

# Annual Report

2021-2022







## 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 and Torres Strait Islander peoples and to Elders past and present. We support the Uluru Statement from the Heart and recognise and accept your invitation to walk with you towards a movement of the Australian people for a better future.

Cover and page 33:  
Design drawings of the STREET TO STREET Sculptural Installation by Deborah Ralph-Kafarela, Shelter WA Artist in Residence and Project Manager STREET TO STREET:  
Denise V Brown, Professional Artist Mentor;  
Jeanette Garlett, Professional Whadjuk Noongar Artist

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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 housing bodies working in partnership with National Shelter and the Community Housing Industry Association (CHIA). Through this network advocacy occurs at a national level. Shelter WA has a seat on the National Shelter board 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

- Department of Communities
- Department of Local Government, Sport and Cultural Industries
- Department of Social Services
- Sisters of St John of God
- City of Perth
- Lotterywest
- Beyond Bank
- Fleetwood Australia
- The McCusker Centre for Citizenship, University of Western Australia
- Our members
- Our partners and stakeholders





*Ministerial Community Housing Roundtable*

# 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 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 our 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 housing 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.

To deliver the homes we need we must put people at the centre of our housing system. To deliver great housing outcomes for all West Australians, we need the right investment and policy settings 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, business, the community sector, research institutions, and those with lived experience.

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 and individuals working towards our collective goal that all people living in Western Australia have housing that enables them to thrive.



*Shelter WA Chair and CEO with Minister Hon John Carey MLA*



*Gordon Cole, Shelter WA Board Member*





*ah! Brighter Future Awards*



*2021 AGM*



*Recommissioning of homelessness services*



*Recommissioning of homelessness services*



*2021 AGM*



*Bankwest Curtin Economics Centre Forum*



*Meeting with the Opposition Alliance*



*Recommissioning of homelessness services*



*Bankwest Curtin Economics Centre Forum*



*Community Employers WA meeting*





Meeting with DevelopmentWA Executives and Board



Meeting with UDIA WA



2021 Eviction Moratorium Summit



Supporting Communities Forum



St Pat's Community Centre



Circle Green Community Legal



STREET TO STREET Launch



Homelessness Week 2021



Housing Choices Australia (WA)



# Chair'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 is with great pride and admiration that I introduce our Annual Report for 2022. From the ongoing effects of COVID-19 to the rising tide of understanding around Western Australia's housing crisis, it has been another year where Shelter WA's work is critical. Shelter WA has worked in collaboration with our members and partners to improve housing outcomes for all Western Australians and continued to provide a strong, well-informed voice that leads discussion, engagement and advocacy to build an effective housing system in WA.

We welcomed changes resulting in the combined Housing, Homelessness and Lands portfolio under Minister Carey – a strong supporter of social housing. The State Budget provided increased investment into social housing and homelessness services, including \$350m for remote communities. Shelter WA has advocated for a renewed state government focus on delivering housing supply with the community housing sector, including commissioning a detailed report into leveraging Community Housing opportunities across WA. This targeted research on how community housing providers could partner with government to increase housing supply supported the governments ambition to increase social and affordable homes.

At a federal level we saw Labor government pre-election housing commitments for 30,000 social and affordable homes through the Housing Australia Future Fund, a national housing and homelessness strategy, re-establishing the National Housing Supply and Affordability Council, and restoring funding for First Nations housing providers – all welcome announcements, many of which are underway.

The Shelter WA team expanded as new programs came online, increasing our capacity to support the sector. Our team grew substantially, and we are excited to be moving from our long-term home at Claisebrook Lotteries House to a new, brighter open-plan office above The Platform where so many of our events and workshops occur. We were delighted to receive funding to auspice the WA Alliance to End Homelessness, an ongoing and productive partnership. We supported the sector response to COVID-19 by driving solutions to address immediate need and received funding for an Infection Control Program being rolled out across the sector. I am particularly proud of work to build the capacity of the Aboriginal housing sector – including a new partnership with the Sisters of St John of God to build both capability and capacity. We know that if we are to have any chance of Closing the Gap, housing must play a foundational role – and that our responses need to be community-led and culturally appropriate.





**I am inspired by the work of our members who have gone above and beyond in providing critical support to people in housing insecurity, under a range of challenging circumstances.**

Our members have felt the effect of the housing crisis and the challenges of increasing costs of living across the communities they serve. Our members know that the scale of the problem will only be addressed if we can work collaboratively and productively, and balance the responses to today's real challenges, while moving upstream to prevent homelessness and housing insecurity in the future.

I would like to thank members of the Shelter WA Board for their commitment and support. Julie Waylen and Justine Colyer have been long-serving Board members whose terms end this year, and I want to thank them both for their

leadership, wisdom and insight in growing the reach and capability of Shelter WA.

I would also like to thank the incredible and dedicated team at Shelter WA for their work over the past twelve months. I want to also thank and acknowledge our members and key partners for their engagement and support.

Finally a special thank you to Michelle Mackenzie, our outgoing CEO. Michelle provided a significant notice period to assist with the CEO recruitment and transition period for our incoming CEO, Kath Snell. Michelle has worked for Shelter and supported its goals and purposes as CEO where she has brought about systemic and significant changes for both Shelter and within the sector. Michelle leaves Shelter WA in a strong position – a financially secure and viable future; long-term contracts in place; a solid and well-respected relationship with its members, other peak bodies and external stakeholders.

Importantly she has seen the lives of those for whom Shelter WA advocates improved through increased awareness, support and services across the community and from government.

On behalf of the Board, staff and members of Shelter WA I extend my sincere gratitude for her energy, knowledge, advocacy and good grace under the demanding pressures of the role. We will certainly miss her.

I have no doubt that the year ahead will bring new challenges for our sector, but am confident in the capabilities of our team and our incoming CEO Kath Snell. Shelter WA is a respected and integral voice within the housing sector in WA and will continue to champion an effective housing system for all Western Australians.

**Kieran Wong**

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.



Shelter WA's vision can only be achieved through strong partnerships, relationships, and the ongoing commitment to lead and support the incredible work of our members and partners. It is an honour to be part of a sector that delivers great housing outcomes, often under difficult circumstances, for thousands of Western Australians.

**As a peak body our strength is deeply understanding the key housing and homelessness issues facing our members, the broader community sector, industry and government, and crafting evidence-based solutions, to drive investment and policy responses.**

This year COVID-19 continued its impact. As a result of the pandemic, and acute social and rental housing shortages, increasing numbers of people in housing stress reached out to services for support to either stay in their home or to find a home. As a result of collective advocacy, we saw increased state government investment in social housing and homelessness services which was very welcome.

This year Shelter WA received new grants to undertake significant projects. Also, longer-term funding was secured for the WA Alliance to End Homelessness. This expanded our capacity to drive our vision and lays the foundation for a strong future.

It has been an absolute privilege to work at Shelter WA. I would like to acknowledge the work of the Shelter WA team. Their expertise in housing policy, advocacy and campaigning is extraordinary. Also, I would like to thank the Board for their stewardship and ongoing support, especially during this period of rapid growth. Finally, I would like to thank our members, collaborators, and partners for your support of our work. Your collective knowledge, expertise and support is critical to drive system reform so that all people living in Western Australia have housing that enables them to thrive.

**Michelle Mackenzie**

Chief Executive Officer

## INFORMATION AND BUILDING CAPACITY



**19**  
EVENTS

**1,300+**  
PARTICIPANTS



## ADVOCACY AND INFLUENCE

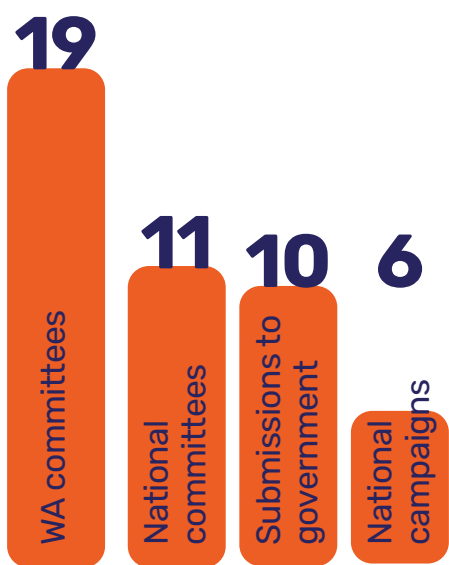
### Unlock Housing



### Community Housing

Featured in Infrastructure WA <i>State Infrastructure Strategy</i>	Partnership opportunity in <i>Housing Diversity Pipeline</i>
Acknowledged in Treasurer's Budget Speech	Solution in Regional Capitals Alliance WA <i>Housing Solutions and Action Plan</i>

### Representation



**Residential  
Relief Grants  
Scheme  
extension**

## GROWING MEMBERSHIP



**63** organisational

**57** individual

**15** associate

**3** reciprocal



**100%** CHA CHOs

**96%** REGISTERED CHOs

**100%** ACHOs



## FINANCIAL FOUR-YEAR TREND

**↑ 128%** Operational expenditure  
23% year-on-year growth

**↑ 182%** Equity  
30% year-on-year growth

**↑ 56%** FTE

## STRONG IN THE MEDIA



**2,406**

page visits



**2,128**

followers



**2,263**

newsletter subscribers



**68,179**

unique website sessions



**13**

media releases



**32**

television appearances



**1088%**

increase in media mentions

## REGIONAL ENGAGEMENT



- Stronger engagement with regional members
- Increased regional visits

## COVID-19



**Sector helpline** and referral pathway

**Webinars** with government to address sector concerns

**Rough sleeper** Vaccination Strategy

**Infection Control** Program (new)

**Reimbursement** Scheme (new)

**Preparation and Response**  
Guidelines for Congregate Living Settings



# Overview 2021-22

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



This year our engagement, evidence-based policy positions and advocacy drove our vision for an effective housing system. Our forums, workshops and events provided opportunities for collaboration between our members, the community, people with lived experience of housing stress, the broader sector, industry and government.

The impact of COVID-19 was felt by services, and we facilitated engagement between government and the sector to address issues. The social and economic impact of the lack of social and affordable homes was felt across the state. We held roundtables, published reports, wrote submissions and hosted media events to raise awareness and drive solutions. WA's first 20-year Foundations for a Stronger Tomorrow: State Infrastructure Strategy reflected our submission identifying housing as a priority and highlighting the community housing sector as a key solution.

New grants enabled us to expand our capacity to drive key initiatives. We established the Building Tenancy Skills Project, appointed a Regional Engagement Manager, a Project Manager Infection Control, a Local Government Project Officer and established a new project to build the capacity of the Aboriginal Community Housing Sector. Investment from the Sisters of St John of God enabled us to recruit for the Hear of My Experience (HOME) Project and extend the Aboriginal Community Housing Capacity Building Project for three years and establish a new WA Alliance to End Homelessness team.

Record state housing investment included a \$750m Social Housing Investment Fund, and \$350m Remote Communities Fund along with a new narrative to work in partnership with the community housing sector. Unfortunately, an overheated construction market, supply chain constraints and skill shortages impacted on delivery. We were pleased our recommendations to rapidly deliver social homes by pausing the sale of government homes, utilising modular construction and spot purchasing were progressed. We were delighted when the Housing Minister was appointed as the first Minister for Homelessness and had Lands added to his portfolio. Also, there was creation of the Housing Diversity Pipeline and the establishment of a new Office of Homelessness within the Department of Communities. These initiatives signalled a renewed government focus on housing and homelessness.

**Housing is one of the most basic human needs and this Budget makes sure that more Western Australians have a roof over their heads."**

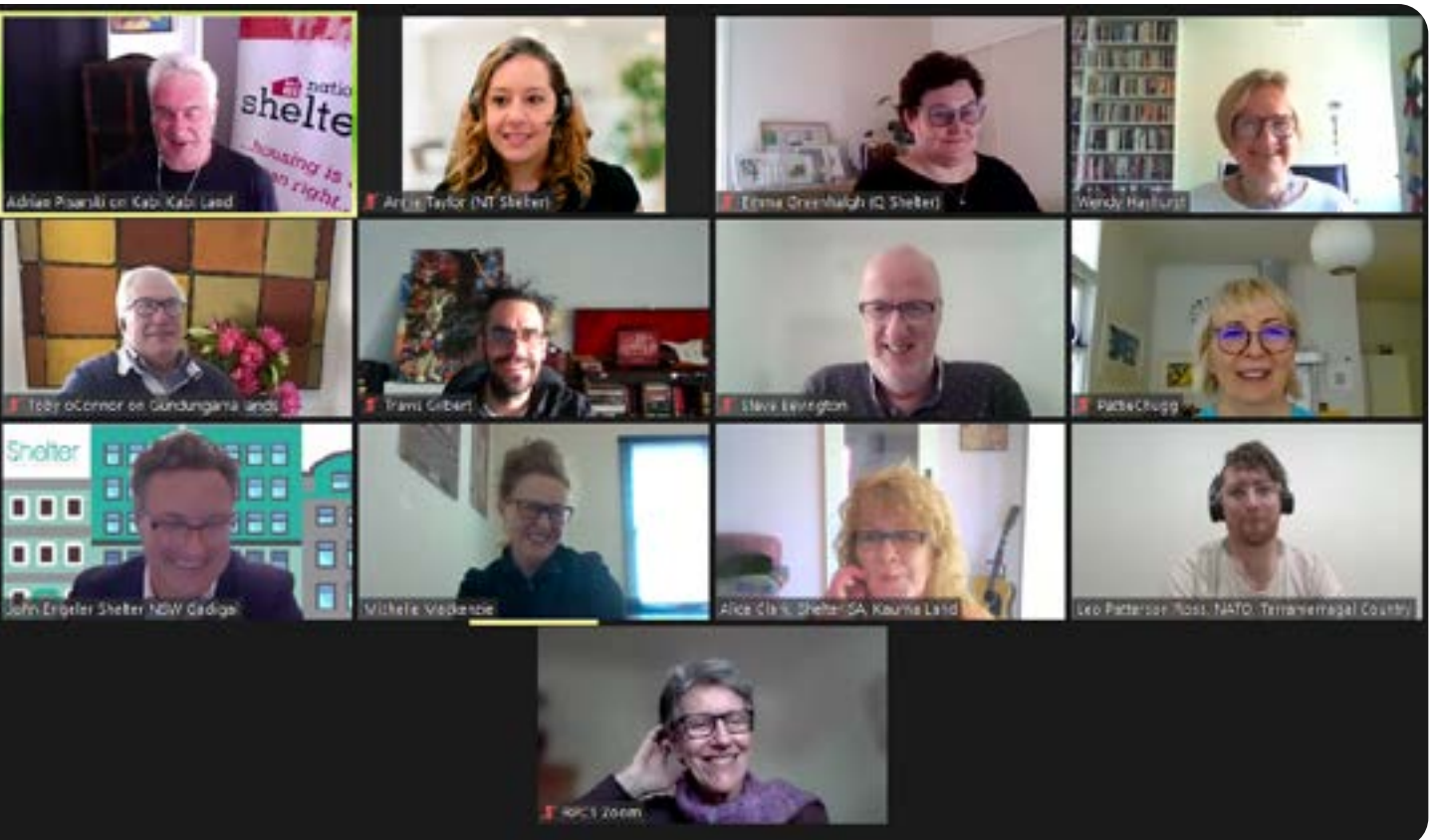
WA Treasurer's Budget Speech, Thursday, 9 September 2021

## National Campaigns

The Federal Election was an opportunity to put housing and homelessness firmly on the national agenda. Shelter WA worked with National Shelter, the Community Housing Industry Association, and the Everybody's Home Campaign to prosecute the case for increased investment.

The election of the Australian Labor Party, with housing policy commitments for 30,000 social and affordable homes through the Housing Australia Future Fund - a national housing and homelessness strategy - re-establishing the National Housing Supply and Affordability Council, and restoring funding for First Nations housing provides an opportunity to prosecute the case for increased investment into WA, which we will pursue. So too does the review of the National Housing and Homelessness Agreement.

The House of Representatives Standing Committee on Tax and Revenue released its report *The Australian Dream: Inquiry into housing affordability and supply in Australia*. Shelter WA was pleased that a number of our recommendations were contained within the report.



National Shelter meeting



# Driving Reform in Western Australia

## Homelessness Services

Shelter WA provided input into the State Commissioning Strategy and as a member of the Department of Communities Partnerships Roundtable Commissioning Working Group into the Department's Commissioning Plan.

The recommissioning of homelessness services remained a key challenge despite activities including a design lab, sector briefings and a South West trial. Contracts were rolled over for another two years. Sustainable funding of services remained a key issue. The gap between contract price and indexation widened. Shelter WA's independent research on the Funding of Homelessness Services showed a 12.2 per cent gap impacting on workforce retention and service delivery.

Our submissions to the Productivity Commission Review of the National Housing and Homelessness Agreement and the WA Legislative Council Standing Committee on Estimates and Financial Operations Inquiry into the financial administration of homelessness services in Western Australia highlighted the difference between contract price and service cost and prosecuted the case for increased and sustainable funding. We worked with the Western Australian Council of Social Service (WACOSS) and Community Employers WA (CEWA) to prosecute the case for an immediate uplift in contracts with our research providing a sound case for this increase.

We were pleased to be a member of the Supporting Communities Forum new Homelessness Strategy Implementation Group and look forward to further action to drive the outcomes of the *All Paths Lead to a Home: Western Australia's 10-Year Strategy on Homelessness 2020-2030*.

## Climate and Housing

Shelter WA supported national and state campaigns calling for climate action through the retrofitting and construction of homes. We were a signatory of the Community Sector Climate Change Declaration in which over 100 community organisations called for 'fair, fast, inclusive action on climate change this decade'. We participated in the National Trajectory for Low Energy Buildings.

Shelter WA supported the Better Renting campaign for mandatory minimum energy efficiency standards in rental properties through strategic advice, social media and advocacy and staff participated as 'renter researchers' for a Better Renting report that tracked the temperature of rental homes over the heat of summer. The resulting report adds to the evidence base demonstrating the need for improved standards for renters, and staff continue to participate in monthly national campaign meetings.

Shelter WA provided preliminary advice on the Department of Communities sustainability strategy which is likely to cover the management of their assets including public housing.

Shelter WA joins a major coalition of community organisations pushing for better home energy standards.

## National Construction Code

The National Construction Code (NCC) updates had significant improvements in relation to energy efficiency and accessibility standards. With WA indicating they would delay implementation, Shelter WA lead advocacy at a state and national level with disability and housing advocates to push WA for a timely adoption of the 2022 updates. This advocacy continues.



*Community Housing Forum*

**Strong, brave organisation that works with integrity and collaborates with members and peaks."**

Shelter WA Perception Survey

# An Effective Housing System: Harnessing the Community Housing Sector

**We are also exploring options to leverage investment by the Community Housing Sector.”**

WA Treasurer’s Budget Speech, Thursday, 9 September 2021

Shelter WA’s Community Housing Industry Strategy Group provided strategic advice to drive the community housing agenda.

We received two capacity building grants from the National Housing Finance and Investment Corporation (NHFIC) to research how the WA community housing sector could partner with government to drive new supply. The *Community housing sector growth opportunities: collaboration between government and industry to drive supply* report by the Paxon Group provides a matrix of partnership options and a blueprint for leveraging value from government investment. We commissioned asset transfer financial modelling to support the report and highlighted the benefits of increasing partnerships.

Unfortunately, government policy and program constraints continued to impede the sector’s strategic management of their assets, with policy reform including income eligibility, rent setting, head lease conditions, removal of the Community Housing Agreement and allocation stalled. Advocacy did result in a change to the loan value ratio under the Community Housing Agreement and community housing organisations received verbal confirmation from the Department of Communities.

This year the Social Housing Economic Recovery Package (SHERP) community housing grants were announced. Systemic issues that arose through the grant process were raised with the Department with commitment for a lessons learned to inform future funds. We also contributed to a data collection project lead by the National Community Housing Industry Association (CHIA) and the City Futures Research Centre to support housing advocacy which will provide updated current and projected housing demand figures for WA.

## Sector Development

Research and advocacy commenced for the introduction of a Certificate IV in Housing into WA, with partnerships formed with Community Skills WA, Department of Training and Workforce Development, North Metro TAFE and the Department of Communities, to drive progress and highlight the benefits for public and community housing. Work commenced on the development of Rent Setting Training and Tenant Engagement Training for Community Housing organisations.



*Advocacy meeting with WACOSS*



*Eviction Moratorium Summit*

## Supportive Landlord Services Framework

This year we launched an online resource to support the sector to understand the activities and strategies that comprise a supportive landlord approach. This resource enables community housing staff through self-paced learning to develop an understanding of what it means to house people with complex needs with guidance, tools and direction and examples of contemporary best practice. Work will begin on scoping the delivery of the Supportive Landlord Services Framework training and a pilot program with a cohort of staff from Housing Choices Australia (WA) and Foundation Housing is scheduled to inform the training development and delivery.

## Key Achievements

- Community Housing Sector Growth Opportunities Collaboration between Government and Industry to Drive Supply report.
- Supportive Landlord Services Framework.
- Community Housing recognised as a key housing solution in WA's first 20-year State Infrastructure Strategy, Treasurer's Budget Speech, Housing Diversity Pipeline, Regional Capital Cities Housing Solutions Action Plan.



# An effective housing system for renters

Increasing and acute rental stress was felt across Western Australia fuelled by the lack of affordable rental homes. The lowest rental vacancy rates in over forty years placed people in rental stress and at risk of homelessness. People who had never been in contact with services reached out as they faced increased rents, or eviction, with limited ability to secure an affordable rental home. Strong advocacy led to the extension of the Residential Rent Relief Grant Scheme to December 2021 and an increase in emergency relief funds used by services to support people to pay their rent.

In July 2021 Shelter WA coordinated and released a Housing Emergency Response Group (HERG) report, *Three months in: The hidden impact of the rental moratorium lifting*, an outcome of a cross-sector roundtable to address the immediate, and longer-term impact of rental shortages on the community.



HERG Report Launch Press Conference July 2022

**[Shelter WA is] an advocate for everyone seeking a safe, secure, healthy and affordable place to call home, regardless of their life circumstances."**

Shelter WA Perception Survey

As the rental crisis worsened, Shelter WA hosted a rental roundtable with key stakeholders to discuss potential solutions that could be implemented in the immediate to medium-term, in May 2022, and undertook engagement with each participant to discuss their proposals in detail.



*Department of Communities Partnership Roundtable*

Nine ideas received broad consensus and support amongst stakeholders, within three broad themes – Unlock New Supply, Unlock Existing Supply, and Rent Relief and Tenant Protection. Shelter WA will release a report advocating for these consensus ideas to address rental affordability issues.

Having confirmed the reform of the *Residential Tenancies Act* was finally being progressed, Shelter WA coordinated the reformation and relaunch of the Make Renting Fair campaign and has developed a collaborative partnership with key stakeholders to ensure these important reforms progress.



## Key Achievements

- Extension of the Residential Rent Relief Grant Scheme.
- Housing Emergency Roundtable Group Report, *Three months in: The hidden impact of the rental moratorium lifting*.
- Housing Solutions Summit.
- Rental Roundtable, Shelter WA.
- Reconvened and relaunched the Make Renting Fair campaign.

## Local Government

Local government have a raft of levers across many functional areas to facilitate social and affordable housing that can end homelessness in their communities.

Many local governments became engaged developing local or regional homelessness strategies or partnering with services to support people experiencing homelessness in their communities. We were delighted to present at the Town of Port Hedland's Housing Solutions Summit, to review the Town of Victoria Park's Homelessness Policy and to provide input into the Regional Capitals Alliance *Housing Solutions and Action Plan*.

Shelter WA signed a MOU with the WA Local Government Association (WALGA) and LG Professionals WA (LGPro) to develop the Local Government Homelessness Knowledge Hub. The Hub brings together resources to enable Local Governments to share information and inform evidence-based solutions that respond to local need. Funding for the Hub was secured from Lotterywest and Shelter WA seconded a Senior Project Officer from the City of Joondalup. A state-wide local government reference group with staff from across Council functions shaped the Hub and its content.

*Post-financial year 2021-22 note: Shelter WA launched the Hub during Homelessness Week 2022.*



*Local Government Hub Meeting*



*Memorandum of Understanding signing WALGA & LGPro WA*

**Great supporter of sector, sector clients and tenants, and highly responsive to emerging issues and trends."**

Shelter WA Perception Survey

## COVID-19

Managing COVID-19 in the workforce and with clients had an enormous impact on the sector. Shelter WA forged a strong, positive working partnership with the State Health Incident Coordination Centre (SHICC) and State Welfare Incident Coordination Centre (SWICC) providing a collective sector voice and advocacy point for key issues. We ensured the sector had access to contemporary information and decision makers. We held webinars with SHICC and SWICC providing an opportunity to receive the latest health advice, raise issues and ask direct questions of decision makers. As isolation requirements changed and the borders reopened, we advocated and secured a targeted vaccination strategy for people who sleep rough to reduce the risk of transmission and severity of illness.

As health advice changed, we ensured that the sector was informed and resourced to respond. This was important as personal protective equipment, mandatory vaccination requirements, testing approaches and changes to isolation management changed impacting on COVID-19 management.

An important resource during this time was hearing from providers over east who had navigated outbreaks at their facilities. To support this we facilitated a webinar with interstate providers to share their experience navigating an outbreak within the constraints of their service delivery.

The management of COVID-19 positive people in congregate living facilities, and homelessness engagement hubs, was made more difficult as health advice changed. As isolation requirements eased, we advised SHICC of the impact on shared facilities which generated targeted advice on how to best support people isolating in boarding or lodging facilities.

We continued to press for a shared understanding on the status of the COVID-19 Outbreak Management Rough Sleeper Action Plan. Safe and appropriate accommodation options for rough sleepers with COVID-19 proved challenging despite best efforts by government to address this.

Advocacy resulted in the Department of Health leading a *COVID-19 Isolation for People Experiencing Homelessness* program of work and rapid scenario planning and testing exercise, to review the process for people who were experiencing homelessness and required to isolate. They determined actions to establish clear and safe isolation pathways.

To address issues raised through this process, the Department of Health granted Shelter WA funding to support accommodation and wrap-around support services provided by the sector for people experiencing homelessness with COVID-19. We also received a Lotterywest grant for an Infection Control Program which will support the sector to reduce the risk of transmission.





*Youth Homelessness Discussion*



*Shelter WA team*



*Four WA-based Aboriginal Community Housing Organisations meeting*

## Key achievements

- Dedicated SHICC sector phone line and referral pathway for people experiencing homelessness and were COVID-positive.
- Vaccination strategy for people experiencing homelessness in partnership with the Department of Health and vaccination clinics in partnerships with services.
- COVID-19 Preparation and Response Guidelines for Congregate Living Settings in partnership with SHICC.
- Congregate Living webinars to enable the sector to directly address issues with SHICC.
- COVID-19 Reimbursement Scheme Health and Isolation Response grant (Department of Health).
- Infection Control Program.

## Regional Engagement

We commenced development of a regional engagement framework, to ensure regional connection is embedded across all areas at Shelter WA, supported by Lotterywest.

Following a review of regional engagement models, we visited regions to hear more about key issues, the opportunities for our involvement and how regional members would like us to embed engagement in our practice.



*PIA WA Regional Conference, Northam*

Our Regional Engagement Manager visited the Pilbara, South West, Great Southern and Wheatbelt and held meetings with other regions online. A dedicated regional WA page was established on our website. A peaks policy group was created to foster collaboration and support between regionally focused staff working in peak bodies, to strengthen our work and advocacy for the sector. Also, a strong regional input and focus was placed on our submissions to government.



*Regional Alliance West, Geraldton*



*Regional Capitals Alliance WA*



*Albany*



*Bloodwood Tree Association, Port Hedland*



*Bunbury*





*Town of Port Hedland Housing Solutions Summit*



*City of Albany*



*Town of Port Hedland Housing Solutions Summit*



*City of Albany*

**[Shelter WA] punches well above its weight for the resources it has."**

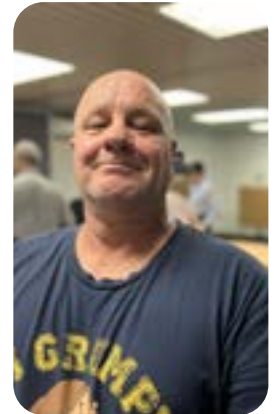
Shelter WA Perception Survey

## The Voice of Lived Experience

With the finalisation of the Hear of My Experience (HOME) Toolkit, workshops were held to discuss the group's future and a smaller group formed to progress activities.

A key outcome was funding for a multi-year project from the Sisters of St John of God to build on our work through a dedicated project coordination. Work began on recruitment for a Project Manager and Project Officer to progress key projects, including a co-design process for a Lived Experience Advisory Council of people who have experienced homelessness. Shelter WA looks forward to progressing this work over the next three years.

The important role that people with lived experience play in policy, programs and advocacy was demonstrated with the Australian Bureau of Statistics appointing Local Engagement Officers under a Census Homeless Enumeration Strategy. Three engagement officers were participants of the Shelter WA HOME Lived Experience Engagement Project.



*HOME Lived Experience Team meeting the Hon Simone McGurk MLA*





## STREET TO STREET

### Artist-in-Residence

We exhibited *STREET TO STREET*, a 50-piece sculptural installation which gave voice to people with lived experience of housing insecurity and homelessness. This exhibition was the outcome of our first Artist-in-Residence program. Over 16 weeks, 89 people with lived experience of homelessness were engaged through workshops at St Patrick's Community Support Centre, Ruah Community Services and Uniting WA's Tranby Engagement Hub. These 'co-artists' worked on prefabricated wooden houses, which are the "size of a hug" creating intimate pieces of work. The exhibition was supported by the Department of Local Government, Sport and Cultural Industries, Lotterywest and the City of Perth in partnership with the engagement hubs. Planning for further phases of the *STREET TO STREET* project are underway.



*Design drawings of the STREET TO STREET Sculptural Installation by Deborah Ralph-Kafarella, Shelter WA Artist in Residence and Project Manager STREET TO STREET (pictured above left); Denise V Brown, Professional Artist Mentor; Jeanette Garlett, Professional Whadjuk Noongar Artist*

# Advocacy for Specific Populations





# Aboriginal Community Housing

This year, supported by Lotterywest, we worked to build on the strengths of four WA Aboriginal Community Housing Organisations (ACHO) to deliver great housing outcomes – Murchison Region Aboriginal Corporation (MRAC), Goldfields Indigenous Housing Organisation (GIHO), Southern Aboriginal Corporation (SAC) and Noongarr Mia Mia (NMM).

Through a new Operational Forum, we facilitated strong relationships and peer-to-peer learning approaches to build collective capability. A technical expert reviewed policy, procedures, finance, asset management and planning, and asset expansion informing local and collective practice. Long-term sustainability was supported by exploring registration options through the Community Housing Regulatory Framework with a desktop audit and roadmap for each to become a registered provider. In addition, social media and marketing support was provided. Also, a Prospectus was created to promote future investment in this sector. Through this project collective input was provided to state and federal social and economic policy priorities, founded within the principles of culturally informed and lead housing and homelessness practice.

New funding was secured from the Department of Communities and the Sisters of St John of God, we look forward to broadening and progressing our work with the ACHO sector over the next three years.



# Advocacy for Specific Populations

## Remote housing maintenance

Advocacy for a new model of housing maintenance on remote communities, which builds on the strengths of local Aboriginal organisations, creates employment pathways and delivers better housing outcomes for tenants, was undertaken in partnership with Western Australian Council of Social Service (WACOSS) and the Aboriginal Health Council of Western Australia (AHCWA). Meetings were held with regional service providers and staff across government and we hope reform of the maintenance model will be progressed in partnership with government and the sector.



*Goldfields Indigenous Housing Organisation, Kalgoorlie*



*Aboriginal Community Housing Organisations meeting*



*Aboriginal Community Housing Organisation CEOs*



## Key achievements

- Each ACHO received funding from the Sisters of St John of God to support: home purchases; strategic planning support; asset management software; document management software; tenancy management software; and a Tenancy Support Program.
- Funding to Shelter WA from the Sisters of St John of God to employ a centralised project coordinator to support the four ACHOs building on their existing capacity over the next three years.



# Housing for People with Disability

An estimated 411,200 Western Australians experience disability of some kind that impacts on the way they wish to live. Overall, people with disability appear to have similar housing patterns to those without disability with just under a third renting and two-thirds owning their home. Closer analysis reveals important differences in the housing experience of those with disability, particularly in the rental market. For this reason, Shelter WA and People With disabilities WA Inc. (PWdWA), with support funding from the Department of Social Services, worked in partnership to deliver the Building Tenancy Skills Project and supported National Shelter in the implementation of the Opening the Door project in WA.



*Dr Donna Turner, Project Manager Building Tenancy Skills*



*Building Tenancy Skills*

# Advocacy for Specific Populations

## Building Tenancy Skills Project

Just over 111,000 Western Australians with disability are tenants, the majority of whom (approximately 76,000) are renting their homes in the private rental market<sup>1</sup>.

Tenants with disability, particularly those on low and fixed incomes, are less likely to be able to source housing that meets their needs, are more vulnerable to forced moves from their rental property and face additional challenges when attempting to secure another rental property. There are currently no additional considerations in the *Residential Tenancies Act* that acknowledge and address the relatively poor rental experience of tenants with disability.



Regional Alliance West, Geraldton



Murchison Region Aboriginal Corporation, Geraldton



Co-design workshop



<sup>1</sup>ABS 2020, Survey of Disability, Ageing and Carers



The project recruited thirteen people with experience of disability and renting to provide lived experience expertise along with a lived experience facilitator, an accessible communications consultant and a support worker. The Lived Experience Co-Design Team Members met fortnightly to identify gaps in service need and information about tenancy sustainment and to co-design solutions. As a state-wide project, and due to COVID-19 measures, capacity building was undertaken to ensure project team members could contribute to online meetings. Training was provided to the team in safe story telling. Also the Disability Royal Commission Advocate gave a presentation to the team. The resources developed, including videos on key aspects of the *Residential Tenancies Act*, will be utilised in the delivery of a workshop for tenants with disability that will be delivered state-wide in 2022-2023.

### Co-design workshop

More information regarding the project is available from [www.rentingwithdisability.org.au](http://www.rentingwithdisability.org.au).



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DECEMBER 2021 VOLUME 34-ISS  
ISSN 1032-6170

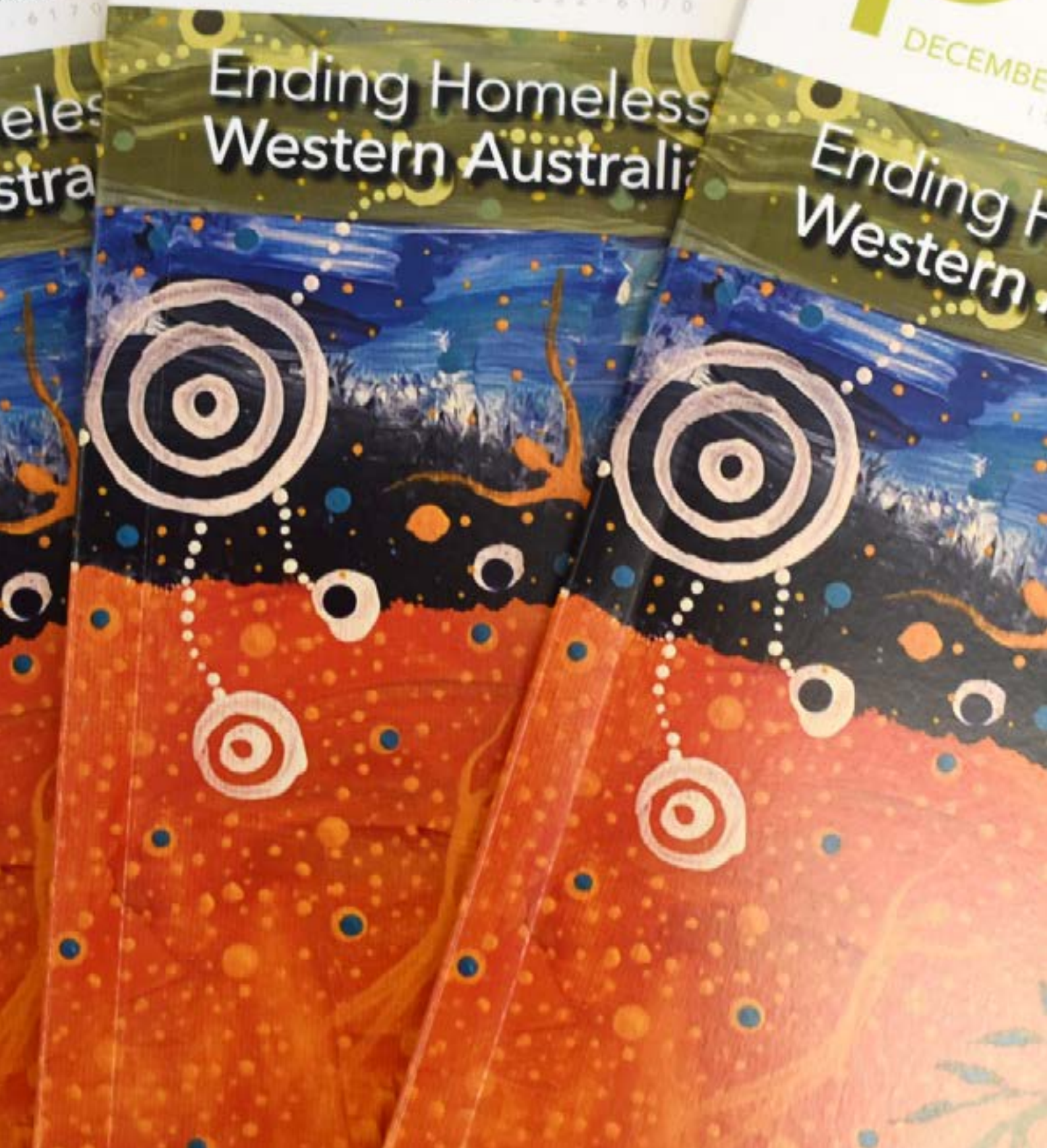
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Western Australia

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# ***Parity* Ending Homelessness in Western Australia**

**December 2021 Volume 34 - Issue 10**

The Council to Homeless Persons' (CHP) publication *Parity* profiled Western Australia. It was ten years since the last WA edition and a comparison of titles shows a change in direction from "Responding to Homelessness in Western Australia" (2012) to "Ending Homelessness in Western Australia" (2022). In partnership with CHP, and the WA Alliance to End Homelessness, Shelter WA coordinated the production of the WA edition.



# Homelessness Week 2021

The theme for Homelessness Week 2021 was Housing Solutions to End Homelessness.

Homelessness Week 2021 was made possible by the sponsorship of Fleetwood Australia, Beyond Bank and the Department of Communities. Funding was raised during the week for The Underground Collaborative.





## Official Launch

Noongarr Elder Aunty Marie Taylor conducted the Welcome to Country. Shelter WA Chairperson Kieran Wong gave an overview of Homelessness Week and its theme. The Honourable Simone McGurk MLA, Minister for Child Protection; Women's Interests; Prevention of Family and Domestic Violence; Community Services, Children's Interests and Women's Interests formally launched Homelessness Week 2021. She referenced the government initiatives underway to end homelessness, acknowledging the important work of service providers.



## Launch, Ending Homelessness in Western Australia 2021 report

Professor Paul Flatau, Centre of Social Impact, UWA launched this report commissioned by the WA Alliance to End Homelessness. He provided an overview of key findings which showed homelessness outcomes are not improving and pointed to what needed to be done based on the evidence. A facilitated panel discussed 'where to from here?' followed with local experts reflecting on the report findings and sharing their knowledge, insights and thoughts on how together we can end homelessness.



Professor Paul Flatau

## Wicked Problems & Messy Data Workshop

Shannen Vallesi from the School of Population and Global Health at the University of Western Australia facilitated a workshop on sector data using insights from the knowledge she has gained through her practice.

## Older Women & Housing

This session discussed solutions to prevent and end homelessness for older single women on low incomes. Also, how this group can make informed decisions regarding ageing well and contributing to their communities. Speakers touched on a range of housing solutions that are and can be progressed in WA.

## HOME Lived Experience Co-design Toolkit and Framework Launch

The Hear of My Experience (HOME) project launched the HOME Lived Experience Engagement Framework and the Toolkit, two new resources to support the housing and homelessness sector better engage with people with lived experience. The launch included a panel discussion with representatives from the City of South Perth, the WA Alliance to End Homelessness, Housing Choices Australia (WA), Ruah, Co-Operation Housing, and Lived Experience Advocates.

## Lived Experience Walking Tour

A Lived Experience Advocate led people around the Perth CBD highlighting his journey while he cycled in and out of homelessness. A visit to the Tranby Engagement Hub and Passages Youth Engagement Hub enabled services to outline the work that they do with people experiencing homelessness, complementing the information provided on this tour.



*Lived Experience Walking Tour*







*Wicked Problems Workshop*



*HOME Lived Experience Launch*



*Older Women & Housing*



*Older Women & Housing*



*Homelessness Week 2021 Launch*



*Homelessness Week 2021 Launch*



*HOME Lived Experience Launch*



*Homelessness Week 2021 Launch*



# Homelessness Week 2021







**Delivering outcomes on Government land is absolutely essential to provide housing for people in need."**

Professor Steven Rowley, Curtin University.



# Homelessness Week 2021









# Homelessness Week 2021



Charette: Housing solutions to end homelessness



## Design Charette: Housing Solutions to End Homelessness

A design charette was held with architects and community housing providers to develop innovative design solutions on government sites to deliver new social and affordable homes. Ten teams participated, with architects and community housing organisations paired. The teams were:

- Foundation Housing + PHAB Architects
- Rise Network + MJA Studio
- Bethanie + Gresley Abas
- Co-operation Housing + spaceagency
- Indigo Junction + Richard Hammond Architect
- Connect Victoria Park + Hames Sharley
- Stellar Living + Whispering Smith
- Housing Choices Australia (WA) + Studio Halton
- Salvation Army + Michelle Blakeley, Architect
- Uniting WA + Nic Brunsdon + ROAM Architects



Guest speakers provided research and best practice insights to consider in their design then the teams worked in a fast paced and collaborative environment to design a development and show what is possible. They were asked to address in their designs: Social housing delivery; Sustainability; Meeting a specific housing need; and Strategies for overcoming delivery barriers. During the charette a range of sketches, hand drawings, collages and 3D renderings emerged. Roving experts including urban planners, architects, builders, sustainability and homeless providers provided expert advice to the teams.

Design proposals were presented to a high-profile judging panel comprised of the Chief Operating Officer, Fleetwood Australia, the Deputy Lord Mayor of the City of Perth, who is an architect, the Government Architect and a Lived Experience Consultant.

The Charette Report was presented to the Minister for Housing; Lands; Homelessness; Local Government to inform future social and affordable housing responses.

**[The Charette was] a great opportunity to work with people that have skills that we don't have, to come up with some innovative solutions to house older people."**

Luke Garswood, CEO Connect Victoria Park Inc.

# The WA Alliance to End Homelessness

Significant collaborative work was undertaken this year with the housing and homelessness sector, the wider community, the business community, local government, and the Western Australian Government. This work continued under the guidance of the Alliance's Steering Group, a subset of a broader Collaborative Lead Group. This work was supported by funding from Lotterywest. Shelter WA is proud to perform the administration function for the WA Alliance to End Homelessness.

During this year a strong relationship was developed with the Sisters of St John of God who took a keen interest in supporting activities that would result in systems reform to end homelessness. After an invitation to submit a proposal, we were successful in securing four-year funding. This new partnership strengthens the capacity of the Alliance to implement its strategy by supporting evidence-based projects that end homelessness by engaging key partners across government, not-for-profits and the broader community.



## **Key pieces of work progressed this year included:**

### **Housing First Pivot**

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

### **Housing First Development Collection**

In partnership with Curtin University, existing housing models that support the Housing First approach from across the globe were researched for a new online platform. We launched the Housing First Development Collection as a clearinghouse to promote developments within WA.

### **Outcomes Measurement and Evaluation Framework**

The Ending Homelessness WA Annual Report and Dashboard was launched during Homelessness Week. This report prepared by the Centre for Social Impact at University of WA provides evidence and data to inform the response to COVID-19 and homelessness in WA.

### **Mia Moort – Housing First for First Nations People**

In partnership with Noongarr Mia Mia, we developed and launched the Noongarr Cultural Framework and Noongarr Housing First Principles. This is a step forward in better understanding culturally appropriate ways of delivering Housing First. These frameworks are a national first for a culturally informed and led Housing First cultural framework.

### **Community Capacity Building**

In partnership with Rotary, the Alliance provided support to 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 the regional areas. This includes assisting the communities of Geraldton, Rockingham, Mandurah, Midland and Bunbury in establishing their community goals for ending homelessness.



## Driving Change: Submissions to Federal and State Government

### Federal

- Productivity Commission review of the National Housing and Homelessness Agreement.
- Standing Committee on Tax and Revenue – Inquiry into housing affordability and supply in Australia, in partnership with National CHIA.
- Infrastructure Australia, 2022 Regional Strengths and Infrastructure Gaps.

### State

- WA Legislative Council Standing Committee on Estimates and Financial Operations Inquiry into the financial administration of homelessness services in Western Australia.
- Department of Finance – WA State Commissioning Strategy draft discussion paper.
- Infrastructure WA – Foundations for a Stronger Tomorrow: State Infrastructure Strategy.
- Department of Local Government, Sport and Cultural Industries – Short-term rental accommodation registration scheme for short-term rental accommodation.
- WA Planning Commission – *Draft Position Statement: Planning for Tourism*.
- Department of Planning, Lands and Heritage – Planning Reform Stage Two.
- Mental Health Commission – Design and delivery of the models of services for the Youth Step Up Step Down (SUSD) service, Youth Long-term Housing and Support Program, and Youth Psychosocial Packages.
- Department of Communities – Disability Access and Inclusion Plan 2020-2025.
- Department of Communities – WA Seniors Strategy 2023-2033.

## Research Reports

- *Government Land and Buildings*, Shelter WA.
- *Prefabricated Housing – An opportunity for rapid delivery of social and affordable homes in WA*, Shelter WA.
- *Three months in: The hidden impact of the rental moratorium lifting*, Housing Emergency Roundtable Group Report.
- *WA Asset Transfer Modelling*, Sphere Consulting.
- *Design Charette Outcomes Report*, Shelter WA.
- *The Funding of Western Australian Homelessness Services 2022*, University of Western Australia Centre for Social Impact.
- *Community Housing Sector Growth Opportunities Collaboration between Government and Industry to Drive Supply*, Paxon Consulting.
- *Rental Moratorium Roundtable Report*, Shelter WA.



**Shelter WA is a critically important resource and voice in guiding the systemic reforms needed to address both current housing crises, and the future crises we face in a changing economic and environmental landscape.”**

Shelter WA Perception Survey

# Working Groups, Presentations, Forums, Events

## A Seat at the Table

Agency	Forum
National Shelter	Board member
National Shelter	Opening Doors Project Advisory Group
National CHIA	Peaks Forum
National CHIA	FDV Standards Advisory Panel
National CHIA	National Community Housing Standards
National CHIA	Industry Development Strategy
Housing Productivity Research Consortium	Consortium of national and state housing peak bodies, research institutions
National Regulatory Advisory Group	State/territory community housing registers
Better Renting	National Healthy Homes for Renters
Healthy and Affordable Homes	Energy efficient homes in alignment with COAG's Low-Energy Buildings Trajectory
Everybody's Home	Campaign Committee
Infrastructure WA	External Stakeholder Reference Group
METRONET Office	METRONET Private Sector Reference Group
Department of Communities	Ministerial WA Committee Homelessness (WACH)
Department of Communities	Community Partnerships Roundtable
Department of Communities	Shared Data Working Group
Department of Communities	Commissioning Working Group
Department of Communities	Homelessness Services Commissioning Working Group
Department of Communities	COVID-19 Outbreak Rough Sleeper Plan
Department of Communities	Common Ground Project Board
Supporting Communities Forum	Homelessness Strategy Implementation Group
Homes for Homes	WA Reference Group
WACOSS	WA PEAKS Forum
WACOSS	Anti-Poverty Week Committee
WACOSS	100 Families Reference Group
National Disability Services	Accommodation and Housing Sub-Committee
Energy Policy WA	WA Advocates for Energy Consumers Forum
Council on the Ageing Western Australia	Seniors Sector Partnership
Housing for the Aged Action Group	Ageing on the Edge Action Group
Community Housing Providers	Community Housing Operational Forum



## External Presentations

- Building Tenancy Skills
- WA Alliance to End Homelessness Pulse Session
- NDS Housing and Home Living Sub-Committee
- Presentation to the Individual Disability Advocacy Service Consortium
- Tenancy Advocacy and Education Network Meeting
- Town of Port Hedland Housing Solutions Summit



**Confidently advocating with the facts collected through multiple resources to achieve strong outcomes for the benefit of the vulnerable and wider community."**

Shelter WA Perception Survey

# Working Groups, Presentations, Forums, Events

## Forums and Events



Homelessness Week: Official Launch

Homelessness Week: Ending Homelessness in Western Australia 2021 report

Homelessness Week: Wicked Problems and Messy Data Workshop

Homelessness Week: Older Women and Housing

Homelessness Week – Lived Experience Walking Tour

Homelessness Week – HOME Lived Experience Co-design Toolkit and Framework Launch

Homelessness Week – Design Charette

Ministerial Breakfast

Shelter WA AGM

STREET TO STREET Art Exhibition

Launch WA *Parity* “Responding to Homelessness in Western Australia”

Accessibility Online Workshop

COVID-19 Vaccination for Rough Sleepers Webinars

COVID-19 and Congregate Living Webinars

Supportive Landlord Launch

Housing Solutions Summit

Housing Emergency Roundtable

# Key Stakeholder Engagement

We extend a heartfelt thanks to our key stakeholders for their work with us.

## National Campaigns

Housing for the Aged Action Group	Everybody's Home Campaign	The Constellation Project
Australian Network for Universal Housing Design	Healthy Homes for Renters / Better Renting	Healthy Affordable Homes Coalition

## National Peak Bodies

National Shelter	Community Housing Industry Association	National Aboriginal and Torres Strait Islander Housing Association	Homelessness Australia
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## Federal Government Departments

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

## National Organisations

Australasian Housing Institute	Summer Foundation	Rights and Inclusion Australia
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## National Research

AHURI	City Futures Research Centre - UNSW Sydney	Housing Productivity Research Consortium
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# Key Stakeholder Engagement

## 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 – Consumer Protection	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
Office of Disability WA	Legal Aid WA	Mid West Development Commission	Pilbara Development Commission
Wheatbelt Development Commission	Great Southern Development Commission		



## State Government

The Hon Roger Cook MLA Minister for Commerce	The Hon John Carey MLA Minister for Housing, Homelessness and Lands	The Hon Simone McGurk MLA Minister for Community Services	The Hon Amber-Jade Sanderson MLA Minister for Health and Mental Health
The Hon Mia Davies MLC, Leader of the Opposition	The Hon Steve Martin MLC, Opposition Spokesperson on Housing	The Hon Brad Pettitt MLC, South Metropolitan Region	Ministerial Council on Disability

## Local Government

City of Albany	City of Bayswater	Shire of Derby / West Kimberley	City of Fremantle
City of Joondalup	City of Mandurah	Shire of Margaret River	City of Perth
Town of Port Hedland	City of Rockingham	City of South Perth	City of Swan
City of Stirling	Town of Vincent	Town of Victoria Park	City of Wanneroo

## WA Peak Bodies

WA Association for Mental Health	WA Council of Social Service	Aboriginal Health Council of WA	Council on the Ageing
Community Legal WA	National Disability Services WA	People With disabilities WA Inc.	Centre for Women's Safety and Wellbeing
Youth Affairs Council of WA	Financial Counsellors' Association of WA	Carers WA	Alcohol and Other Drugs Consumer Community Coalition
Development Disability WA	Consumers of Mental Health WA	Kin Advocacy	

## WA Not-For-Profits

WA Alliance to End Homelessness	100 Families Reference Group	Community Employers WA (CEWA)	Pilbara Meta Maya
Rotary	Ngaanyatjarra Council	Advocacy WA	Mowanjum Aboriginal Corporation
Marra Worra Worra Aboriginal Corporation	The McCusker Charitable Foundation	WA Council of Lived Experience	Community Skills WA
Orana House	WA Individualised Services		

## 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

Edith Cowan University	Bankwest Curtin Economics Centre	UWA Centre for Social Impact
Curtin University – Urban Planning, Property Management	UWA Centre for Public Health	

**Informative and relevant - bridging critical issues in both housing and homelessness."**

Shelter WA Perception Survey

# Shelter WA Members

As a member-based organisation our strength comes through our members. We are committed to supporting our members to drive our vision and to deliver positive housing outcomes for people across Western Australia. Members play a significant role in shaping our policy and advocacy agenda. 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 manage thousands of social and affordable homes across Western Australia and collectively employ over 10,000 staff.

## Organisational Members

55 Central Inc	Connect Victoria Park Inc	Multicultural Services Centre of WA	Southern Cross Housing Ltd
Accordwest	Co-operation Housing	Murchison Region Aboriginal Corporation	St Bart's
Activ Foundation Inc	Daydawn Advocacy Centre	Neami National	St Patrick's Community Support Centre Inc
Advance Housing	Financial Counsellors' Association of WA	Noongarr Mia Mia Pty Ltd	St Vincent de Paul Society WA
Albany Youth Support Association	Foundation Housing	Nulsen Group	Starick Services Inc
Alliance Housing (WA)	Fusion Australia	Parkerville Children and Youth Care	Stellar Living
Anglicare WA	Goldfields Indigenous Housing Organisation	Peel Youth Service	Street Law Centre WA Inc
Australian Red Cross	Gumala Aboriginal Corporation	Perth Inner City Youth Service	The Salvation Army Western Australia
Autism Association of WA	Homes for Homes	Red Earth Residential	Uniting WA
Bethanie Housing Ltd	Housing Choices Australia (WA)	Regional Alliance West	United Way WA
Bloodwood Tree Association	Indigo Junction	Richmond Wellbeing Inc	Victoria Park Youth Accommodation
Brightwater Care Group	Just Home Margaret River Inc	Rise	Womens Health and Family Services
Carnarvon Family Support Services	Life Without Barriers	Ruah Community Services	Wungening Aboriginal Corporation
Centacare Kimberley	MercyCare	South West Refuge	Yorgum Healing Services
Centrecare Inc	Midway Community Care	Southern Aboriginal Corporation	Zonta House
Circle Green Community Legal WA	Mission Australia (WA)		
Community Housing Ltd			

## Reciprocal Members

People With disabilities WA Inc  
Youth Affairs Council of WA  
Volunteering WA

## Associate Members

City of Armadale	City of Rockingham	TheFulcrum.Agency
City of Bayswater	City of South Perth	Fleetwood Australia
City of Fremantle	City of Stirling	Shape Urban
City of Joondalup	Town of Victoria Park	Sue Lewis Chocolatier
City of Perth	Finbar Group Ltd	Cancer Council of WA



## Individual Members

Adelle Offerman	Gareth Owen	Julia Kettle	Nadia Kampfhenkel
Alf Lay	Garry Gower	Julie Waylen	Natalie Palleros
Alissa Lovering	Geoffrey Barker	Kathleen Gregory AM	Paula Amaral
Allan Borwick	Gina Ioffee	Keegan Exner	Philippa Boldy
Andrew Hall	Dr Gloria Sutherland	Kelly Calgaret	Randal Wells
Angela Lemon	Gordon Cole	Kieran Wong	Renee Taiatini
Anne Livingston	Hakky Darwis	Kim Stone	Roger Cook
Cole Vindevoghel	Henry Betlehen	Lisa Holliday	Sandeep Shankar
David Motta	Hope Alexander	Liz Lalor	Sandy McKiernan
Debra Corkhill	Howard Lance	Liz Lennon	Sepo Young
Dianne Smith	Ingrid Hilario	Marek Misiewicz	Tara Le Flohic
Dominic Carrington	Joe Calleja	Mary Marshall	Toni Avis
Donna Quinn	John Hannah	Michael Finn	Trish Owen
Elizabeth Lee	Jonathan Shapiera	Michael Kiernan	Wendy Morris
			Yhana Lucas

## Member Overview

### No. of Members by CHA CHO / Registered CHO



**100%**  
CHA CHO

**96%**  
Registered CHO

### Registered CHO Members by Tier



100%  
Tier 1

100%  
Tier 2

93%  
Tier 3

### Members by NHA total expenditure



**69%**

\$ held by Shelter WA members

# Media Presence

Shelter WA had a strong media reach, driving advocacy and influencing commentary and debate. Shelter WA's reputation makes us the 'go to' organisation for media seeking a comment or information on social or affordable housing and homelessness issues in WA.

Employing a dedicated media officer translated to a significant increase in media appearances and mentions.

Shelter WA had **321 traditional media mentions** this financial year, including **32 television appearances**. This compares to 27 media mentions last year, an **increase of 1088 per cent**.

Shelter WA issued **13 media releases**.



## Media Releases

- Government owned land and buildings earmarked for sale better re-purposed for much needed social and affordable homes: new report
- Housing Emergency Response Group release new report with evidence of the impact of rental moratorium lifting, three months on
- Housing Solutions Summit offers new ideas to solve housing shortage
- Homelessness Week 2021: Join us on this special event walking tour
- Homelessness Week 2021: No progress against target to end homelessness by 2028: new report
- Social Housing investment welcomed as a step in the right direction
- 'STREET TO STREET' Art Exhibition gives voice to people with lived experience of homelessness
- Budget announcement welcomed
- New report shows funding for WA homeless services inadequate
- Polling confirms overwhelming support for billion-dollar budget boost to end homelessness and build more social and affordable rentals



### Inside Housing fortnightly newsletter

**2,263**  
subscribers

**25**  
newsletters



### Website

**48,438**  
users

**68,179**  
unique sessions



### Twitter

**4.8%**  
increase in followers

**5.3%**  
average increase in engagement



### Facebook

**18,812**  
reach

**2,406**      **239**  
page visits      new Likes



### LinkedIn

**2,128**  
followers

**2x**  
number of followers



### Traditional media

**1088%**  
increase in media mentions

**13**      **32**  
media releases      TV appearances

*\* Figures recorded for the financial year 2021-22 or as at June 2022*



# Shelter WA Board

as at June 2022



● 9  
● 8

**Kieran Wong** Chair



● 9  
● 9

**Michael Piu** Vice-Chair



● 9  
● 7

**Eugenie Stockmann** Treasurer



● 9  
● 8

**Justine Colyer** Secretary



● 9  
● 7

**Julie Waylen** Board Member



● 9  
● 8

**Natalie Sangalli** Board Member



● 9  
● 5

**Gordon Cole** Board Member



● 6  
● 6

**Alf Lay** Board Member



● 6  
● 6

**Mark Slattery** Board Member

### Governance, Audit and Risk Committee

- Natalie Sangalli Chair
- Julie Waylen
- Mark Slattery
- Alf Lay

- Number of eligible meetings  
● Number of meetings attended

# Shelter WA Team

as at June 2022



**Michelle Mackenzie**  
Chief Executive Officer



**Lyn Lord**  
Executive Administration and  
Finance Coordinator



**Yvonne Atkinson**  
Business Manager



**Paula O'Leary**  
Head of Policy and Sector  
Development



**Dr Johanna Mitchell**  
Policy and Special Projects  
Officer



**Chantal Caruso**  
Media, Advocacy and  
Campaigns Lead



**Sarah Quinton**  
Media and Events Manager



**Heather Bush**  
Head of Communications  
and Marketing



**Royceton Hardey**  
Social Media Coordinator





**Rhiannon Bristow-Stagg**  
Regional Engagement  
Manager



**Erika Everitt**  
Senior Project Officer, Local  
Government Knowledge Hub



**Elizabeth Brown**  
Project Manager Infection  
Control



**Dr Donna Turner**  
Project Manager Building  
Tenancy Skills



**Dr Amber Arazi**  
Co-Design Facilitator and  
Accessibility Coordinator,  
Building Tenancy Skills



**Aimee Edwards**  
Project Support Officer,  
Building Tenancy Skills

### **Previous Staff Members**

**Dr Reece Plunkett**  
Head of Policy, Advocacy and Sector Development

**Jocasta Sibbel**  
Policy and Projects Officer

**Jenné Russell**  
Administration and Business Support Officer



# Treasurer's Report

**I am pleased to present the Financial Statements of Shelter WA Inc. for the financial year ended on 30 June 2022**

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 2022 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 2022, and of the financial performance of the organisation for the year then ended.

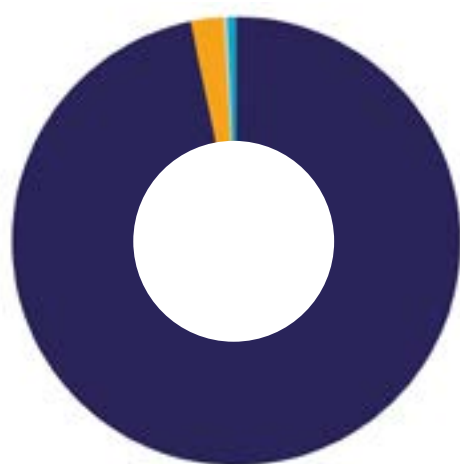
**Eugenie Stockmann**

Treasurer

# Financial Report

## Income

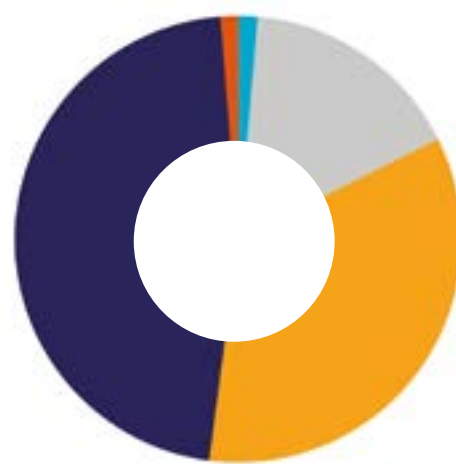
Year ending 30 June 2022



● <b>96.7%</b> Grant income	● <b>2.4%</b> Fee for service
● <b>0.6%</b> Donation	● <b>0.3%</b> Interest income

## Expenses

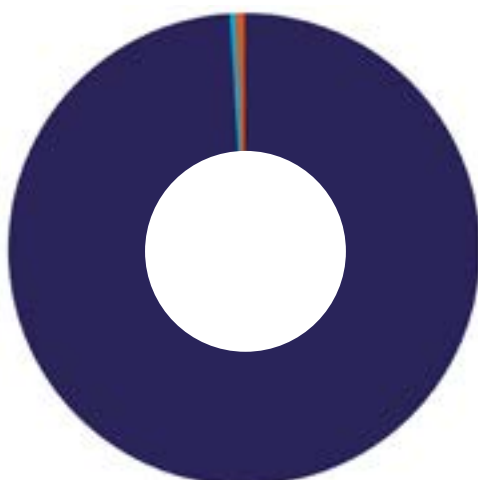
Year ending 30 June 2022



● <b>46.7%</b> Employment	● <b>34.4%</b> Consultancy	● <b>16.2%</b> Administration
● <b>1.4%</b> Accounting & auditing	● <b>1.3%</b> Depreciation & amortisation	

## Assets

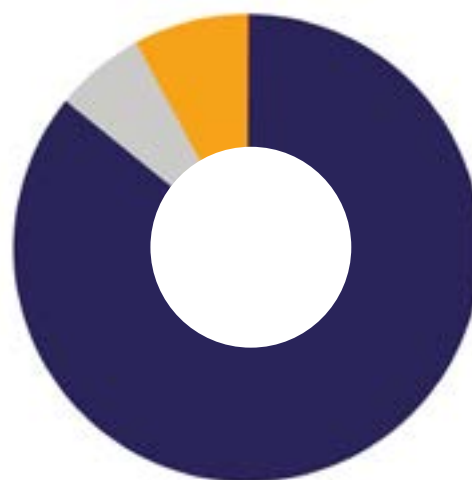
Year ending 30 June 2022



● <b>99%</b> Cash and cash equivalents	● <b>0.6%</b> Other assets
● <b>0.4%</b> Trade and other receivables	

## Liabilities

Year ending 30 June 2022



● <b>85.7%</b> Unspent grants	● <b>7.9%</b> Other liabilities
● <b>6.3%</b> Provisions	● <b>0.1%</b> Trade and other payables





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