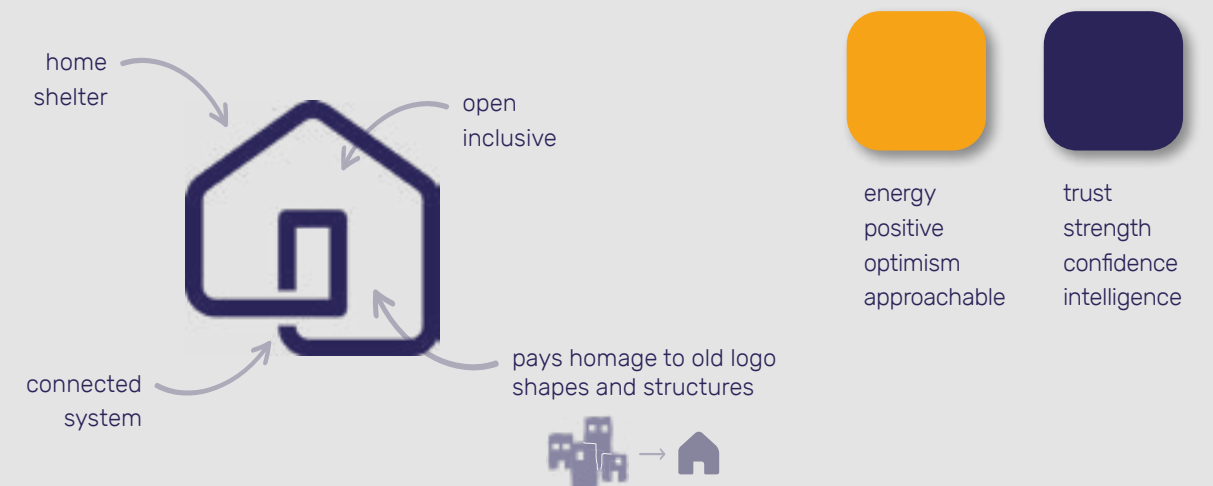
Shelter WA plays a key leadership role in championing the development of an effective housing system and bringing all parts of the housing system together to drive systemic change. This rich network, facilitated by Shelter WA, creates a strong collaboration between organisations and individuals working towards our collective goal that all people in Western Australia have housing that enables them to thrive.

New Branding

2020 is the 40th year of operation for Shelter WA. To recognise this milestone, we launched our new website and revisited the Shelter WA brand.

The brand refresh was undertaken as a result of workshops and interviews with members and partners that determined and reflected on what Shelter WA is to the sector and our stakeholders. The feedback allowed us to develop a clearer, fresher brand that reflects us in our fortieth year and our strategic direction moving forward.

Our New Logo





Chairperson's Report

Our goal at Shelter WA is to provide a strong, well informed voice that leads discussion, engagement and advocacy to build an effective housing system in WA. For forty years, Shelter WA has worked with members and stakeholders to improve housing outcomes for all Western Australians.

This year's report highlights the substantial work undertaken by Shelter WA, our members, and partners over the last year. Despite the hard work of the housing and homelessness sector over many years, progress in resolving housing affordability and security for all remains slow. Long social housing waiting lists, insufficient affordable rental homes, a lack of diverse housing choice to meet people's needs, insecure tenancies, overcrowding and increasing homelessness are clear signs the housing system is not serving the needs of all West Australians.

Shelter WA's work remains critical. Through our leadership we bring together government, civil society, and the private sector to work toward making change happen at a systemic level.

At no time was the need for the work of Shelter more apparent than during the pandemic. The pressure on our sector and the resilience that was demonstrated by the sector during this time cannot be underestimated. During this time the broader community concerns regarding housing affordability and homelessness has grown as people can see the impact of housing insecurity across the community. As we look to recovery efforts, we will continue to advocate strongly so everybody has a place to call home.

Shelter WA's vision cannot be achieved without the commitment and ongoing support of our members and key partners. I would like to acknowledge and thank the Shelter WA staff for their hard work and commitment over the last twelve months, and particularly the strong leadership that was evident over the last six months.

The team at Shelter have done a remarkable job at keeping the sector informed and engaged in challenging times.

I would also like to express my thanks to the Shelter WA Board for their dedication and support over the past twelve months. At the 2019 AGM we farewelled Board Members Mark Glasson (Anglicare WA) Catherine Spini (Centrecare), Ben Hawthorn (Ruah) and Julia Shadlow-Bath (Goldfields Indigenous Housing Organisation). I would like to thank them for their support of Shelter WA.

Finally, this will be my first and last report as Chair of Shelter as it is, with regret, that I will be standing down from the Board at the AGM. It has been an honour and privilege to work with the hard working and very committed board of Shelter. I would especially like to acknowledge the leadership and work undertaken by our CEO, Michelle Mackenzie. In her role as CEO Michelle has built Shelter WA into a respected and integral voice within the housing sector in WA.

Shelter WA is in a strong position, with secure funding and the right people to continue its important work. I wish you all every success in working toward the goal of a place to call home for everyone.

Kathleen Gregory AM
Chair



Chief Executive Officer's Report

One of the great joys and privileges of working at Shelter WA is connecting with the people and services who work to deliver great housing outcomes for all people across Western Australia.

By working collaboratively with our members, developing strong partnerships and driving change through active participation in reform opportunities, we continue to prosecute a strong, evidence-based policy and advocacy agenda to increase social and affordable housing supply, and to end homelessness.

As a result of sustained and ongoing advocacy, this year we saw the progression of important State strategies and legislative reform as outlined in this report, and new investment in social housing and homelessness services.

Shelter WA's position as a leading authority on housing and homelessness issues continue to grow. Our new brand reflects our direction as thought leaders and innovators, drivers of action and facilitators of change. This year we were pleased to negotiate a new five-year funding agreement with the Department of Communities. This provides the foundation, in our fortieth year, for a bright future.

This year COVID-19 had an enormous impact on services and the community, increasing housing insecurity and homelessness. The ability of our sector to collaborate, plan and pivot in response to the pandemic was phenomenal. Through our collective efforts we grew stronger, working towards a common vision for housing justice for all.

A small, passionate, and committed team drive the work of Shelter WA. I would like to acknowledge the extraordinary efforts across the Shelter WA team to support our members and to realise our vision. Also, I would like to sincerely thank the Board for their stewardship and ongoing support. Finally, I would like to thank our members, collaborators, and partners. Your collective knowledge, expertise and support is critical to drive system reform so that all Western Australians have a home that enables them to thrive.

Michelle Mackenzie
Chief Executive Officer

A black and white close-up portrait of Marcus Graham, a middle-aged man with short, dark hair, looking directly at the camera with a slight smile. He is wearing a dark-colored crew-neck shirt.

Everyone has a **right** to a place to call **home**

Marcus Graham

Australian Actor and Advocate



In 2019 we produced a short video campaign featuring Australian Actor Marcus Graham.
Watch the video online at www.shelterwa.org.au

Highlights 2019-20

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



Advocacy and engagement

During 2019-20 our engagement, evidence-based policy positions and strong advocacy created strategic alignment to drive our vision for housing reform.

Our forums, events, and roundtables, provided opportunities for collaboration between the community, people with lived-experience of homelessness or housing insecurity, the community sector, researchers, government, and industry.

These partnerships and activities drove our common goal that everybody in Western Australia has housing that enables them to thrive.

National campaigns

This year we seized on Federal reform opportunities to drive positive social and affordable housing outcomes. This included:

- The Council of Australian Governments (COAG) Australian Building Code Board for energy efficiency provisions and accessible housing standards.
- Solutions to end homelessness to the House of Representatives Standing Committee on Social Policy and Legal Affairs Inquiry into Homelessness in Australia.

Through the National Shelter network, we placed a West Australian focus on national issues including:

- National Inclusionary Zoning Report
- National Survey of Renters
- The National Rental Affordability Index 2019
- The Social Housing Acceleration and Renovation Program (SHARP)
- The Constellation Project, a cross-sector collaboration to end homelessness

As the WA lead for the Everybody's Home Campaign we drove campaign strategy and WA's input into national advocacy.

“Shelter provides an important service to local governments, as it is positioned in an advocacy and arbitrational role that local governments cannot provide themselves.”

Highlights 2019-20



Driving housing reform in WA

Housing our Community – an agenda for reform

Housing Our Community, Shelter WA's submission in advance of the 2019 WA State Government budget, outlined the case for housing reform. The Submission provided the evidence on how investment in housing and services will deliver the targets and outcomes sought from the McGowan Government's *Our Priorities: Sharing Prosperity Framework*.

Housing and Homelessness Strategies – the pathway forward

Our response to State Government strategies influenced the agenda for reform.

- *All Paths Lead to a Home: Western Australia's 10-Year Strategy on Homelessness 2020-2030*, centred on Housing First, built on the work of the WA Alliance to End Homelessness and sustained advocacy. An outcome of sustained advocacy was new State investment into Housing First initiatives and two Common Ground facilities. Also new social housing investment through the Social Housing Economic Recovery Package and Housing Investment Package.
- The Department of Health's review of managing housing and health risks was influenced by our response for the need for regulatory reform to reflect the intersection of housing health issues.
- Strata Title Reform recommendations for safeguards for the termination of schemes, especially those who are vulnerable and a full procedural and fairness review by the State Administrative Tribunal, were progressed.
- To drive system reform through the new Western Australian Housing Strategy, policy support was provided to the Shelter WA and National Shelter representatives on the Housing Strategy Working Group. We brokered partnerships with the Department of Communities to drive stakeholder engagement, designing and undertaking forums and surveys with metropolitan and regional communities, tenants, and the community housing sector to inform the strategy.
- To manage risk and support a robust social housing sector, we worked across and within government to understand the impact on social housing of land development and related commercial functions shifting from the Department of Communities to DevelopmentWA.

Reducing housing poverty and responding to climate change

As an active member of the Healthy, Affordable Home Coalition, our advocacy for energy efficiency, in alignment with the COAG Trajectory for Low Energy Buildings, supported the national low-income energy productivity program for resilient housing and low-income earners. Through RenewWA we continue to influence energy efficient housing outcomes.

To ensure new buildings will be more energy efficient we drove adoption of the National Construction Code 2019 (NCC 2019) in WA, working in partnership with the Energy Efficiency Council, RenewWA, the Australian Institute of Architects, Australian Window and Glass Association, the Building Product Industry Council and the Property Council for legislative reform to drive good housing outcomes.

Highlights 2019-20

An effective housing system for tenants

Once considered a transitional phase on the road to home ownership, the modern rental market is breaking this stereotype. A focus this year was ensuring that the housing system is effective for people who rent.



Make Renting Fair Campaign Review of the Residential Tenancies Act (1987) WA

Shelter WA is the backbone of the Make Renting Fair Alliance, a coalition of organisations and renters. We developed our manifesto for change, named The Tenancy Ten to make renting fair. The campaign created a movement for change and informed our policy response to the review of the *Residential Tenancies Act (1987) WA*. We will continue to influence this significant piece of legislative reform as it unfolds.

Better Public Housing outcomes for tenants

We monitored implementation of the Auditor-General's recommendations on Managing Disruptive Behaviour in Public Housing. Advocacy with other peaks for a moratorium on evictions of children and people with serious and persistent mental health issues continued. We continued to press for the Tenant Journey Mapping project within the Department to understand issues and inform a systemic solution to prevent evictions.

To deliver better tenant outcomes from the Thrive program, we worked with Community Employers WA (CEWA), the WA Council of Social Services (WACOSS) and the Departments of Communities and Finance for program clarity. Our advocacy resulted in workshops that will inform all future tenders by the Department. We were invited by the Department to facilitate workshops with the Thrive providers to support the rollout of this new program.

Home Hub Partnership – better matching housing supply with need

Home Hub, Western Australia's first not-for-profit online advertising service helping to match properties, with people was launched with support from Shelter WA. We transitioned our Housing Options and Resources Services Directory onto the Home Hub website, providing a better experience for users.

Highlights 2019-20

An effective housing system: Harnessing the community housing sector



We used every opportunity to influence government and industry to harness the community housing sector's strength to increase social and affordable housing supply.

- To influence change, in partnership with the Department of Communities and the Community Housing Industry Association of Western Australia we established the Community Housing Governance Committee as a framework for reform.
- To support the sector respond to legislative changes within the WA Residential Tenancies Act, a toolkit was developed with materials and resources for organisations when faced with a situation which may involve family and domestic violence.
- To drive energy efficient solutions at scale and harness new financing options we partnered with BOOM! and Impact Seed. As outcome of our Energising the Community Housing Sector workshop, is a cross-sector reference group driving advocacy and initiatives.
- To influence the government's response to COVID-19 agenda we established a community housing reference group to drive our negotiations on the new Residential Tenancies (COVID-19 Response) Act.

The power of lived experience

Centring the voice of people with lived experience at the heart of housing and homelessness policy is critical to achieving system reform. This year this approach became embedded at Shelter WA.

Hear of My Experience (HOME) Project

We secured investment for the Hear of My Experience (HOME) project. The project brought together seventeen people who have experienced homelessness or housing insecurity to participate in, lead consultation and co-design processes to influence housing policy and programs.

Through eight co-designed workshops, the HOME participants informed the development of a Lived Experience Toolkit for housing and homelessness service providers through self-selected training. This Toolkit, developed in partnership with Tenancy WA and the University of Western Australia's Centre for Social Impact (CSI), was informed by extensive engagement and research.

The Toolkit includes the principles for engaging people with lived experience in a co-design process, and examples tested through this project of how to make a co-design process a success.



Highlights 2019-20

Advocacy for specific populations

Evidence shows that particular groups are more marginalised within housing markets, and a dedicated focus along with specific solutions are required to deliver positive housing outcomes.



First Nations Peoples

Housing and Homelessness is one of three priority areas for the Elder Co-Researchers from the Telethon Kids Institute Ngulluk Koolunga Ngulluk Koort Our Children, Our Heart Project. Building on the foundations of the 2018 Metropolitan Aboriginal Housing Forum, we continued our strong relationship with the Elder Co-Researchers to inform and partner on a housing and homelessness agenda.

Healthy homes for First Nations People

Supported by investment from the Federal Department of Health, we commenced a significant research project to review the intersection between health and housing policy over the last twenty-five years, and to develop recommendations for an innovation agenda to enhance housing and health outcomes. This culturally informed and led project had a national perspective, so we formalised a governance partnership with the National Aboriginal and Torres Strait Islander Housing Association (NATSIHA) and National Shelter. Extensive consultation was held, along with research and this research will be launched in late 2020.

Building capacity - Aboriginal Community Housing Organisations

We actively supported the collective aspirations of the four WA Aboriginal Community Housing Organisations to grow, facilitating meetings with the Federal Minister for Indigenous Affairs and Minister for Homelessness and Community Housing. This led to joint funding proposals. Advocacy occurred with senior staff at the National Indigenous Australians Agency and the National Housing Finance and Investment Corporation about policy changes to support this growth agenda.

Healthy and safe homes - Remote housing maintenance

Our advocacy for Commonwealth investment into remote community housing continued. Also for a new model that builds on the strengths of local Aboriginal organisations, creates employment pathways and delivers better housing outcomes for tenants.



Highlights 2019-20

Advocacy for specific populations

People with disabilities and serious and persistent mental health issues

People with disabilities and serious and persistent mental health issues are often disadvantaged due to housing location, affordability, and poor housing design. Living in a safe, secure, and stable home is not only a right but an important part of staying well.

- We partnered with the Summer Foundation to develop the National Disability Insurance Scheme (NDIS) Housing Options Resources for Western Australia. Two resource books were created to assist people with disability, their families, and NDIS and housing providers deliver great housing outcomes.
- To drive advocacy for homes that are designed with accessibility for all ages and stages of life, we provided submissions to the Australian Building Construction Board on Regulatory Impact Statement for an access standard for housing in the National Construction Code.

Seniors

Shelter WA were pleased to see our recommendations, based on the outcome of state-wide consultation, included in *The State Government's Ageing with Choice – Future directions for seniors housing 2019-2024*. As an active member of the Housing for the Aged Action Group (HAAG) Reference Group we drove the Ageing on the Edge Report outlining the rapidly growing housing problems facing many older people in WA. We commissioned, *Reimagining Home for Older Single Women on low incomes in Western Australia* which is due to be launched late 2020.

“For those interested in social issues for housing in WA, Shelter WA is an excellent source of information and opportunity for advocacy.”



Ending Homelessness

All Paths Lead to a Home: Western Australia's 10-Year Strategy on Homelessness 2020-2030 provides a new framework and direction to end homelessness in WA. Shelter WA had input into shaping the strategy through membership of the working group. The announcement of new government investment and initiatives to drive the welcome strategy was the outcome of sustained advocacy.



A sustainable service system to meet people's needs

With specialist homelessness services contracts ending, we co-designed a process with the Department of Communities for the commissioning of homelessness services. In partnership with CEWA, WACOSS and the Youth Advisory Council of WA (YACWA) our advocacy for an appropriate extension and funding of specialist homelessness services contracts as this co-design process developed.



Delivering great housing outcomes in 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 facilitating social and affordable housing supply and ending homelessness. We worked with the City of Perth on the development of their Interim Homelessness Plan and implementation of the plan's actions. Also, we provided advice to local governments which resulted in a number of Councils developing homelessness strategies. Work continued in partnership with the WA Local Government Association and the Local Government Professionals on the development of a model Local Government kit.



“Shelter is a great source of information about, and collaboration on, housing and homelessness issues. It is an important network.”

Ending Homelessness

Homelessness Week 2019

Homelessness Week's focus on Housing First was designed to inform our sector and influence the WA Homelessness Strategy.

Mr Bob Jordan, Ireland's Director of Housing First, City of Dublin, attended the Week discussing how to scale up and embed Housing First into policy and practice. Through discussions, presentations, workshops and meetings with government Ministers and staff Mr Jordan's knowledge and expertise, helped to shape the new homelessness strategy and drive the Housing First agenda forward.

Over 1,000 people attended the eight events organised by Shelter WA. We supported over 35 partnerships and independent events across Western Australia. Homelessness Week attracted State and National media, with Mr Jordan's presence a catalyst for media interest. Community generosity was galvanised through a GoFundMe for the Ruah-led 50 Lives 50 Homes' Program.

Mythbusting Homelessness: We Can Answer That

Conceived and managed by people with lived experience of homelessness, a video series was produced of responses to online questions submitted by the public. This project contained pure, honest and heartfelt answers from people who have experienced homelessness.



Shelter WA's Hosted Events

Homelessness Week 2019 Launch

Officially opened by Minister Simone McGurk, the launch included 'Home Is Where My Heart Is' photographic exhibition by members of the Homelessness Youth Advisory Council.



Building to Ending Homelessness: Corporate and Community Action

In partnership with the Property Council of WA this forum focussed on developing industry, corporate and community action to create more supply of affordable housing within well-designed cities.



Ending Homelessness in WA by 2030: Making the Strategies A Reality

The WA Alliance to End Homelessness work was showcased including the launch of the 'Ending Homelessness in Western Australia 2019 Report' and a new Outcomes Measurement and Evaluation Framework for homelessness.



Ending Homelessness

Homelessness Week 2019

Shelter WA's Hosted Events

Housing First Workshop with Bob Jordan and Dr Sam Tsemberis

This interactive deep dive focussed on implementing Housing First at scale. Utilising lessons from Ireland, the 50 Lives 50 Homes' Program, and via a live video cross to Los Angeles with Dr Sam Tsemberis who founded Pathways to Housing, participants reflected on how to apply this knowledge across WA.



Homelessness Week Breakfast with Woodside Energy

Woodside Energy provided the platform to address and to discuss with industry leaders on the Housing First Model.

The Real Streets of Europe with Associate Professor Lisa Wood

Associate Professor Lisa Wood, from the School of Population and Global Health, University of Western Australia, shared her insights from a seven-week visit to the United Kingdom and Finland to explore homelessness responses.



The Whole Leadership Group

glue / oversight

Shared learnings

NARRATOR of Vision

sense maker

Bridging

Advocacy

Charging public perception

Social Determinants

or Stories

Learning

? Term Body

This work continued under the guidance of the Alliance’s original Facilitating Group, which was shaped into a Collaborative Lead Group, an expanded leadership group. During this period, an independent Chair was appointed, and with the formation of the Collaborative Lead Group and additional funding, the Chair’s role became an Executive Officer position.

Governance Framework

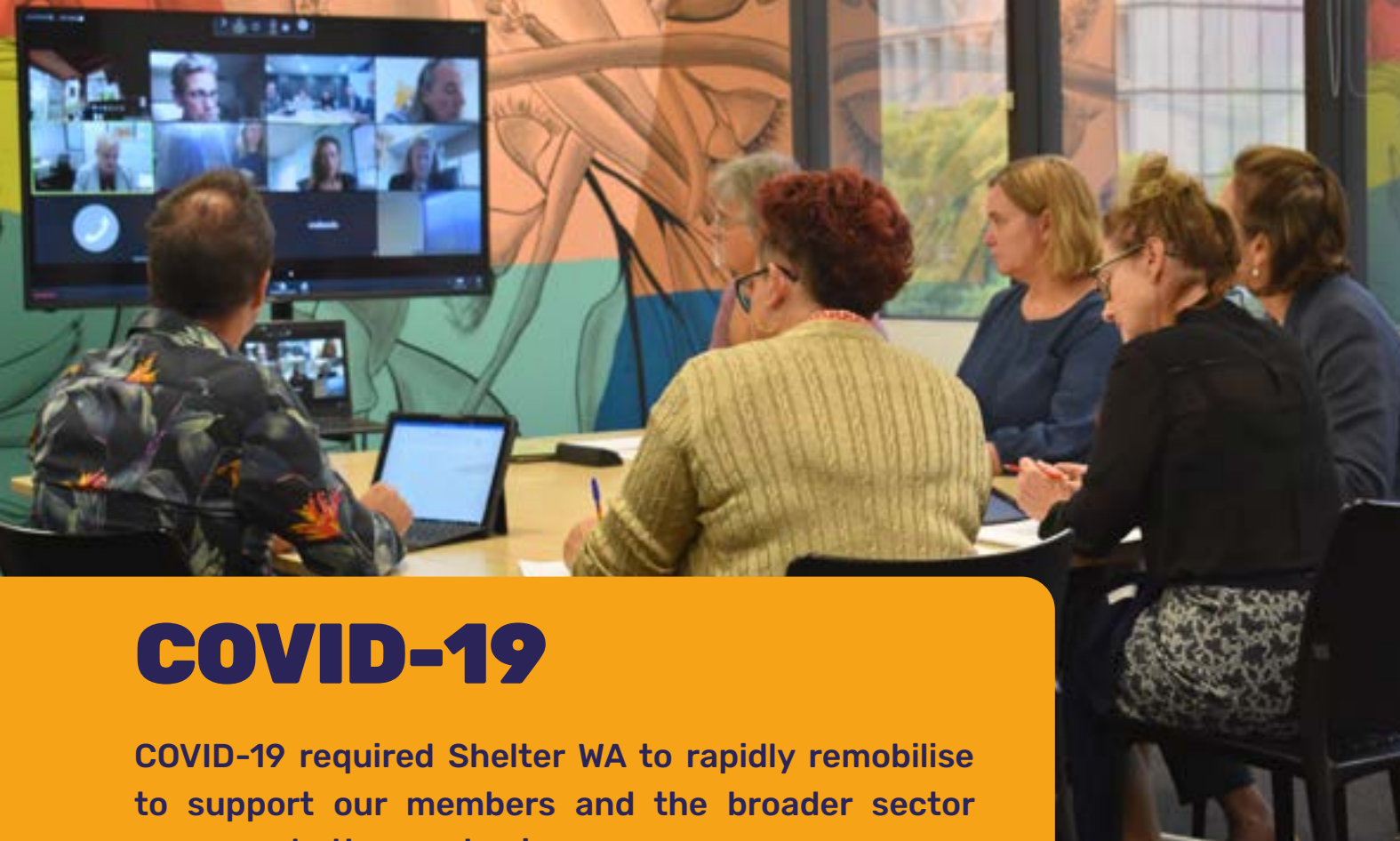
Co-design Toolkit

Outcomes Measurement and Evaluation Framework

Homeless Youth Advisory Council

Fundraising Strategy

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COVID-19

COVID-19 required Shelter WA to rapidly remobilise to support our members and the broader sector response to the pandemic.

We worked quickly and effectively to understand the impact of COVID-19 on the housing and homelessness service system and how to best support the sector so staff, clients and tenants were cared for, protected and prevented from the risk of infection. Engagement across government, with requests to participate on Departmental and inter-governmental working groups and taskforces representing sector needs was immense but important to ensure that the needs of our members, the sector and the community were heard and addressed.

We immediately organised a state-wide forum of sector leaders creating a lead group to drive and inform our pandemic response. Key issues were identified, monitored and tracked as we undertook advocacy for the sector support. A working group of community housing providers was established with a focus on supporting tenancy management issues, business continuity and the impact of the pandemic on managing congregate living facilities.

To support the sector and drive the outcomes needed in response to the pandemic we:

- Commissioned public health professionals to inform a housing and homelessness response. Utilising national and international expertise Associate Professor Lisa Wood from UWA and Dr Andrew Davies from Homeless Healthcare, we created targeted information and resources for the sector. We also brokered information from the Department of Health for the sector.
- Identified sector pressure points and undertook strong advocacy on issues such as access to PPE and testing, health advice, service preparedness and containment support, infection control training, managing contractual obligations, business continuity, accommodation options for people who are rough sleeping, managing congregate living facilities and ensuring homelessness and housing services were defined as essential, along with the need for investment support to ensure service continuity.

- Established and curated a dedicated COVID-19 resource page on the Shelter WA website as a one-stop source of credible information. Ongoing COVID-19 alerts provided up-to-date information for the sector.
- Established a Sector Lead group which formed the basis of the Department of Communities COVID-19 Taskforce on Homelessness. Working groups under the taskforce drove joint government and sector responses for rough sleepers, essential services, health and safety, housing options, and outreach work.
- Undertook economic modelling work to understand the economic impact of the pandemic on the sector and to inform government and sector responses.
- Established a community housing working group to inform renting and tenancy issues.
- Organised weekly whole of sector online meetings as a platform to share information and for services to remain connected.
- Participated on inter-governmental taskforces and working groups to inform the government response and to drive sector outcomes.

The sector's response framed within the COVID-19 Care, Protect, Prevent Framework did not reflect government policy. The government's pandemic response to rough sleepers was very different to other jurisdictions who rapidly housed or accommodated hundreds of people linking them with support services. This had significant implications for services who were stretched to capacity whilst ensuring they maintained health and hygiene standards and implemented social distancing requirements. As relationships between government and the sector became challenged, Shelter WA worked to broker an agreed way forward.

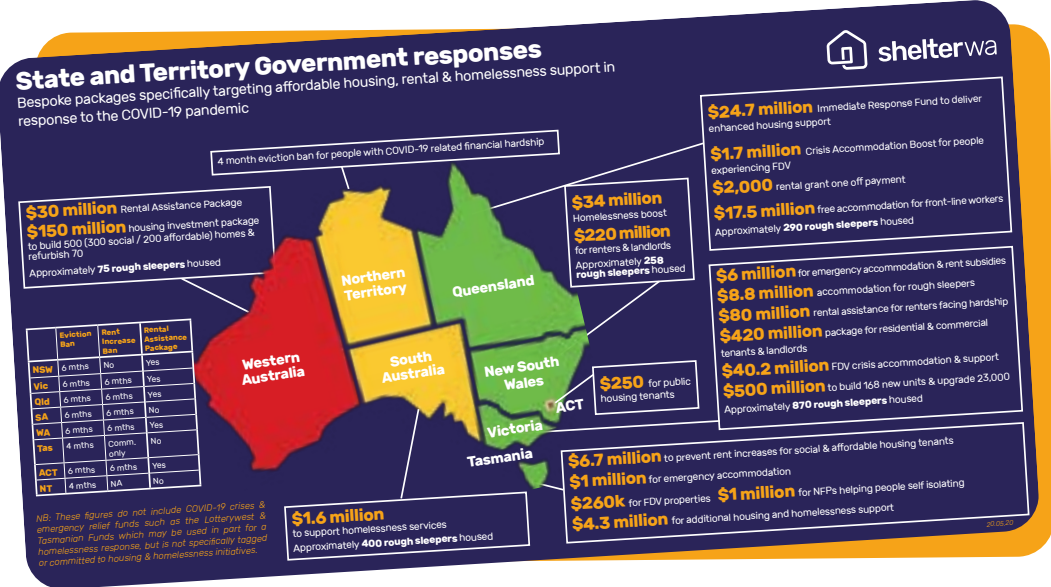
The Department of Communities' COVID-19 Homelessness Taskforce was re-orientated with the broader sector lead group becoming a Consultation Group to the taskforce. Modelling work was used to inform taskforce solutions. Scenario planning to understand the impact of the pandemic on the service system was undertaken to inform the government and sector response.

Shelter WA actively worked with government to ensure that people were protected from evictions and rent increases during this period. We were pleased with the introduction of the *Residential Tenancies (COVID-19 Response) Act 2020*, an important piece of legislation to prevent a new wave of homelessness. However, the Act did cause issues for the safe and health management of boarding and lodging houses. Shelter WA swiftly convened a working group of providers to understand the ramifications and to advocate for changes with government. This included a webinar with senior staff from the Department.

Due to ongoing advocacy Outbreak Planning Workshops for Vulnerable (Homeless) Populations were held with the State Health Incident Coordination Centre (SHICC) to inform a congregate living response.

Key outcomes during this period included:

- A moratorium on rental evictions
- Financial support to prevent rental arrears
- A new dispute resolution process for tenancy matters
- A moratorium on termination notices and evictions in public housing
- A moratorium on rental increases
- COVID-19 supplementary support payments not included in social housing rent setting calculations
- A moratorium on mortgage defaults
- Government contract reviews paused
- Community housing registration reviews suspended
- No penalisation to services if government contract deliverables are not met
- New investment in social housing builds, maintenance and refurbishments
- Housing First funding initiatives
- Hotels with Heart Pilot Program
- Outbreak planning for congregate living facilities



Recovery

As a result of our strong advocacy and work during the pandemic, Shelter WA was one of a handful of agencies invited to the Premier’s Recovery Roundtable and the Housing and Construction roundtable hosted by the Ministers for Housing and Planning to inform the State’s recovery efforts.

To inform the Western Australian recovery agenda we hosted a Webinar with Professors Saul Eslake and Hal Pawson on Economic Recovery, Community services and COVID-19: Roles, challenges and opportunities providing greater understanding on the role of housing to drive the recovery agenda.

Our members and partners started to see a new group of people falling into housing insecurity and homelessness as a result of the economic impact of COVID-19. We know that there will be a lagged and long-term impact if people lose their private rental properties or their homes which will put new pressures on the social housing and homelessness services system. Our work to shape recovery will continue.

Shelter WA was pleased to contribute to a wider review by the Department to develop the foundations for a new framework to strengthen partnerships between the Department and our sector.

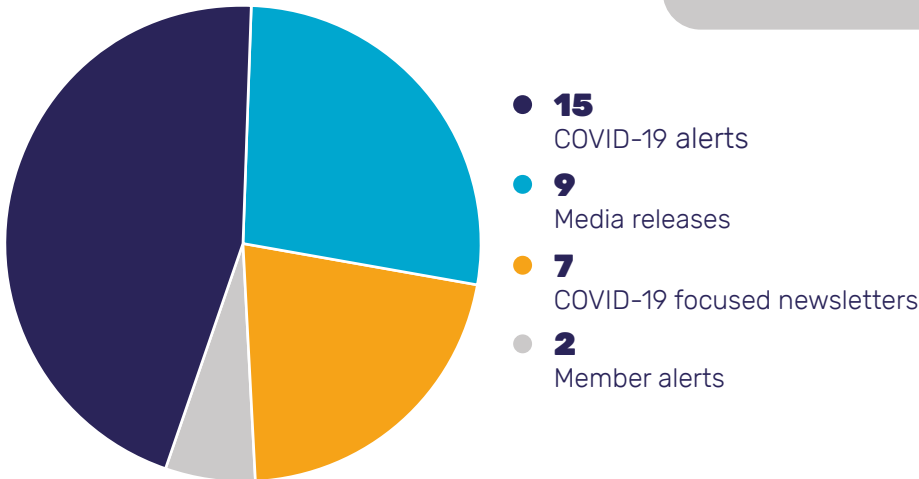
- 14 Peaks Meetings
- 13 Communities COVID-19 Homelessness Taskforce Meetings
- 13 SWA Consultative Forums (COVID-19 and the sector)
- 9 Working in partnership COVID-19 - Department of Finance Meetings
- 5 SWA CHP Forums
- 4 Communities - Whole of Taskforce Chair Meetings
- 2 WAPHA Meetings
- 2 SHICC Workshops
- 2 Department of Premier and Cabinet Recovery Roundtables

Dedicated website with resources

- Advocacy tracker
- Map to track policy and investment responses nationally and in other jurisdictions
- Commissioned public health information

Webinars

- Associate Professor Lisa Wood and Dr Andrew Davies
- RTA CHP Seminar, 1 May 2020
- Professors Saul Eslake and Hal Pawson, 26 June 2020
- Tiffany Allen, Executive Director Housing and Homelessness, Department of Communities



Driving Reform: Submissions to Federal and State Government



Housing our Community – the case for reform

- Shelter WA State Submission in advance of the 2020/21 State Government budget
- 10 Year Women's Plan
- Waive Western Australia's State Government Housing Debt

Reducing energy poverty and climate change impacts

- All Australians Deserve a Healthy, Safe, Affordable Home
- Department of Health Climate Health WA Inquiry
- Joint Proposal for Economic Stimulus Healthy & affordable homes: national low-income energy productivity program (NLEPP)
- RenewWA Call to Climate Action
- Healthy & affordable homes: national low-income energy productivity program (NLEPP)
- Extension of transitional provisions to National Construction Code 2019 – Joint submission with ASBEC, ABSA, Australian Glass & Window Association, BIPC, Insulation Australia, Property Council, and WACOSS.
- Extension of transitional provisions to National Construction Code 2019 – DMIRS

Delivering better housing outcomes through a modern strata title system

- Strata Titles (General) Regulations 2019 – Seller Disclosure and staged subdivision – (1st round consultation)
- Strata Titles (General) Regulations 2019 – Seller Disclosure and staged subdivision – (2nd round consultation)

Housing healthy people and communities

- Managing Housing and Health Risks in WA – Department of Health
- Public Health Act Boarding and Lodging – Department of Health

Ensuring a fair and just rental system for all

- Residential Tenancies Act Review – Department of Mines, Industry Regulation and Safety – Commerce

Ensuring accessible housing options for people of all abilities

- ABCB Accessible Housing – Australian Building Construction Board

Ending Homelessness

- House of Representatives Standing Committee on Social Policy and Legal Affairs Inquiry into Homelessness in Australia

Working Groups, Forums, Presentations and Events

“Shelter WA is working hard to assist people to have a home. Very inclusive group who listen to people affected by homelessness or in precarious housing.”



A Seat at the Table

Agency	Forum
Minister for Planning	METRONET Private Sector Reference Group
Minister for Community Services	Western Australian Council on Homelessness (WACH)
Department of Premier and Cabinet	Supporting Communities Forum Homelessness Working Group
Australian Bureau of Statistics	Homelessness Statistic Reference Group
Department of Communities	COVID-19 Taskforce on Homelessness
Department of Premier and Cabinet	Premier’s State Recovery Advisory Group
Department of Premier and Cabinet	Housing and Construction Roundtable
National Shelter	National Committee
Department of Communities	Housing Advisory Round Table (HART)
WACOSS	WA PEAKS Forum
Mission Australia	Anti-Poverty Week Committee
WACOSS	100 Families Reference Group
Department of Communities	Commissioning Working Group on Homelessness

Agency	Forum
Department of Finance	Working in Partnership COVID-19
Department of Communities	Common Ground Project Board
NDS	WA Accommodation and Housing Sub-Committee
Tenancy WA	Make Renting Fair Campaign
Minderoo Foundation	Generation One Housing Partnership
WAAMH	Inquiry and Design Group Supported Accommodation
Department of Communities	Community Housing Engagement Committee
COTA / HAAG	Ageing on the Edge Action Group
HAH (Healthy and Affordable Homes)	Energy efficient homes in alignment with COAG’s
Minimum Rental Standards	Sub-working group of the HAH focusing on energy efficiency in minimum rental standards
RenewWA	Local community call for action against climate change
Housing and Productivity Research Consortium	Consortium of national and state housing peak bodies, research institutions driving research into social and affordability housing

Working Groups, Forums, Presentations and Events

External Presentations

Agency	Event	Topic
UWA Centre for Social Impact	Social Impact Forum	Learning to Action Housing
Property Council of WA	Commercial Committee	Homelessness
City of Bayswater	Councillors	Affordable housing and homelessness
Australian Housing and Urban Research Institute (AHURI)	National Conference	Sustaining tenancies in local housing
Local Government Community Safety Network	2019 State Conference	Local Government social and affordable housing and homelessness
Environmental Health Association of WA	2019 State Conference	Local Government social and affordable housing and homelessness
Curtin University	3rd year economics class	Affordable housing
Communities	SDA Workshop	SDA and NDIS
Alliance Housing	AGM	Housing
Hygge	Home Hub Launch	Innovation
WA Association for Mental Health (WAAMH)	WAAMH Conference	Evictions
Co-operation Housing	Co-op Conference	The role and value of Co-ops
Liveable Cities	Liveable Cities Conference	Improving Energy Efficiency for Vulnerable Households
Liveable Cities	Liveable Cities Conference	A Planning Mechanism to Increase Affordable Housing Supply in WA

Forums and Events

More than 1,500 people attended the Shelter WA forums and events listed below.

- **Thrive Lessons Learnt Workshops**
- **Thrive Service Provider workshops**
- **Homelessness Week Events**

- Launch
- Building to end homelessness – The Property Council of WA
- Ending homelessness by 2030 – WA Alliance to End Homelessness
- Housing first workshop – Bob Jordan
- Members Conversation – Bob Jordan
- Woodside Breakfast – Bob Jordan
- Real streets of Europe – Associate Professor Lisa Wood

- **Container Deposit Scheme Recycling Forum**

- **Regional and Metro PBS and Housing Strategy workshops**

- Perth
- Bunbury
- Kalgoorlie
- Albany
- Geraldton
- Broome
- Karratha
- Kununurra
- Port Hedland
- Northam

- **Tenant PBS and Housing Strategy workshops**

- **2019 Shelter WA AGM** – Mr David Rowe, Chair WA Housing Strategy Advisory Group

- **Aboriginal Housing and Health Workshop**
- **Energising the community housing sector Workshop**
- **Boarders and Lodgers Public Health Act Forum**
- **Inquiry into Homelessness Workshop**
- **Residential Tenancies Act Review Workshop**
- **COVID-19 and Homelessness Webinar** – Associate Professor Lisa Wood and Dr Andrew Davies
- **COVID-19 Homelessness Consultative Group Forums**
- **COVID-19 Community Housing Forums**
- **COVID-19 Boarding and Lodging House Forums**
- **Residential Tenancies Act: The Changes and what they mean for CHPs Webinar**
- **Residential Tenancies Act Review – Boarders and Lodgers Webinar**
- **Economic Recovery, Community services and COVID-19: Roles, challenges and opportunities** – Professors Saul Eslake and Hal Pawson

Key Stakeholder Engagement

National Organisations

AHURI	Everybody's Home Campaign	Indigenous Business Australia	National Aboriginal and Torres Strait Islander Housing Association
National Shelter Network	Community Housing Industry Association	Committee for Economic Development Australia	Australian Prudential Regulation Authority
Homelessness Australia	Housing for the Aged Action Group	Australasian Housing Institute	Department of Health
Summer Foundation	Australian Building Construction Board	National Indigenous Australians Agency	National Disability Insurance Agency
Australian Securities and Investments Commission	Department of Infrastructure, Transport, Cities and Regional Development	Australian Bureau of Statistics	Boom! Energy
Department of the Treasury		Department of Social Services	The Hon Ken Wyatt AM MP and staff
National Housing Finance and Investment Corporation		Infrastructure Australia	The Hon Michael Sukkar MP and staff
		Constellation Project	The Hon Luke Howarth MP and staff
		National Shelter Committee	The Hon Jason Clare MP and staff
		Health Affordable Home Coalition	Senator Louise Pratt and staff
			Senator Sue Lines and staff

“Shelter WA provides an important service to local governments as it is positioned in an advocacy and arbitral role that local governments cannot provide themselves.”



Western Australian Organisations

Tenants Action Group of WA	Community Employers of WA	WA Association of Mental Health	National Disability Services WA
WA Council of Social Services	Community Legal Centres Association WA	Youth Affairs Council of WA	Council on the Ageing
WA Alliance to End Homelessness	Community Housing Industry Association of WA	Women's Council for Family and Domestic Violence	Financial Counsellors' Association of WA
People with Disabilities WA	Department of Communities	Department of Finance	Department of Health
Department of Jobs, Tourism, Science and Innovation	Department of Mines, Industry Regulation and Safety - Commerce	Department of Justice	Department of Local Government, Sport and Cultural Industries
Department of Planning, Lands and Heritage	Department of Premier and Cabinet	Department of Treasury	DevelopmentWA
Infrastructure WA	Landgate	Leadership WA	Lotterywest
Mental Health Commission	WA Planning Commission	METRONET Office	The McCusker Charitable Foundation
Minister Tinley AM MLA and staff	Minister McGurk MLA and staff	Minister Safiotti MLA and staff	Minister Quigley MLA and staff
Minister Cook MLA and staff	Minister Wyatt MLA and staff	Minister Harvey MLA and staff	Shadow Minister Krsticevic MLA and staff
Hon Tim Clifford and staff	Hon Alison Xamon MLC	Supporting Communities Forum Homelessness Working Group	WA Council on Homelessness
Make Renting Fair Alliance	City of Geraldton	City of Perth	City of Fremantle
City of Rockingham	City of Swan	City of Mandurah	City of Vincent
City of Subiaco	City of South Perth	City of Wanneroo	City of Joondalup
City of Bayswater	Shire of Broome	City of Karratha	Town of Port Hedland
City of Kalgoorlie-Boulder	City of Stirling	Shire of Augusta-Margaret River	City of Albany
Shire of Northam	Shire of Wyndham-East Kimberley	City of Bunbury	Shire of Laverton, Leonora and Menzies
City of Canning	RenewWA	Climate Justice Union	Murdoch University
Shire of Ngaanyatjarra	Mowanjum Aboriginal Corporation	Pilbara Meta Maya	Nirrumbuk Environmental Health Services
Marra Worra Worra Aboriginal Corporation	Regional Alliance West	Kimberley Community Legal Services	Pilbara Community Legal Service
Telethon Kids Institute Ngulluk Koolunga Ngulluk Koort Elders' Group	100 Families WA Reference Group	WA Local Government Association	South West Australia Homeless People
Local Government Professionals Community Services Association	Urban Development Institute of Australia WA	Housing Industry Association WA	Real Estate Institute of WA
Master Builders Association of WA	Property Council of WA	Chamber of Commerce and Industry of Western Australia	Australian Institute of Architects (WA Chapter)
Planning Institute of Australia (WA Chapter)	Bayswater Futures	UWA Centre for Social Impact	UWA Centre for Public Health
UWA Australian Urban Design Research Centre	Bankwest Curtin Economics Centre	Curtin University - Urban Planning and Property Management	Shelter WA members and community service sector agencies
Curtin University Business and Law School	Edith Cowan Economics Centre	Social Ventures Australia	Curtin University - AHURI Centre
Impact Seed	Anti-Poverty Week Committee	Claisebrook Lotteries House Board	

Shelter WA Members

A strong, and collective voice ensuring that everybody has a right to a place to call home. This financial year Shelter WA represented 107 members who collectively have over 10,000 staff who work across the housing and homelessness sector.

Our work drives our vision and supports our members. Members play a significant role in shaping our policy and advocacy agenda. Membership not only drives our vision but signals that social and affordable housing and ending homelessness are critical social issues that warrant attention.

Organisational Members			
55 Central Inc	Connect Housing WA	Mission Australia (WA)	St Bart's
Access Housing	Connect Victoria Park Inc	Multicultural Services Centre of WA	St Patrick's Community Support Centre Limited
Accordwest	Co-operation Housing	Murchison Region Aboriginal Corporation	St Vincent de Paul Society WA
Activ Foundation Inc	Financial Counsellors' Association of WA	Noongar Mia Mia Pty Ltd	Starick Services Inc
Advance Housing	Foundation Housing	Peel Youth Service	Tenancy WA
Albany Youth Support Association	Goldfields Indigenous Housing Organisation	Red Earth Property Group	The Salvation Army WA
Alliance Housing (WA)	Indigo Junction	Richmond Wellbeing Inc	Uniting WA
Anglicare WA	Interchange Inc	Rise	Victoria Park Youth Accommodation
Australian Red Cross	Just Home Margaret River Inc	Ruah Community Services	Waroona Family Support Service
Bethanie Housing Ltd	Lamp Inc	South West Refuge	Yinhawangka Aboriginal Corporation
Centrecare Inc	Mercy Community Services Inc	Southern Cross Housing Ltd	

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

Associate Members			
City of Bayswater	City of Perth	City of Stirling	Shire of East Pilbara
City of Fremantle	City of Rockingham	Rawlinsons (WA)	Yaran Property Group

Individual Members			
Janine Freeman MLA	Yasasya Kuruppu	Hakky Darwis	Naydeene Edwards
Angela Lemon	Joe Calleja	Tara Le Flohic	Kim Shanks
Elizabeth Lee	Daniel McManus	Karyn Lochore	Diana MacTiernan
Debra Corkill	Randal Wells	Elena Malpass-Musto	Trish Owen
Senator Sue Lines	Cole Vindeyoghel	Matthew Ashford	Neve Halverson
Robert Fong	Dianne Dempster	John Brigg	Yovita Kwok
Lyneve Amore	Sean McMorro	Gary Gower	Kim Stone
Kylie Groves	Monique Wijbenga	Howard Lance	Krishnand Veliyidathu
Senator Linda Reynolds	Justin Storer	Suzanne Hunt	Suzanne Battistessa
Gloria Sutherland	Julie Forrester	Antonio Mazzoleni	Michael Kiernan
Mary Marshall	Michelle Blakely	Kathleen Gregory AM	Rebecca Waddington
Julie Waylen	Gina Church	Ted Ellis	Jackie Perriman

Strong Media Presence

Shelter WA continues to have a strong media reach, driving advocacy and influencing commentary and debate. Shelter WA has a credible reputation and is the ‘go to’ organisation for media seeking a comment or information on affordable housing and homelessness issues in WA.



Media Releases

- Building bonus package to provide much needed social housing
- SHARP investment in social housing will create one thousand jobs
- Investment in social housing will create jobs and improve social outcomes
- Social and affordable housing critical post-COVID-19 recovery
- Rental Relief Package Welcome News for Tenants
- Rental eviction moratorium will help flatten the curve
- Let’s support each other through crisis
- Hotel doors opened to those who have no place to call home
- Shelter WA Statement: COVID-19. 20 March 2020
- COVID-19 – Targeted Response to Homelessness Needed Now!
- Rent’s still out of reach for 1/3 of West Australians
- Housing Corruption – \$25 million gone – 2,100 families now homeless
- 2019-2020 WA State Budget Analysis

Traditional Media

27
media mentions

10
radio interviews

13
media releases

Inside Housing fortnightly newsletter

↑ **36%**
increase in subscribers
on previous year

25
newsletters distributed

Website

↑ **32%**
increase in users
on previous year

↑ **32%**
increase in sessions
on previous year

Homelessness Week and the COVID-19 content on the website received the most traffic

Twitter

↑ **38%**
Increase in impressions
on previous year

↑ **9%**
Increase in followers
on previous year

1.53%
Steady rate of engagement

Facebook

↑ **54%**
Increase in followers
on previous year

↑ **140%**
Increase in reach
on previous year

↑ **187%**
Increase in organic reach
on previous year

11.29%
An above average rate
of engagement

LinkedIn

↑ **8.11%**
Increase in engagement
on previous year

2x
Number of followers
on previous year

Shelter WA Board

as at June 2020



11
9

Kathleen Gregory AM Chair



11
6

Julie Waylen Vice Chair



11
8

Natalie Sangalli Board Member



7
6

Gordon Cole Board Member



11
11

Michael Piu Treasurer



11
9

Justine Colyer Secretary



7
6

Eugenie Stockmann Board Member



7
6

Kate Ihanimo Board Member



7
6

Tara Le Flohic Board Member



11
8

Elizabeth Lee Board Member

Board Members

- **Mark Glasson**, Chair to October 2019
- **Ben Hawthorn**, Board Member to October 2019
- **Julia Shadlow-Bath**, Board Member to July 2019

Governance, Audit and Risk Committee

- **Michael Piu**, Chair
- **Natalie Sangalli**
- **Julie Waylen**

● Number of eligible meetings ● Number of meetings attended

Shelter WA Team

as at June 2020



Michelle Mackenzie
Chief Executive Officer



Lisa Kazalac
Head of Policy and Sector Development



Heather Bush
Head of Communications and Marketing



Jack Thornton
Policy and Projects Officer



Ainsley Jones
Graduate Policy Officer



Jenné Russell
Administration and Business Support Officer



Royceton Hardey
Social Media Coordinator

WA Alliance to End Homelessness

John Berger
Executive Officer

Royceton Hardey
Social Media Coordinator

Jonathan Shapiera
Lived Experience Consultant

Kit Scott
Lived Experience Consultant

Claire Dodd
Project Facilitator (30 Sept 2019)

Katie Liew
Project Advisor (30 Sept 2019)

Kai Schweizer
Project Officer (31 July 2019)



Treasurer's Report

I am pleased to present the Financial Statements of Shelter WA Inc. for the financial year ended on 30 June 2020.

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 2020 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 2020, and of the financial performance of the organisation for the year then ended.

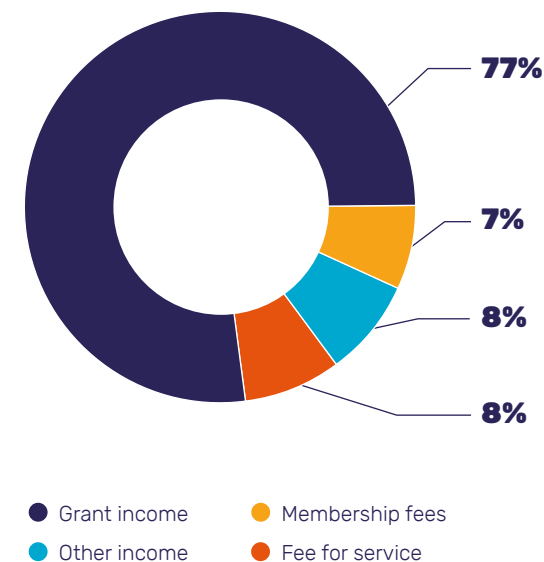
Shelter WA ended the 2019/20 financial year with a net surplus of \$299K, resulting in its net asset position increasing from \$504K as at 30 June 2019 to \$803K as at 30 June 2020.

Michael Piu
Treasurer

Financial Report

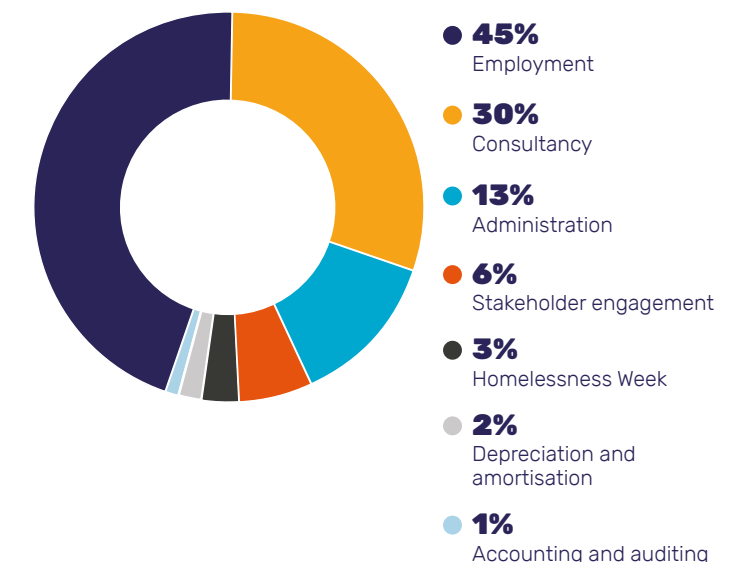
Income

Year ended 30 June 2020



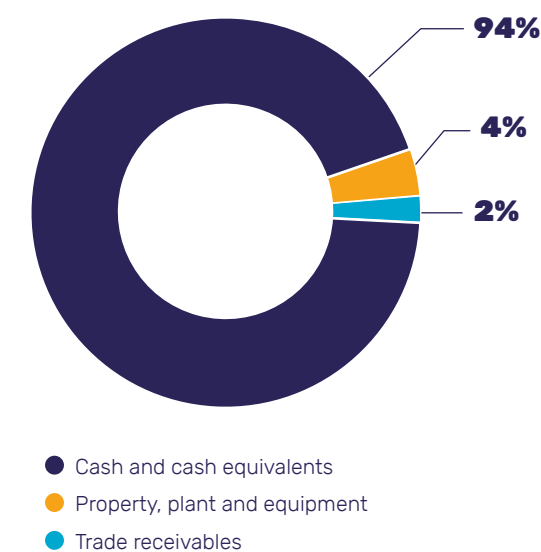
Expenses

30 June 2020



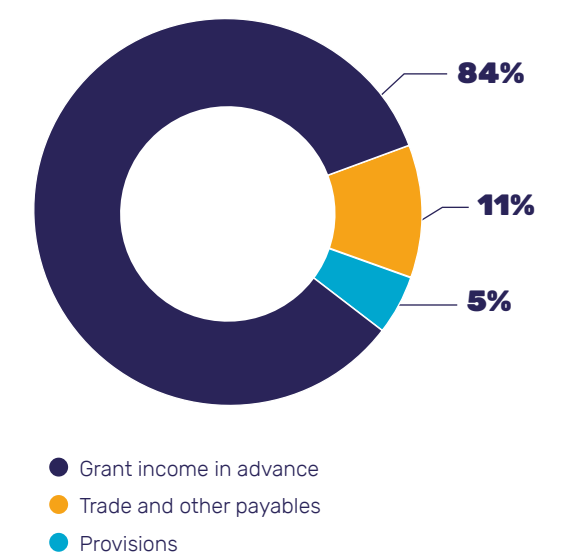
Assets

30 June 2020



Liabilities

30 June 2020





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