



2020-2021

Annual Report





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.

Contents

Shelter WA	4
An Effective Housing System	6
Chairperson's Report	8
Chief Executive Officer's Report	10
Highlights 2020-21	14
Advocacy and engagement	15
- National campaigns	16
- Federal campaigns	17
- Unlock Housing	18
- An effective housing system: for renters	20
- An effective housing system: Harnessing the community housing sector	23
- The voice of lived experience	26
- Advocacy for specific populations	28
Understanding Community Perception	32
Ending Homelessness	34
The WA Alliance to End Homelessness	43
Shelter WA turns 40	44
Driving Reform: Submissions to Federal and State Government	48
Working groups, forums, presentations and events	50
Key stakeholder engagement	54
Shelter WA Members	56
Media Presence	58
Shelter WA Board	60
Shelter WA Team	62
Treasurer's Report	64
Financial Report	65

**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 at a national level. Shelter WA has a seat on the National Shelter board. Shelter WA works closely with the Community Housing Industry Association (CHIA) providing input from a WA perspective into national issues. 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
- Beyond Bank
- Ashurst
- The McCusker Centre for Citizenship, University of Western Australia
- North Metropolitan TAFE
- Our members
- Our key partners and stakeholders

A woman in a black top is standing and presenting at a roundtable meeting. She is holding a microphone and pointing at a whiteboard covered in colorful sticky notes. Several people are seated around the table, listening attentively. The setting appears to be a professional meeting or conference.

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 wellbeing, 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 energy consumption, environmental impact and long-term running costs.

Ending of the rental moratorium roundtable

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. To deliver great housing outcomes for all Western Australians, we need the right investment and policy setting to enable homelessness service providers and the community housing sector to deliver the homes and service supports required.

Solving complex policy problems requires the input of many voices. This includes civil society, government, industry, the community sector, research institutions, and people 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, in partnership with our members, 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, government, the community and individuals working towards our collective goal that all people in Western Australia have housing that enables them to thrive.



Shelter WA Meeting with Minister for Housing Hon John Carey MLA



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 over 40 years, Shelter WA has worked with members and stakeholders to improve housing outcomes for all Western Australians.

It was an honour and privilege to take on the role of Chair in Shelter WA's 40th year. Since our inception, Shelter WA has worked in collaboration with our members and partners to improve housing outcomes for all Western Australians, and this important work continues unabated today. 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.

This year has seen lockdowns, tent cities, bushfires, and a state election that saw WA Labor win by an exceptional margin. We were delighted to welcome the new Ministers for Housing and for Lands and Commerce; and the return of the Ministers for Community Services and for Planning. Also, a new Lord Mayor was elected to the City of Perth. This leadership has provided a sense of optimism and renewed energy for meaningful engagement and partnerships. Shelter WA looks forward to an ongoing relationship with the new government to deliver the homes and services needed across our State.

Unfortunately, despite best efforts across Western Australia many people continue to face housing insecurity, many for the first time as a result of the economic and social impacts of the pandemic and the acute shortage of social and affordable homes. A growing social housing waitlist, insufficient supply of affordable rental homes, a lack of housing choices to meet people's diverse needs, insecure tenancies, and increasing homelessness are clear signs of a housing system under stress. By working together and aligning our effort towards a

common goal Shelter WA brokers solutions to address the housing shortage.

It has been a productive year at Shelter WA. This report highlights the substantial work undertaken by Shelter WA, our members, and partners over the last year to deliver our vision. And in our 40th birthday year, we were pleased to acknowledge the dedication and work of the housing and homelessness sector through the inaugural Shelter WA Awards program.

I would like to express my thanks to my fellow members of the Shelter WA Board for their dedication and support since my time as Chair and acknowledge my predecessor Kathleen Gregory AM for her much valued contributions to Shelter WA and the sector. I would also like to thank all our staff for their work over the last twelve months. Importantly I'd like to acknowledge and thank our members and key partners for their engagement and support and working with us to lead the change for an effective housing system for all.

Kieran Wong

Chairperson



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.

Shelter WA's vision can only be achieved through the ongoing commitment and support of our members and partners. A commitment that has been in place by the Shelter WA family over the last 40 years and this year we were delighted to acknowledge and celebrate this amazing anniversary.

As a peak body we worked to understand the issues facing the sector and government priorities to ensure that government and the community understand the needs of our sector and the people with whom they work, advocating for appropriate investment and policy responses. As a result of collective advocacy, we saw new investment in social housing and homelessness services, which was very welcome.

As COVID-19's impact continued to be felt in Western Australia, coupled with an acute shortage of social and affordable rental homes across the state, we saw and heard heartbreaking stories of the impact of housing insecurity on individuals and families, with

services stretched to breaking point. The ongoing ability of our sector to collaborate, plan and respond was phenomenal. I remain in awe of the incredible work done by the community sector to support people across Western Australia to have great housing outcomes and trust that our work supports this.

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 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 housing that enables them to thrive.

Michelle Mackenzie

Chief Executive Officer



Reimagining Indigenous Housing with the Minister for Indigenous Affairs Hon Ken Wyatt AM.



Recovery Roundtable with Premier Mark McGowan



Meeting with Minister for Housing Hon John Carey MLA,



Housing Press Conference



Infrastructure WA Roundtable



Reimagining Indigenous Housing Peak Meeting



Meeting with Leader of the Opposition Hon Mia Davies MLA and Hon Steve Martin MLC



Australasian Housing Institute / Shelter WA - International Womens Day Event



Infrastructure WA Roundtable



Reimagining Home Launch



WA Peaks Meeting

Highlights 2020-21

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



Advocacy and engagement

During 2020-21 our engagement, evidence-based policy positions and advocacy facilitated strategic alignment, supported our members and drove our vision for an effective housing system. Our forums, workshops and events provided opportunities for collaboration between the community, people with lived experience of housing insecurity, the community sector, researchers, government, and industry. These activities drove our vision that everybody in Western Australia has housing that enables them to thrive.

The state election provided an opportunity to amplify our voice and advocate for increased investment into social and affordable housing and homelessness services. The Unlock Housing campaign was born to promote this message and place housing firmly on the election agenda.

Whilst a safe, secure place to call home is a foundation for individual and community wellbeing, housing security became increasingly difficult for many people across Western Australia. The COVID-19 pandemic continued its devastating impact across the globe.

And whilst good management by the WA government meant Western Australia was inured to much of the devastation seen across Australia, in partnership with the sector and government we undertook scenario planning to understand the impact on housing stress with the ending of Job Keeper and JobSeeker to inform mitigation strategies.

During this year the impact of COVID-19 continued to be felt by services. More broadly, border closures and federal and state pandemic economic stimulus responses impacted on housing prices and affordable rental supply leaving many people in housing insecurity. The end of the moratorium on evictions and rent increases, coupled with the end of JobKeeper and JobSeeker in March 2021, led to the lowest rental vacancy rate in 40 years and increased housing poverty, insecurity and homelessness. The waitlist for social housing increased and demand surged. As our population and household structures changed and living costs increased, more people sought housing assistance due to shifts in their personal circumstances.

People who were sleeping rough lived on the streets during the pandemic and when lockdowns occurred there was fear and anxiety. Services saw increased requests for support, despite new investment into interim accommodation options, with many requests unable to be met due to the lack of housing options.

Shelter WA provided ongoing support and advocacy at a state and national level for policy responses and new resources so that everybody in WA have housing that enables them to thrive.

Highlights 2020-21

National Campaigns

As part of a strong national network of state and territory based peak housing bodies, through our national housing peaks, National Shelter and the Community Housing Industry Association (CHIA), we provide a Western Australian lens on national issues. This year in partnership with the Shelter and CHIA networks we seized on federal reform opportunities to drive positive social and affordable housing outcomes. This included;

- Advocacy to maintain the Federal Equal Remuneration Order supplementary payment in the National Housing and Homelessness Agreement
- Advocacy for support of the National Aboriginal and Torres Strait Islander Housing Association
- Advocacy to The Council of Australian Governments (COAG) Australian Building Codes Board (ABCB) accessible housing standards
- Input into a collective national CHIA response to the review of the National Regulatory System for Community Housing (NRSCH)
- Input into a collective national CHIA response to the National Plan to Reduce Violence against Women and their Children
- Input into a collective national CHIA response for a reinsurance pool for cyclones and related flood damage
- Input into the development of revitalised National Community Housing Standards
- Consideration of the needs of older people experiencing or at risk of homelessness in the review of Commonwealth Funded Aged Care Services
- A WA perspective on the National Shelter 2020 Rental Affordability Index
- Input into the Constellation Project, a cross-sector collaboration to end homelessness
- Membership of the Housing and Productivity Research Consortium (HPRC)

As the WA lead for the Everybody's Home Campaign, we drove campaign strategy and WA's input into national advocacy. As an active member of the national Community Coalition for Healthy, Affordable Homes group our advocacy for energy efficiency reform, 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.

Federal Campaigns

Driving housing reform in Western Australia

Shelter WA worked to understand government policy, priorities and goals, as well as to ensure government understood the needs of the sector so that collectively we could impact on good housing outcomes.

This year saw the release of the WA Government's *WA Housing Strategy 2020-2030*, which outlined a call to action for all sectors to work together to improve housing choices and access to suitable and affordable homes – particularly for the most vulnerable. Whilst the strategy was well received the target of a six per cent net increase in social homes over the next 10 years (which equates to 2,600 homes or 260 social homes per year) was seen as not matching demand.

We initiated and participated in discussions on the three strategy implementation plans – the affordable housing implementation plan, the regional and remote housing implementation plan and the social housing framework. We facilitated input into the social housing framework highlighting the opportunities to harness the community housing sector as key delivery partners. We engaged with the Department of Communities on their reform process including the proposed Housing and Homelessness Centre of Excellence and the new Housing and Assets Division. We also engaged with DevelopmentWA and Infrastructure WA on how the community housing sector could partner with them to facilitate housing supply.

During this year new government housing investment into social housing was welcome, in particular the partnership developed with the community housing sector through the Social Housing Economic Recovery Package (SHERP).

Understanding and Building Sector Capacity

This year we commissioned research to inform the development of a homelessness services and housing sector capacity development framework. This involved over 70 interviews with people from across the sector, government and research into work being done in other jurisdictions. This research enabled us to understand current sector issues and pressures, the external operating environment and best practice approaches to capacity building. A Homelessness Services and Community Housing Capacity Development Framework will be the outcome of this project. We look forward to progressing this with the sector, government and key partners next year.

Highlights 2020-21

Unlock Housing

The Unlock Housing pre-election campaign was launched to place social and affordable housing and homelessness firmly on the pre-election agenda and build the case for change. The campaign was designed to influence party pre-election commitments, present a strong sector voice on the importance of housing and homelessness investment and mobilise the community by shifting attitudes about the importance of government addressing homelessness and housing issues.



Sector Briefing - Unlock Housing

Unlock Housing was a big and bold, evidence-based, pragmatic and nuanced, co-investment package, designed to set all Western Australians up for a bright housing future through three core priorities:

- 1. Investing in social and affordable housing**
- 2. Fixing the housing system**
- 3. Ending homelessness**

Based on collaboration and building on government initiatives we called for all parties to accelerate and increase the rate of investment into social and affordable housing and homelessness services. As a realistic and achievable package, it responded to market pressures with a focus on what can be delivered now whilst planning for pipelines of work utilising the community housing sector as a key delivery partner. Research into rapid solutions such as modular and prefabricated housing options, and opportunities to utilise residential government land on the market for sale was undertaken to demonstrate responses to market pressures.

The campaign harnessed the voices of people with lived experience and the service system to tell their stories on the impact of housing stress and the value of investment to them and the broader community.

Housing and homelessness was placed firmly on the pre-election campaign trail including activities and resources such as a dedicated website, events including a pre-election forum, social media posts, traditional media releases and interviews, campaign collateral, perception research along with independent polling, briefings with all political parties and community mobilisation.

Post-election, the Unlock Housing campaign pivoted to focus on a package of pre-budget solutions that could be considered by the new government to address the housing shortage. Shelter WA was pleased to work with the new government, industry and our sector to put forward practical and achievable solutions to Unlock Housing.

Highlights 2020-21

An effective housing system: for renters



Ending of the rental moratorium roundtable

Once considered a transitional phase on the road to home ownership, many people, due to personal choice or personal circumstances, are renting for longer and renting for life. A focus this year was ensuring that the housing system is effective for people who rent.

Review of the Residential Tenancies Act 1987 (WA)

Shelter WA developed a representative submission to the government's review of the *Residential Tenancies Act 1987*, ensuring that new tenancy legislation would better balance the rights and obligations of tenants and landlords, and make renting a more secure, safe and stable form of housing tenure.

Boarding and Lodging Houses Regulation

Proposed regulations under the *Public Health Act 2016* to managing lodging house risks provided the opportunity for us to prosecute a case for reform to make the regulatory framework less prescriptive and to ensure the right public health outcomes would be achieved by reducing red tape. Also we put forward a case to improve opportunities for innovation in the provision of suitable accommodation responses for residents and to enable the growth of a safe boarding and lodging house sector.

Residential Tenancies (COVID-19 Response) Act 2020

The *Residential Tenancies (COVID-19 Response) Act 2020*, which put into place a moratorium on evictions, rent increases and other measures relating to residential tenancies to address the financial impacts of COVID-19 was very welcome. So too was the government's Residential Relief Grants Scheme to support landlords and tenants during this period.

The Act had a significant impact on the management of boarding and lodging houses. Advocacy was undertaken with the Department of Mines, Industry Regulation and Safety – Consumer Protection (DMIRS) to enforce the significant impact of the Act on the management of boarding and lodging houses, and the ability of providers to keep residents safe from harm, as facilities became subject to the *Residential Tenancies Act*. Information sessions were held in partnership with DMIRS to support the sector. In response to advocacy, DMIRS information to support sector management of these facilities during this period was greatly appreciated.

In the lead up to the ending of the moratorium, we were an active participant on the Moratorium Working Group, developing tools for frontline workers to provide information and resources to people seeking service support.

Rental Moratorium Roundtable and Response

To understand the impact of the ending of the moratorium on renters in partnership with the Real Estate Institute of Western Australia (REIWA) we convened a cross-sector roundtable to discuss impact and to develop immediate, and longer-term solutions, to mitigate harm. We heard from government, industry and the sector and a report, *Mitigating the impact of the ending of the rental moratorium, April 2021*, was produced outlining impacts and key actions for progression.

The Roundtable led to the formation of the Housing Emergency Response Group comprised of CEOs from organisations providing emergency relief funding, support to renters in the private rental market, and peak bodies, to identify and drive immediate solutions in partnership with government to mitigate the impact and harm of the housing shortage.

“Shelter WA have produced a lot of good work and facilitated a number of key forums that have focused on important issues to our sector

Shelter WA Member

The end of the moratorium coupled with the lowest rental vacancy rate in 40 years led to evictions, rent increases and increased demand for social housing. Desperate families flooded services in need of emergency relief, emergency accommodation and permanent housing. Shelter WA set up a data collection project to understand and monitor impact and inform solutions. With housing insecurity and homelessness increasing, services becoming overstretched, increasing impacts on health and mental health of people and sector staff, we continued our advocacy for solutions through the Unlock Housing campaign.

The link to the report and Unlock Housing Campaign can be found at www.unlockhousing.com.au

Our ongoing advocacy led to strong media awareness and reporting of this issue, highlighting the impact on individuals and families and the solutions needed to keep people in their homes and to ensure that people had a home.



Ending of the rental moratorium roundtable



Ending of the rental moratorium roundtable



Sector Briefing - Unlock Housing



Ending of the rental moratorium roundtable

Highlights 2020-21

An effective housing system: Harnessing the community housing sector



Community Housing Workshop

Community housing is an integral part of the housing system, and the growth and development of the WA community housing sector is critical for the effective and efficient delivery of social and affordable housing in Western Australia. This year we used every opportunity to influence government and industry to harness the community housing sector's strength to unlock new investment and increase social and affordable housing supply.

We hosted a community housing sector workshop to identify the strategic priorities for the sector over the next 5-10 years, discuss how we could support the sector in driving outcomes, and determine the governance arrangements we should place around this. This led to the formation of an Industry Strategy Group to support the growth and development of the sector by providing guidance and advice to Shelter WA's work on systemic policy, advocacy and sector development activities.

In partnership with the sector and the Department of Communities we worked to understand the impact of the moratorium on rent increases which led to the Communities COVID-19 Grant Scheme. Also, we advocated to the Department on utilisation of the sector to deliver the homes needed under the Housing First Homelessness Initiative.

We were pleased to strengthen our working relationship with the Community Housing Industry Association (CHIA). Shelter WA has worked closely with CHIA to link Western Australia into the national agenda. This included regular inter-jurisdictional information exchange, input into a coordinated response to National Regulatory System for Community Housing (NRSCH) Review and ongoing development of revitalised National Community Housing Standards and accreditation arrangements.

We worked to mitigate the impact of the COVID-19 response act on providers that managed boarding and lodging houses (See page 20). We advocated for the sector's expanded role in the supply of social and affordable housing with the Department of Communities, the Department of Treasury, DevelopmentWA and Infrastructure WA providing evidence on the benefit of these partnerships. Active engagement with Infrastructure WA on the new State Infrastructure Strategy led to key recommendations to support the growth of the sector in the inaugural *State Infrastructure Strategy Foundations for a Stronger Tomorrow – draft for public comment*. This included recommendations that government enable and diversify choices in social and affordable housing by reforming policy to unlock the potential and facilitate growth of registered Community Housing Organisations and review existing Community Housing agreements to address provisions that limit, or are disincentives to, the attraction of alternative financing and funding of new projects. Also, it recommended leveraging government land assets and providing financial and yield incentives to actively broaden private sector and institutional investment in social and affordable housing



Aboriginal community housing meeting



Community Housing Workshop

projects. We look forward to working with central agencies to foster partnerships and unlock value through our sector.

Social Housing Economic Recovery Package (SHERP)

To maximise outcomes from the SHERP package we worked with government and the sector to support an effective and appropriate community housing component, to deliver new supply and extend the life of existing homes.

Resource Development

An online Family and Domestic Violence toolkit was developed to support the community housing sector to understand the implications of the new domestic violence provisions in the *Residential Tenancies Act* as a result of the passing of the *Residential Tenancies Act (Family Violence) Amendment Bill 2018* on the management of tenancies in their organisations.

The Family and Domestic Violence toolkit can be found at
www.shelterwa.org.au/fdv-kit-home

We commissioned a Supportive Landlord Framework Model and supporting resources for the community housing sector to use in their work of sustaining tenancies and enhancing the wellbeing of tenants. Overseen by a reference group this resource will provide an online suite of self-paced training and decision-making tools for housing managers and others working with vulnerable clients. This resource will be available online in late 2021.

Highlights 2020-21

The voice of lived experience

Research shows that centring the voice of people with lived experience at the heart of housing and homelessness policy and program design is fundamental to having a service system that is person-centred and responsive to need. The opportunities to build on sector initiatives and provide broader support for engagement with people with lived experience resulted in a number of initiatives throughout the year.

Hear of My Experience (HOME) Project

Work on the HOME project continued. This project brought together people who have experienced homelessness or housing insecurity to participate in, lead consultation and co-design processes to influence housing policy and programmes.

Lived Experience Co-Design Toolkit

Through a series of co-designed workshops, the HOME participants informed the development of a HOME Toolkit for housing and homelessness service providers. 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.

This Toolkit, which was developed in partnership with Circle Green Community Legal and the University of Western Australia's Centre for Social Impact (CSI), was informed by extensive engagement and research.



HOME workshop



Journey Mapping for Scenario Planning Workshop – Lived Experience

Further information on the Toolkit and how to book a workshop can be found at www.shelterwa.org.au/home-kit-workshop

Lived Experience Engagement Framework

The Lived Experience Engagement Framework was developed in response to the COVID-19 pandemic and the opportunity for more systemic engagement of people with lived experience of housing insecurity and homelessness to inform the crisis response and recovery effort.

The Framework was informed by a review of contemporary literature and developed in consultation with government, the services sector and people with lived experience of housing insecurity. The authors of this framework also have a lived experience of homelessness and housing insecurity which informed the framework. It supports the housing and homelessness services sector to better engage with people with lived experience to inform their policy and practice.

The Lived Experience Framework can be found at

www.shelterwa.org.au/wp-content/uploads/2021/08/ShelterWA-Hear-of-My-Experience-FRAMEWORK.pdf



HOME workshop



Journey Mapping for Scenario Planning Workshop – Lived Experience

Artist-in-Residence

To drive input from people with lived experience we partnered with a visual artist with lived experience of homelessness and were delighted to receive a Creative Communities COVID-19 Recovery – 2020 to 2021 Grant for Street to Street, a research project to refurbish social housing and convert vacant buildings into diverse forms of affordable housing. In partnership with the engagement hubs, phase one involves facilitated workshops to co-create a sculptural installation with people experiencing homelessness. We look forward to this project progressing and the launch of these sculptures.

Highlights 2020-21

Advocacy for specific populations

First Nations Peoples

In partnership with the National Aboriginal and Torres Strait Islander Housing Association (NATSIHA) and National Shelter, funded by the Federal Department of Health, we launched *Reimagining Indigenous Housing, Health and Wealth*, groundbreaking research by Professor Kerry Arabena, Chris Holland and Shane Hamilton that proposes an ecological approach to realising Aboriginal and Torres Strait Islander Australians' aspirations for a high standard of health and housing, and of personal and collective wealth.

This research puts forward a three-part ecology and proposes a re-thinking of what a dwelling and an Indigenous community is in a First Nations context. Whilst it is commonly accepted that contemporary Australian dwellings and communities should be connected to both a water and electricity supply, the report recommends that three further connections are also deemed non-negotiable when considering Indigenous dwellings or communities:

- Connection to a wellbeing supply – family, kin, culture.
- Connection to a health supply – health services, food, recreational facilities.
- Connection to a wealth supply – Internet, employment, training, enterprise.

We look forward to working with National Shelter and NATSIHA and government on progressing the report's recommendations to delivery better housing, health and wealth outcomes for First Nations people.

More information and the reports can be found here

www.shelterwa.org.au/reimagining-indigenous-housing-health-and-wealth



Shelter takes a broad view of housing and brings many different voices to the table

Shelter WA Member



First Nations International Solutions to Housing and Homelessness

Aboriginal Community Housing Organisations

We supported the collective aspirations of the four WA Aboriginal Community Housing Organisations to grow by facilitating meetings at a federal and state level to drive increased government support for this sector. We were pleased to receive a grant from Lotterywest to build collective capability to support their growth agenda and look forward to this project progressing over the next 12 months.

Healthy and Safe Homes - Remote Housing Maintenance

Ongoing advocacy for Commonwealth investment into remote community housing continued in partnership with National Shelter. At the state level ongoing advocacy for the development of a new model of housing maintenance on remote communities that builds on the strengths of local Aboriginal organisations, creates employment pathways and delivers better housing outcomes for tenants was undertaken in partnership with the Western Australian Council of Social Service (WACOSS) and the Aboriginal Health Council of Western Australia.

Highlights 2020-21

Advocacy for specific populations

People with Disability

People with disability 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.



Community Housing Workshop



Reimagining Home Launch

To drive advocacy for homes that are designed with accessibility for all ages and stages of life, we provided submissions to the Australian Building Codes Board on the Regulation Impact Statement for an access standard for housing in the National Construction Code.

This year the state government launched *A Western Australia for Everyone: State Disability Strategy 2020-2030* with housing identified as a key component of living well. In line with recommendations from the strategy in partnership with National Disability Services WA we established a joint Specialist Disability Accommodation (SDA) Technical Advisory Group to develop a policy response in partnership with government to enrol existing state-owned group homes, and in the longer term to activate the SDA market.

This SDA market activation approach built on our relationship with the Summer Foundation, with whom we developed SDA resources for housing providers and housing consumers. Six regional workshops were held to build the capacity of providers and consumers, walking participants through these resources to deliver great SDA housing outcomes.

This resource can be found at

www.shelterwa.org.au/summer-foundation-housing-resources

In partnership with People with Disabilities WA we were delighted to be awarded a Commonwealth Information, Linkages and Capacity Building (ILC) grant. This two-year project will support people with disabilities to be better placed to manage their tenancies and home life and reduce the risk of homelessness, and to support providers to deliver great housing outcomes for people. We look forward to delivering this important project in partnership with our reference group.

Seniors

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. A key project this year was the Launch of *Reimagining Home – A Framework for Creating Home with Older Single Women on Low Incomes* so they can age well in their communities of choice. We look forward to progressing the outcomes of this research report with our sector, industry and government.

This report can be found at

www.shelterwa.org.au/wp-content/uploads/2020/11/Reimagining-Home-Report.pdf

Understanding Community Perception

COVID-19 brought home that housing is critical for a functioning and resilient community, and that sudden changes in personal circumstances such as losing a job, a rent increase, or the inability to find an affordable home can leave people facing homelessness. We were interested to understand the public's perception of people who are experiencing homelessness and the importance of ensuring everybody has a place to call home, and how this perception could inform our policy and advocacy work. Perception research was commissioned in partnership with the WA Alliance to End Homelessness and community polling was conducted as part of the Unlock Housing campaign.



Independent polling on community sentiment was undertaken both pre- and post-election. It was heartening to see such overwhelming support from the community for initiatives to end homelessness and build more social and affordable rentals.

81%

support building more affordable rental homes

4 in 5

would support initiatives that end homelessness and increase affordable rental housing

82%

supported providing housing for families on the social housing waitlist

Over 50%

have been impacted and/or know someone who has been impacted by homelessness or housing & rental affordability issues

3 in 4

feel that the current housing conditions in WA are a serious social issue

82%

support a \$1 billion investment each year for the next four years to provide accommodation for people experiencing homelessness

77%

of the community feel that the current housing conditions in WA are a serious social issue

The polling was conducted in June 2021 by Painted Dog Research group



COVID-19 showed us the importance of home. Having a place to call home is fundamental to unlocking health, education and economic opportunity. The results of this survey reflect that housing affordability issues are of concern to Western Australians from all walks of life

Michelle Mackenzie CEO, Shelter WA

Ending Homelessness

This year built on the foundations laid in All Paths Lead to a Home: Western Australia's 10-Year Strategy on Homelessness 2020–2030 thanks to new investment by the WA government to drive outcomes within the Strategy.

We were pleased as a member of the Common Ground Project Board to facilitate sector expertise into this project. We initiated conversations between the Department of Communities and the sector to clarify the Housing First Homelessness Initiative – Housing First Support Services Tender leading to a number of addendums to deliver better outcomes. We looked for solutions to concerns with delivery of the Finding Home program component in partnership with the community housing sector.

Despite increased investment, the lack of crisis accommodation, social housing, affordable private rental supply, coupled with an increase in demand for services continue to impact on the sector's ability to meet the needs of people experiencing or at risk of homelessness.

Tent cities sprang up in East Perth and Fremantle in late 2020. We worked with the sector to develop a Policy Paper on Temporary Options for Pathways to Permanent Housing as an immediate option to accommodate people sleeping rough. Sector-led initiatives were developed to drive collaborative solutions, with a focus on what can be done now – whilst not losing sight of the importance of a Housing First approach. New government responses to provide an immediate response to rough sleeping in the metropolitan area such as transitional accommodation and support were welcome.



Workshop – Preparedness Plan to accommodate rough sleepers in the event of a health directive

COVID-19

Concern remained that people continued to live on the streets during COVID-19. Strong advocacy led to a joint government and sector Outbreak Preparedness Working Group to develop an Emergency Welfare Support for Rough Sleepers. Based on the lessons learnt during 2020 a framework and response for people who are sleeping rough was developed providing certainty and clarity on the joint response in advance of action required. During lockdown we were pleased to work closely with the sector and the Department of Communities to monitor impact and to understand activation of this plan.

A sustainable service system to meet people's needs

We were active members of a national campaign to retain the Commonwealth Equal Remuneration Order supplementary payment to homelessness services through the National Housing and Homelessness Agreement. In partnership with Community Employers WA (CEWA) we focused on federal ministers and WA federal politicians to highlight the impact on services of the loss of these funds. This led to the retention of the \$8M annual payment. We participated in national discussions on the review of Commonwealth funded aged care services for older people experiencing or at risk of homelessness and what this could mean for the service system.



People experiencing homelessness



*Ngulluk Koolunga Ngulluk Koort
(Our Children, Our Heart) TKI Elder Co-Researchers*



*Homelessness Week launch with Minister for
Community Services Hon Simone McGurk*

We were pleased that a number of our recommendations to the House of Representatives Standing Committee on Social Policy and Legal Affairs inquiry into homelessness in Australia were acknowledged and recommended.

With specialist homelessness services contracts up for review we worked in partnership with the Department and sector to produce the Homeless Service System Alignment Analysis and Road Map. Implementation of recommendations from this important piece of work will significantly reshape the homelessness service system, and we look forward to working with the Department and the sector to support the sector to transition as required.

Delivering great housing outcomes in partnership with local government

This year saw an increased focus by local government on homelessness with the release of a local and regional homelessness strategies by councils.

Over the year we attended forums and provided advice to local governments which informed their homelessness strategies. We received a grant from Lotterywest to build the capacity of local government to end homelessness. This project, a partnership with the WA Local Government Association and Local Government Professionals WA, will build on the work done by councils to share information and good practice across their sector and will occur over the next year.



Community Housing Roundtable

83% of members agree or strongly agree Shelter WA leads strong, courageous, well-informed strategic engagement on behalf of our members

Shelter WA Member

City of Perth Lord Mayor Candidates Forum

A highlight of our engagement with local government was this forum which shone a spotlight on rough sleeping in the City of Perth. The forum was designed to build the capacity of all the candidates to understand the impact of homelessness on individuals and communities and to hear from candidates what they would do to end homelessness in the City if elected.

All candidates signed a pledge to work with us and the WA Alliance to End Homelessness and we were pleased to meet with and congratulate the new Lord Mayor. We were delighted when the City of Perth put support for homeless people high on their agenda and invested in new initiatives in partnership with our sector such as Safe Night Spaces.



City of Perth Lord Mayor Forum

Ending Homelessness

Homelessness Week 2020

Homelessness Week 2020 had a focus on ending Aboriginal homelessness, coinciding with the 2020 Danjoo Koorliny Walking Together Social Impact Festival and the National Aboriginal and Torres Strait Islander Children's Day.

Under the leadership of Mr Gordon Cole, Chair of Noongar Mia Mia, Shelter WA Board member and Chair of Homelessness Week 2020, the week was held in partnership with the WA Alliance to End Homelessness. The Telethon Kids Institute Ngulluk Koolunga Ngulluk Koort (Our Children, Our Heart) Project Elder Co-Researchers were consulted on the development of the program and provided support through their leadership, insights, and generous Welcomes to Country during the week.

Building on the Housing First theme of Homelessness Week 2019, Homelessness Week 2020 focused on how a culturally informed, led, designed, and delivered housing and homelessness system will empower Aboriginal people and deliver great housing outcomes by placing culture, communities and people at the centre.

Mr Cole outlined why we need a paradigm shift if we are to end Aboriginal homelessness. Aboriginal and Torres Strait Islander peoples' empowerment and self-determination is key to delivering a housing system that is responsive, adaptive and enables all First Nations people to thrive. Government and service providers need to fundamentally change the way they work with



Private meeting with Ngulluk Koolunga Ngulluk Koort (Our Children, Our Heart) TKI Elders and Minister for Community Services Hon Simone McGurk

Aboriginal and Torres Strait Islander peoples to accelerate improved housing and homelessness solutions and outcomes. Nerolie Bynder, a proud Badimia-Noongar-Yamatji woman created two beautiful pieces of art for the week, celebrating the importance of home “Where’s My Mia Mia” and “The spirits of life flows”.



Homelessness Week Launch



Homelessness Week Launch



Recovery after COVID-19



Homelessness Week Launch

“Shelter WA is a strong advocate for agencies providing services to people experiencing homelessness

Shelter WA Member

Ending Homelessness

Homelessness Week 2020



Homelessness Week Launch

Homelessness Week 2020 Launch

Noongar Elder, Mr Fred Penny, opened Homelessness Week with a beautiful Welcome to Country. Homelessness Week was officially launched by the Hon Simone McGurk MLA, Minister for Community Services, who discussed the government's actions towards ending homelessness.

Ending Homelessness – Recovery Post COVID-19

This event spoke to the current and projected impact of COVID-19 on housing insecurity and homelessness. Professor David Gilchrist from UWA facilitated a panel discussion asking panellists to reflect on the current and projected impact of COVID-19 on the WA community, what they were seeing on the ground and what this means for service provision moving forward followed by a Q&A session with the audience.



Journey Mapping for Scenario Planning Workshop – Lived Experience

Journey Mapping for Scenario Planning Workshop – Lived Experience

There was concern about the impact on housing insecurity and homelessness when JobKeeper and JobSeeker payment changed, along with the moratorium on evictions and mortgage payments deferrals. The Department of Communities was joined by people with lived experience of housing insecurity, homelessness service providers, government, and community members to workshop different scenarios that could unfold to inform the ongoing development of the Homelessness Taskforce's Scenario Planning and prevention and recovery strategies.



Journey Mapping for Scenario Planning Workshop – Lived Experience

First Nations International Solutions to Housing and Homelessness

Shelter WA welcomed Margaret Pfoh, CEO of the Aboriginal Housing Management Association (AHMA), a First Nations not-for-profit housing authority based in Vancouver, Canada, to discuss her insights on First Nations peoples housing and homelessness. The AHMA oversees Aboriginal Housing Providers, supports the development of new housing for Aboriginal people, manages Urban and Rural Housing portfolios and undertakes capacity development through training, consulting and advising member societies.

Housing First – Policy into Practice

50 Lives 50 Homes Manager, Leah Watkins is the only Western Australian to have attended the *Housing First Europe Hub Train-the-Trainer* project. In the first part of her presentation, Leah talked about why Housing First works and how the European models have challenged and inspired her. In the second part of her presentation Leah gave an overview of collective work happening in Perth to develop a 'By-Name List.' The 'By-Name List' is a real-time, up-to-date list of people experiencing homelessness including rough sleeping.

Housing First in a First Nations Context

An invitation-only workshop with Noongar housing and homelessness service providers, opened by Gordon Cole and facilitated by Carol Innes, Sharon Wood-Kenney and Josey Hansen, was held to discuss a new project to explore Housing First in a First Nations context. Workshop participants were given the opportunity to share their experiences within the housing and homelessness system, make suggestions and help to drive the next stages of the project.



First Nations Housing First Workshop



The WA Alliance to End Homelessness

The WA Alliance to End Homelessness was formed in 2016 by a group of CEOs within the homelessness sector with the aim of ending homelessness in WA. The Alliance has been instrumental in helping develop a clear vision and goals for ending homelessness and significant collaborative work has been undertaken between the Western Australian housing and homelessness sector, the wider community, including the business community, local government, and the Western Australian Government.

Shelter WA is proud to perform the backbone functions for the WA Alliance to End Homelessness. During this year Shelter WA brokered new investment from Lotterywest to enable the Alliance to continue its work.

This work continued under the guidance of the Alliance's Steering Group, which is a subset of a larger Collaborative Lead Group. During this period, the work was overseen and coordinated by the Executive Officer.

The key pieces of work progressed by the Alliance this year included;

Housing First Pivot

Promoting existing homelessness services to engage with Housing First training and development of tools to improve support services within the housing system. This has included active engagement with the Zero Project; Pulse Meetings; workshops; and input into procurement reform.

Housing Models to End Homelessness

A project in partnership with Curtin University to research existing housing models which support the Housing First approach from across the globe. To document this information through the establishment of a clearinghouse to promote such developments within WA.

Outcomes Measurement and Evaluation Framework

COVID-19 and the Homelessness Evidence Base – a project for the Centre for Social Impact UWA (CSI UWA) to update the evidence framework and data to inform the response to COVID-19 and homelessness.

Mia Moort – Housing First for First Nations People

In partnership with Noongar Mia Mia to develop a framework for Housing First best practice within a First Nations context and address a gap for culturally appropriate ways of working.

Community Capacity Building

In partnership with Rotary, the Alliance has provided support to a range of initiatives including the development of a business alliance called The Emplace Initiative; supporting the My Home Project; the Rotary Homeless Hub; and supporting the Zero Projects across metropolitan and regional areas.



Shelter WA turns 40

History of Shelter WA

Shelter WA has been championing an effective housing system for Western Australians for over 40 years. Looking back over this time it's interesting to see how Shelter WA has evolved and adapted to drive change in response to the housing pressures facing our community and changing political drivers and the social environment over this time. To commemorate this 40-year milestone a number of projects were activated to recognise the advocacy of Shelter WA and the sector both past and present.

Interactive Timeline

To capture the rich tapestry of Shelter WA a timeline was created on the Shelter WA website, which includes a newsletter archive dating back to 1981, photo archive and details of key events relating to Shelter WA throughout each of the decades.

www.shelterwa.org.au/about-us/our-history

40 Years of Stories

Nothing quite captures the real dedication, vision and tenacity of the people and organisations that support Shelter WA and worked relentlessly to deliver the Shelter WA vision, than the stories from those who lived and breathed it for many years. To capture this a beautiful book was created to mark the 40th milestone for Shelter WA which included a brief history of Shelter and a collection of short memoirs. A free copy of this book can be requested by getting in touch with the team at Shelter WA.



The full details and photo gallery from the awards evening can be found on the Shelter WA website.
www.shelterwa.org.au/events/shelter-wa-awards-2020

Shelter WA Housing and Homelessness Awards

The inaugural Shelter WA Housing and Homelessness Awards were launched to recognise and celebrate the outstanding contributions from organisations and individuals in relation to social and affordable housing and homelessness services across Western Australia.

These awards reflect collaboration, excellence, innovation, compassion and leadership in social and affordable housing and homelessness sectors and service delivery. Nominees who demonstrated they had embraced diversity and promoted inclusion within the social and affordable housing or homelessness sectors were looked upon favourably.

The awards event, as part of the 40th year celebration, was supported by Lotterywest.

An external panel of judges were enlisted to take on the very difficult job of determining the winner for each category.



Innovations for People Award



Innovations for Supply Award



Local Government Award



40 years of stories



Media Award



Research Award



Shelter WA Team



Lived Experience/Co-Design Award



Aboriginal & Torres Strait Islander Award

Judges included:

- Adrian Pisarski – EO National Shelter
- Catherine Tan – Member of the Council to Homeless Persons Education Program
- Kate Colvin – Deputy CEO at Council to Homeless Persons
- Wendy Hayhurst – CEO Community Housing Industry Association

The awards winners were as follows:

- Media Award - Josh Zimmerman - *The West Australian & The Sunday Times* – Life inside tent city
- Innovations for People Award Ruah Community Services – After-hours support service
- Innovations for Supply Award Central East Aged Care Alliance – Affordable Living Options – Central Eastern Wheatbelt Region
- Research Award Dr Amity James – Curtin University – Various reports
- Lived Experience/Co-Design Award Just Home Margaret River – All Services
- Aboriginal & Torres Strait Islander Award Southern Aboriginal Corporation – All Services
- Local Government Award – City of Rockingham – Rockingham/Kwinana Homelessness Interagency Group

Like the rest of the world Western Australia was taken aback by a COVID-19 outbreak at the beginning of 2020. Many struggled during this time, but none more so than those people and services that were already overstretched before the outbreak. The following awards recognise those that went above and beyond during this time.

- Private Sector Initiative Award Winner - Pan Pacific – Hotels with Heart
- Rapid Response from the Sector Award Winner - St. Patrick's Community Support Centre – St Pat's Day Centre
- Community Goodwill Award Winner - Connect Victoria Park for all Programs



Private Sector Initiative Award



Rapid Response from the Sector Award



Community Goodwill Award

Driving Reform: Submissions to Federal and State Government



Pre-Election Forum - Housing and Homelessness

81% of members agreed that Shelter WA provides valuable policy advice when participating in policy debate

Shelter WA Member Survey 2021

Unlock Housing – The case for reform

- Submission to the Federal Department of Social Services – National Housing and Homelessness Agreement (NHHA) Supplementary Payment
- Unlock Housing Campaign Platform
- Representative submission to A Stronger Tomorrow – *State Infrastructure Strategy Discussion Paper*, to Infrastructure WA, August 2020
- Review of the National Regulatory System for Community Housing
- Proposed National Community Housing Standards

Planning for accessible, affordable and safe communities

- Representative Submission to Subi East Redevelopment Masterplan – DevelopmentWA
- Submission to DevelopmentWA on Inclusionary Zoning
- Representative submission the C-RIS: Proposal to include minimum accessibility standards for housing in the National Construction Code (NCC) Australian Building Codes Board
- Reinsurance pool for cyclones and related flood damage – developed WA input for a collective national CHIA response
- National Plan to Reduce Violence Against Women and their Children – Input into collective national CHIA response

Housing healthy people and communities

- Representative submission to Managing lodging house health risks in Western Australia – Department of Health

Ensuring a fair and just rental and accommodation system for all

- *Review of the Residential Tenancies Act 1987 (WA)* Submission to the Department of Mines, Industry Regulation and Safety (Consumer Protection Division)



Shelter is well connected at a political level and able to access politicians and policy makers

Shelter WA Member

Working groups, forums, presentations and events

A Seat at the Table

Agency	Forum
State Gov: Minister for Planning	METRONET Private Sector Reference Group
Minster for Community Services Hon Simone McGurk	Ministerial WA Committee Homelessness (WACH)
Commonwealth	ABS Homelessness Statistics Reference Group
Infrastructure WA	External Stakeholder Reference Group
Department of Communities	Partnership Roundtable
Department of Premier and Cabinet	Premier’s State Recovery Advisory Group
Department of Premier and Cabinet	Housing and Construction Roundtable
National Regulatory Advisory Group	State/Territory community housing registers
Housing and Productivity Research Consortium	Consortium of national and state housing peak bodies, research institution



Housing for the Aged Action Group



Consistently in the media advocating for more affordable housing and using solid evidence

Shelter WA Member



Meeting with the City of Perth

External Committee Participation

Agency	Focus
National Shelter	Board member
National CHIA	Peaks forum
WACOSS	WA PEAKS Forum
WACOSS	Anti-Poverty Week Committee
WACOSS	100 Families Reference Group
Department of Communities	Specialist Homelessness Services Contract Roadmap
Department of Communities	COVID-19 Outbreak – Rough Sleeper Plan
Department of Communities	Common Ground Project Board
National Disability Services	Accommodation and Housing Sub-Committee
Energy WA	WA Advocates for Energy Consumers Forum
UNSW	Build Back Better Research
Department of Finance	DCSP Working Group Practice Improvement Subgroup
COTA	Seniors Sector Partnership
HAAG	Ageing on the Edge Action Group
HAH (Healthy and Affordable Homes)	Energy efficient homes in alignment with COAG's Low Energy Buildings Trajectory

Working groups, forums, presentations and events

External Presentations

Event	Host
WA State Conference	Financial Counsellors' Association of WA
Launch of the Housing Affordability Report 2021	Bankwest Curtin Economics Centre
International Women's Day 2021 Event	Australasian Housing Institute
Interims Housing options as a pathway to permanent housing	Imagined Futures
Referral pathways for the end of the moratorium	WACOSS
Management of maintenance on remote Aboriginal communities	Aboriginal Health Council of WA
Emerging Issues Forum	WACOSS
Unlock Housing	WA Tenancy Network
Rapid Social and Affordable Housing Opportunities	METRONET Private Sector Reference Group
Ending homelessness	City of Fremantle
Ending homelessness	City of Bayswater
Ending homelessness	City of Gosnells



B.C.E.C Forum



Practice Improvement Subgroup Meeting

Forums and Events



Aboriginal Housing and Health Meeting

- Shelter WA Inaugural Awards
- City of Perth Lord Mayor Forum
- Shelter WA AGM
- Homelessness Week: Official Launch
- Homelessness Week: First Nations International Solutions
- Homelessness Week: First Nations Housing First Workshop
- Homelessness Week: Housing First: Policy into practice
- Homelessness Week: Journey Mapping for Scenario Planning
- Homelessness Week: Ending Homelessness: Recovery after COVID-19
- Finding Home Program Workshop under the Housing First Homelessness Initiative
- SHERP Community Housing Workshop
- Hear of My Experience (HOME) Toolkit Workshop
- CHA CHO Workshops Infrastructure WA

- Webinar Understanding the Residential Relief Grant Scheme
- Sector Briefing - Unlock Housing
- Pre-Election Forum - Housing and Homelessness
- Community Housing Workshop
- Rough Sleeper Scenario Planning Workshop
- Housing and Homelessness Centre of Excellence Sector Workshop
- Ending of the Rental Moratorium Roundtable
- Housing economics for non-economists - Economic Lecture Series
- A Framework for Creating Home with Older Single Women on low incomes so they can age well in their communities of choice, Launch
- *Reimagining Indigenous Housing, Health and Wealth* Report Launch



Ending of the Rental Moratorium Roundtable

Key Stakeholder Engagement

National Campaigns

Housing for the Aged Action Group	Everybody's Home Campaign	Constellation Project	Community Coalition for Healthy Affordable Homes
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National Peak Bodies

Community Housing Industry Association	National Shelter	National Aboriginal and Torres Strait Islander Housing Association	Homelessness Australia
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National Organisations

Australasian Housing Institute	Summer Foundation	NBN Co	Homes for Homes
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National Research

AHURI	Housing Productivity Research Consortium
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Federal Organisations

National Indigenous Australians Agency	Department of Infrastructure, Transport, Cities and Regional Development	National Disability Insurance Agency	Department of the Treasury
National Housing Finance and Investment Corporation	Infrastructure Australia	Australian Building Construction Board	National Regulatory Advisory Group
Indigenous Business Australia	Australian Bureau of Statistics	Department of Social Services	Federal Department of Health

Federal Ministers and Senators

Senator Pat Dodson	Hon Michael Sukkar MP Minister for Housing and Homelessness	Hon Ken Wyatt AM MP Minister for Indigenous Australians	Hon Linda Burney MP
Hon Jason Clare MP			

State Government Departments

Department of Premier and Cabinet	Department of Communities	Department of Communities – Community Housing Registrar	Department of Finance
Department of Local Government, Sport and Cultural Industries	Department of Mines, Industry Regulation and Safety – Commerce	Mental Health Commission	Department of Planning, Lands and Heritage
Department of Treasury	Department of Health	DevelopmentWA	Infrastructure WA
METRONET Office	Energy Policy WA	WA Planning Commission	Lotterywest

WA Parliament

Hon Roger Cook MLA Minister for Health	Hon John Carey MLA Minister for Housing	Hon Dr Tony Buti MLA Minister for Finance and Lands	Hon Simone McGurk MLA Minister for Community Services
Hon Amber-Jade Sanderson MLA Minister for Commerce	Hon Mia Davies MLC, Leader of the Opposition	Hon Steve Martin MLC, Opposition Spokesperson on Housing	Hon Tim Clifford MLC
Hon Alison Xamon MLC	Hon Brad Pettitt MLC		

Local Government

City of Stirling	Town of Victoria Park	City of Swan	City of Perth
City of Mandurah	Shire of Ashburton	Town of Port Hedland	City of Karratha
City of Wanneroo	City of Joondalup	City of Fremantle	City of Vincent
City of South Perth	Shire of Bayswater	City of Rockingham	City of Gosnells
City of Swan			

WA Peak Bodies

WA Association for Mental Health	Western Australian Council of Social Service	Aboriginal Health Council of Western Australia	Council on the Ageing Western Australia
Community Legal WA	National Disability Services WA	People With Disability WA	Centre for Women's Safety and Wellbeing
Linkwest			

WA Not For Profits

WA Alliance to End Homelessness	100 Families Reference Group	Community Employers of WA	Pilbara Meta Maya
Rotary	Containers for Change	Make Renting Fair Alliance	Mowanjum Aboriginal Corporation
Marra Worra Worra Aboriginal Corporation	The McCusker Charitable Foundation	Pilbara Community Legal Service	Nirrumbuk Environmental Health Services
WA Council of Lived Experience			

WA Industry Peaks

WA Local Government Association	Planning Institute of Australia WA Chapter	Housing Industry Association WA	Master Builders Association of WA
Urban Development Institute of Australia WA	Australian Institute of Architects WA Chapter	Chamber of Commerce and Industry WA	Local Government Professionals Community Services Association
Property Council of WA	Real Estate Institute of WA		

WA Academic Institutes

Curtin University Business and Law School	Edith Cowan University	Bankwest Curtin Economics Centre	UWA Centre for Social Impact
UWA Centre for Public Health	Curtin University – Urban Planning, Property Management	UWA Australian Urban Design Research Centre	

Shelter WA Members

Our members form a strong and collective voice ensuring that everybody has a right to a place to call home. This year Shelter WA represented members who collectively have over 10,000 staff who work across the housing and homelessness sector. As a member-based organisation we are committed to supporting our members to drive our vision and to deliver positive housing outcomes. 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 Victoria Park Inc	Noongar Mia Mia Pty Ltd	St Vincent de Paul Society WA
Accordwest	Co-operation Housing	Nulsen Group	Starick Services Inc
Activ Foundation Inc	Daydawn Advocacy Centre	Parkerville Children and Youth Care	Stellar Living
Advance Housing	Financial Counsellors' Association of WA	Pathways Southwest Inc	Street Law Centre WA Inc
Albany Youth Support Association	Foundation Housing	Peel Youth Service	Sun City Care Inc
Alliance Housing (WA)	Goldfields Indigenous Housing Organisation	Perth Inner City Youth Service	The Salvation Army WA
Anglicare WA	Housing Choices WA	Red Earth Property Group	Uniting WA
Australian Red Cross	Indigo Junction	Regional Alliance West	Uniting Way WA
Autism Association of WA	Just Home Margaret River Inc	Richmond Wellbeing Inc	Victoria Park Youth Accommodation
Bethanie Housing Ltd	Lamp Inc	Rise	Waroon Family Support Service
Bloodwood Tree Association	Life Without Barriers	Ruah Community Services	Women's Health and Family Service
Carnarvon Family Support Aervices	Midway Community Care	South West Refuge	Wungening Aboriginal Corporation
Centacare Kimberley	Mission Australia (WA)	Southern Cross Housing Ltd	Yinhawangka Aboriginal Corporation
Centrecare Inc	Multicultural Services Centre of WA	St Bart's	Yorgum Healing Services
Circle Green	Murchison Region Aboriginal Corporation	St Patrick's Community Support Centre Limited	Zonta House
Community Legal WA			
Community Housing Limited (WA)			

Reciprocal Members

Hygge Community Life	Master Builders Association of WA	Centre for Women's Safety and Wellbeing
Youth Affairs Council of WA	People with Disabilities WA Inc	

Associate Members

City of Bayswater	City of Perth	City of Stirling	TheFulcrum.Agency
City of Fremantle	City of Rockingham	Finbar Group Ltd	Yaran Property Group

Individual Members

Adelle Offerman
Angela Lemon
Cole Vindevoghel
David Motta
Dianne Smith
Elizabeth Lee
Erl Happ
Garry Gower
Gina Ioffee
Gloria Sutherland
Hakky Darwis
Henry Betlehen
Hope Alexander
Howard Lance

Jackie Perriman
Janine Freeman MLA
Joe Calleja
Joel Charles
Johnny Weaver
Jon Kelly
Jonathan Shapeira
Joshua Lay
Julie Waylen
Karyn Lochore
Kathleen Gregory AM
Kieran Wong
Kim Stone
Krishnand Veliyidathu

Liz Lennon
Lynn Deering
Marek Misiewicz
Mary Marshall
Matthew Ashford
Megan Kaino
Michael Finn
Michael Kiernan
Michelle Blakeley
Monique Wijbenga
Natalie Palleros
Paula Amaral
Philippa Boldy
Randal Wells

Rebecca Waddington
Ria Ferris
Roger Piggott
Senator Linda Reynolds
Senator Sue Lines
Sharmaine Sanders
Suzanne Battistessa
Suzanne Hunt
Tara Le Flohic
Trish Owen
Vida Corbett
Wendy Morris

Member Overview

No. of Members by CHA CHO / Registered CHO



100%
CHA CHO

88%
Registered CHO

Registered CHO Members by Tier



100%
Tier 1

100%
Tier 2

81.25%
Tier 3

Members by NHHa total expenditure



72%
\$ held by Shelter WA members

Media Presence

Shelter WA had 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

- Western Australia out in the cold when it comes to protecting rough sleepers
- Homelessness expected to rise in Western Australia
- Lord Mayoral Forum
- Residential Rent Law Extension
- Moratorium critical to keeping people in their homes
- Being homeless is not unlawful
- A solution to Perth's homeless crisis is within reach
- Doubling up to support local charities
- Social Housing is the Missing Infrastructure
- Budget: Investment in social housing and homelessness a positive start to recovery
- Budget: High-Level Overview
- WA Housing Strategy 2020-2030
- Mayor's pledge starts now
- RAI | Rental as anything: Pensioner Pain
- Homes for 'Tent City' occupants welcomed
- \$57.5M commitment to address Homelessness Crisis
- Second Common Ground – A Step Forward
- Social Housing needed to end Homelessness in WA
- How can we continue to turn a blind eye, when the homeless are hidden no more?
- We need housing first to house the homeless – tents are not the answer
- Being homeless is no picnic
- New report shows community supports action to end homelessness
- To be safe and strong all people need a place to call home
- The impact of rental moratorium lifting
- UNLOCK HOUSING – To address the WA Housing Crisis
- Homelessness and housing affordability is a key issue for Western Australians this election: polling shows
- Liberal Party's Social Housing commitment is smart, strategic and reflects community expectations
- Labor plans increase in WA jobs – missed opportunity to drive economic and social growth
- Spot purchasing urged as solution to "homelessness tsunami" expected when eviction moratorium lifts
- We're invisible, silent and usually well behaved – Happy International Women's Day
- New report finds housing stress in WA's regions at unprecedented levels
- Election Scorecard – Why was housing missed on the hustings?
- Shelter WA congratulates newly elected Labor Government
- New Ministry, welcome John Carey MLA as Minister for Housing
- Stretched services bracing for impact with the ending of the rental moratorium
- "Moving On" Rental survey sheds light on the rental market
- Data shows impact on people and services in the lead up to rental moratorium lifting
- CEOs call for emergency response to housing crisis in Open Letter to Premier
- Eviction Emergency – Emergency Budget needed



Inside Housing fortnightly newsletter



10%

increase in subscribers *

25

newsletters produced



Website



19%

increase in users*



49%

increase in sessions*



Twitter



38%

increase in impressions*



7%

increase in followers*



Facebook



33%

increase in followers*

11.3%

rate of engagement**



LinkedIn



7.72%

engagement rate

2x

Number of followers *



Traditional Media

219

media mentions

39

media releases

*Than the previous year

** Higher than average based on social media benchmark

Shelter WA Board

as at June 2021



6
5

Kieran Wong Chair



10
8

Julie Waylen Vice Chair



10
10

Michael Piu Treasurer



8
8

Justine Colyer Secretary



8
8

Tara Le Flohic Board Member
(until May 21)



10
7

Elizabeth Lee Board Member



● 10
● 9

Natalie Sangalli Board Member



● 10
● 4

Gordon Cole Board Member



● 10
● 9

Eugenie Stockmann Board Member



● 10
● 8

Kate Ihanimo Board Member

Board Members

- **Kathleen Gregory AM** Chair to October 2020

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 2021



Michelle Mackenzie

Chief Executive Officer



Dr Reece Plunkett

Head of Policy and Sector Development



Dr Johanna Mitchell

Policy and Special Projects Officer



Jenné Russell

Administration and Business Support Officer



Heather Bush

Head of Communications and Marketing



Chantal Caruso

Media, Advocacy and Campaigns



Royceton Hardey

Social Media Coordinator

Previous Staff Members

- **Lisa Kazalac**
Head of Policy and Sector Development to October 2020
- **Jack Thornton**
Policy & Project Officer to July 2020
- **Dr Klaudia Shenton**
Policy and Engagement Officer to November 2020
- **Ainsley Jones**
Graduate Policy Officer to November 2020



Treasurer's Report

I am pleased to present the Financial Statements of Shelter WA Inc. for the financial year ended on 30 June 2021

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 2021 have 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 2021, and of the financial performance of the organisation for the year then ended.

Michael Piu

Treasurer

Financial Report

Income

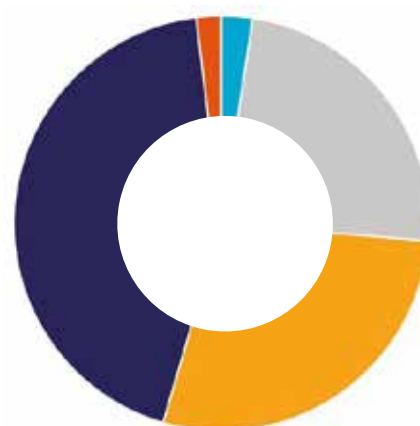
Year ending 30 June 2021



- **77%** Grant income
- **1%** Membership fees
- **5%** Other income
- **11%** Fee for service
- **2%** Donations

Expenses

Year ending 30 June 2021



- **44%** Employment
- **28%** Consultancy
- **24%** Administration
- **2%** Depreciation and amortisation
- **2%** Accounting and auditing

Assets

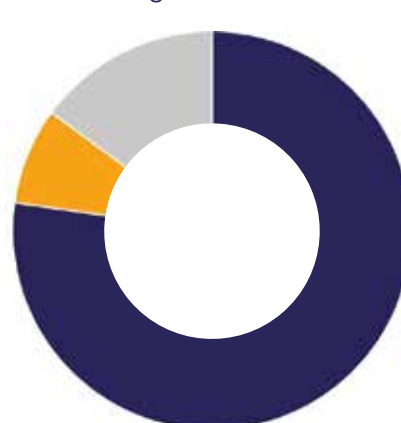
Year ending 30 June 2021



- **90%** Cash and cash equivalents
- **6%** Property, plant and equipment
- **4%** Trade receivables

Liabilities

Year ending 30 June 2021



- **77%** Grant income in advance
- **15%** Trade and other payables
- **8%** Provisions



Claisebrook Lotteries House
33 Moore Street
East Perth WA 6004

(08) 9325 6660

info@shelterwa.org.au

shelterwa.org.au

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