



2022-23 Annual Report



shelterwa



Artwork commissioned for Shelter WA by Nerolie Bynder

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.

Contents

Shelter WA Strategic Plan

Western Australia's housing and homelessness crisis

Chair's Report

CEO's Report

Our year at a glance

Strong voice and influence

Make Renting Fair Campaign

Pre-Budget Submission

Policy Positions

Rental Housing in WA: Ten ideas to address the rental crisis

Subject matter expertise

Sector Budget Briefing

Sector Growth Opportunities Report

Community Housing Partnership Steering Group

Hear Of My Experience (HOME) Project

Housing Australia Future Fund Briefing

Housing First Homelessness Advisory Group

Sector capability, capacity and sustainability

Supporting Aboriginal Community Controlled Organisations (ACHOs)

Building Tenancy Skills Project

COVID-19 Response

Learning and Development

Supporting Local Government

Spotlight on: Western Australian Alliance to End Homelessness

Spotlight on: Regional Engagement

Spotlight on: Homelessness Week 2022

Our Enablers

Members

Changing to meet the needs of the sector

Shelter WA Board

Stakeholder Engagement

Treasurer's Report

Financial Report

A new year

Strategic Plan

2022 - 2025

Who we are

Shelter WA is the peak body in Western Australia for the community housing and homelessness sectors.

Our purpose

Facilitating an effective housing and support system that enables all to thrive.

Our vision

That all people living in Western Australia have housing that enables them to thrive.

Our Levers

Strong voice and influence

- Drive partnerships and relationships.
- Influence policy and legislative change.
- Provide a strong voice for community housing and to end homelessness.

Subject matter expertise

- Lead effective collaboration to achieve housing and service system reform.
- Identify and influence industry reform opportunities to deliver optimal housing solutions.
- Provide contemporary evidence-based policy advice.

Sector capability, capacity and sustainability

- Facilitate strong community housing and homelessness sectors.
- Support the community housing and homelessness sectors to deliver effective social and affordable housing supply and support services.

Our Enablers

Good governance
Sustainability (expand our resource base)
Strong and well engaged membership base

Our Values

Courage **Collaboration**
Innovation **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, policy and research occurs at a national level. Shelter WA has a seat on the National Shelter Council providing input from a WA perspective into national issues. This strengthens Shelter WA's capacity to represent the interests of Western Australia at a national level, through participation in research, policy, advocacy and engagement. Shelter WA also takes part in the CHIA-led fortnightly peaks meeting to influence and contribute to national community housing policy.

Acknowledgement of Support

Department of Communities, Government of Western Australia
Department of Social Services, Australian Government
Sisters of St John of God
Western Australian Council of Social Service (WACOSS)
Department of Health, Government of Western Australia
WA Alliance to End Homelessness (WAAEH)
National Housing Finance Investment Corporation (NHFIC)
Lotterywest
Beyond Bank
Fleetwood Australia
The McCusker Centre for Citizenship, University of Western Australia
Our members
Our partners and stakeholders

Western Australia's Housing and Homelessness Crisis



WA is undeniably grappling with a severe housing and homelessness crisis. It's how we respond together that will make the difference.

In our capacity as the peak body for the community housing and homelessness sectors in WA, Shelter WA is steadfast in our vision: to ensure that all people living in Western Australia have housing that enables them to thrive.

Unfortunately though, on almost every indicator, we are falling behind.

- ✘ A staggering **9,729 people were experiencing homelessness in WA** in 2021 – an increase of 720 individuals since 2016.
- ✘ **Aboriginal people represent 35 per cent of those experiencing homelessness in WA** despite accounting for just over three per cent of the population.
- ✘ The number of **people sleeping rough in WA surged by 114 per cent** between 2016 and 2021, reaching an alarming peak of 2,315 people.
- ✘ As of May 2023, **19,082 households – 33,987 individuals – were on the social housing waitlist in WA.** This includes 4,717 priority applicants – 9,310 people – with an average wait time of 116 weeks.

In WA, we have also experienced some of the highest rent increases in the nation, have a chronic undersupply of affordable and available rental homes, and have the most stringent income and asset criteria for social housing eligibility – in one of the most prosperous jurisdictions in the world.

Despite strongly welcomed renewed government commitment and substantial investments in tackling the housing and homelessness crisis, these figures paint a stark picture. On a daily basis, our members witness the impacts of the overwhelming demand for their front-line services.

Although our housing and homelessness challenge is significant, we believe there are many reasons to be optimistic and that together we can turn it around.

More than ever before, we have seen the sector, all levels of government and members of the community coming together with a genuine interest in solving some of these issues.

Firstly, the WA Government is listening and acting more than it has ever done in the past. In 2022-2023, the State Budget delivered new investment in a range of initiatives to support new social and affordable housing supply and homelessness services, including:

- **\$19.7m to deliver a Perth Aboriginal Short Stay facility**
- **\$2.8m for the Safe Perth City Initiative, and**
- **\$3.7m for Koort Boodja and homelessness engagement, assessment, and response team (HEART)**

We commend the WA Government for successive budget investments, and recognise Minister for Planning; Lands; Housing; Homelessness, Hon John Carey MLA in particular for his genuine and passionate commitment, but acknowledge the long journey ahead.

Shelter WA will continue our efforts to represent the interests of our members, striving for policy reform and ongoing investment.

Secondly, we are seeing more and more incredible initiatives by our members that are not only making a significant difference, but in many ways are world-leading, such as Wungening Aboriginal Corporation and Noongar Mia Mia's Boorloo Bidee Mia initiative, and Housing Choices WA's Djuripiny Mia 100 Supportive Landlord program.

Our members take pride in being part of a dedicated community of practitioners, experts, WA Government representatives, service providers, and individuals with lived experiences. They are deeply committed, experienced, and unwavering in their dedication to supporting their communities and effecting change in the lives of those they serve.

Finally, here at home, this last year has seen Shelter WA grow and embark on a multitude of new projects and expand our team through grant funding, all in response to specific needs articulated by our members. We are committed to resolving the crisis and supporting transformational change.

We firmly believe solutions to this crisis are within reach and homelessness is solvable. Shelter WA will continue to work alongside the WA Government and our members to ensure that all people living in Western Australia have housing that enables them to thrive.

Chair's Report



I am delighted to introduce Our Year in Review Annual Report 2022-2023, which again demonstrates the critical role Shelter WA plays in engagement, discussion and advocacy across the vast state of WA.

Our energetic and committed team have worked tirelessly with our passionate members to improve housing outcomes across the community.

Shelter WA has led the discussion on an effective housing system for all Western Australians for over 40 years. Our goal is to provide a well-informed, strong and clear advocacy for our members and the communities they serve. The housing crisis has been in the news consistently over the past year, but these stories and the people behind them have long been the focus of our work. This year's Annual Report opens with an article on the housing and homelessness crisis, providing an overview of the urgency and importance of our work.

This year, the Board welcomed our new CEO, Kath Snell, who has provided thoughtful and focussed leadership to the organisation, managing a growing team, and building relationships with our members and WA Government. The Board endorsed a new Strategic Plan, and she has ensured that Shelter WA has clear reporting and accountability to its ambitions. Kath is doing an amazing job!

Thanks to ongoing success with grants, the team at Shelter WA has grown and settled into a new office in the city.

The projects we lead include sector strengthening support for Aboriginal Community Housing Organisations, working with tenants who experience disabilities, ongoing regional engagement, and ensuring policy and programs are informed by best practice research and knowledge.

The past year has seen significant ministerial changes and announcements at both state and federal levels, and the Board has been impressed by the efforts of Kath and her team to build and continue positive, productive collaborations with Minister for Planning, Lands, Housing and Homelessness, Hon John Carey MLA and Minister for Finance; Commerce; Women's Interests, Hon Sue Ellery MLC, their offices and departments.

This advocacy extends beyond the WA Government into the media, with Shelter WA providing a strong, consistent voice for action and, importantly, hope. The housing and homelessness crisis is having an enormous impact on everyone working in the sector, and the levels of distress and anxiety can be overwhelming. I want to personally thank our team for the dedication and commitment they show in their roles in the face of this challenging context.



We are proud to be part of a community of practitioners, experts, services, and people with Lived Experience who are working together to end homelessness.

There have been, of course, many highlights and highpoints this year. Our work as part of the Make Renting Fair campaign has been incredibly important. This alliance has provided a voice for WA's 700,000 renters: the release of two reports using evidence directly from renters on how unfair evictions and uncontrolled rent increases have impacted their lives, and has influenced the state and national debate around tenancy rights. Making renting fair is such a crucial requirement for our future.

Throughout the past year, I have seen the efforts and incredible commitment our members have shown to their clients and communities.

The work goes beyond what can be reasonably expected (or funded!) and this ever-increasing workload shows no signs of abating. Shelter WA has been an advocate for improving funding for the sector. We know there is a limit to the opportunities for collaboration to reduce this workload, with more and more Western Australians finding themselves in housing stress.

Ultimately, services and providers need to be supported and protected, their frontline workers given the necessary resources, and the pipeline of housing increased. Our members go above and beyond what they are funded to do daily, and this must be addressed.

I would like to thank members of the Shelter WA Board for their commitment and advice. The Board led a robust strategic planning process that will frame our work in the years ahead. Gordon Cole retired from the Board earlier this year, and I would like to thank him for his great contribution. Gordon provided insights and considerable experience in working with Aboriginal communities, helping us to better understand their unique housing needs, and this will continue to be a key focus of our work.

The housing and homelessness crisis our nation finds itself in is deep and will be long-lived. Systemic and structural changes are needed to reset the course of the housing system. I want to thank the team at Shelter WA for their unwavering commitment to a brighter future for all people in our state, a future where housing underpins everyone's ability to thrive.

Kieran Wong
Chair

CEO's Report



As I complete my first year with Shelter WA, it's the perfect time to reflect on the past twelve months, and all that has been tackled and achieved.

Taking on the CEO role at Shelter WA in October 2022, as the peak body for community housing and homelessness sectors in WA, amid a housing crisis has been one of the biggest challenges of my life. It's also been one of the greatest privileges.

Despite being a CEO for other not-for-profits for a decade, this role, with its responsibilities, ambitious goals, and complexities has had me on an Everest learning journey, sometimes struggling for oxygen.

But I have not done it alone. There have been numerous highlights this year which I will explore shortly, but, without doubt, the three things that stand out, that allow me to say an overriding YES, when asked if I am enjoying the role, are:

Our Team. The Shelter WA team is nothing less than incredible. A more devoted, hardworking, knowledgeable team of people would be impossible to find. The team leaves me astounded and elated, daily.

Our Board. Supportive, goal-driven, respectful and understanding. I am grateful for their experience, empathy, and guidance, in everything we are able to achieve together.

Our stakeholders. The members, the sector allies, the funders, the people at all levels of government who show dedication and courage, through to engaged tenants, organisations on the frontline, media advocates, and people with Lived Experience who continue to offer their voice and support. I am continually impressed, and my appreciation for the support and leadership I have been afforded is boundless.

I also extend my greatest respect to Michelle Mackenzie, previous CEO, for handing over the batten of an organisation where she worked tirelessly to create trusted relationships and secure funding, giving Shelter WA a strong voice and credibility.

Our focus this year has been multi-faceted, and has seen outstanding results.

A continued push for a regional focus, embracing all of WA in our understanding and advocacy work. Housing issues and homelessness are not just felt in metro WA but are experienced throughout every regional town and remote community in our state. Our time spent in the regions, and engagement with providers, has been priceless.

We have worked closely with Aboriginal Community Housing Organisations (ACHOs) to support their culturally appropriate services, and support systems, ensuring a capacity building approach as we walk alongside

four ACHOs to become registered under the Community Housing Regulatory Framework with all the access and benefits this will unlock.

Our work has focused on improving the profile of the community housing sector – pushing for greater investment, breaking down barriers for ease of operations and procurement, highlighting the capacity on the WA sector and supporting capacity building and sector improvement.

We realise the importance of the Lived Experience voice, and this year we have revisited and revised projects, as well as engaged with expertise in this area to better our working knowledge and ensure best practice and innovation. This is a work in progress, and we respect the time and sensitivity required to ensure the best outcomes.

We embrace the work that must be done on homelessness prevention, and as such our campaigning has included the rights of tenants, to ensure safe, secure and fair tenancy agreements that help deter people falling into homelessness.

During a time when we are seeing such a significant increase in the uptake of homelessness services, we continue to advocate for suitable funding to ensure all services can provide the required services, appropriately.

A focus on internal systems, with the commencement of reviews on employment agreements; the organisational operating structure; stakeholder engagement; brand articulation and membership appraisal. This will conclude and be ready for implementation in the next financial year. We are experiencing an increase in Shelter WA's workload, with community housing and homelessness services feeling the strain of the housing crises. To resource the increase in demand, we too must tackle funding requirements to ensure we have appropriate capacity.

During a time when many of the people in our state are doing it tough, I am very proud to work in, to represent, and to advocate for a sector which continues to drive forward and work hard for positive change.

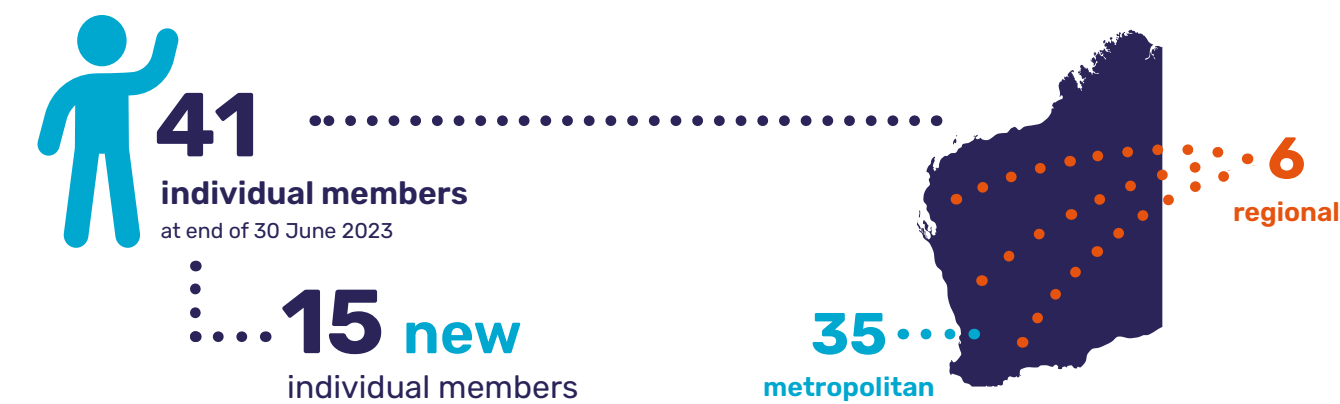
At Shelter WA, we are delighted to be looking forward to the year ahead, despite the challenges that the next year will bring, with a strong team, and a clear focus on collaboration for solutions. We believe we can shift the dial in ending homelessness and ensuring all people have a home that enables them to thrive.

With thanks to all our stakeholders.

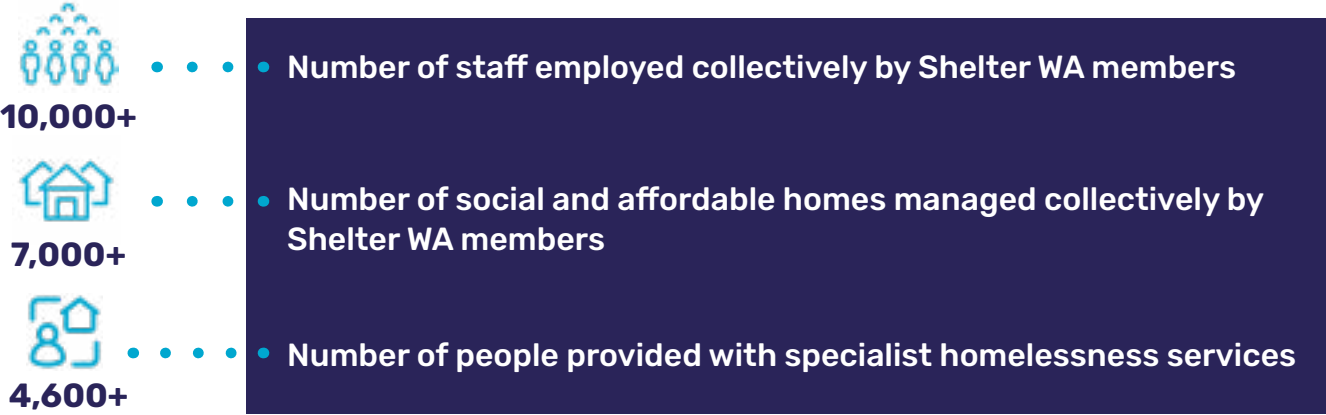
Kath Snell
CEO



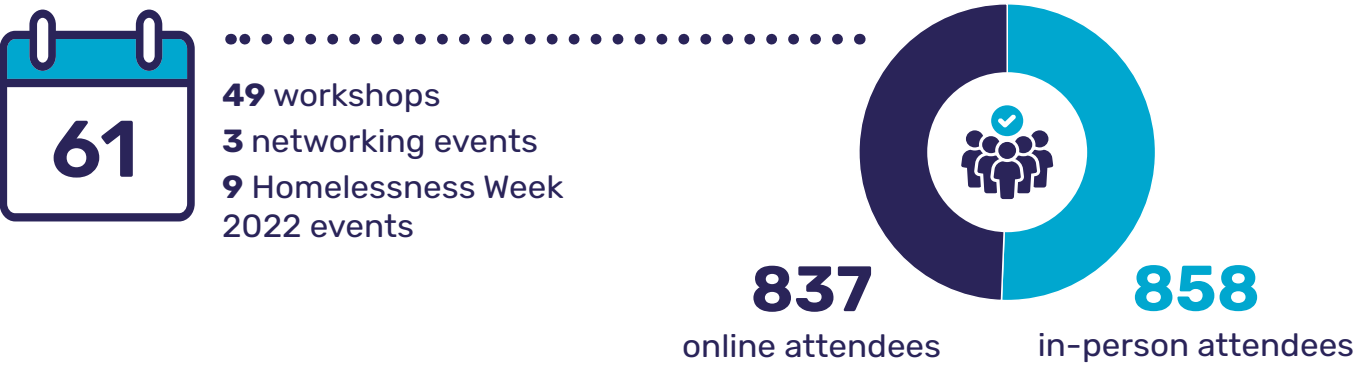
Membership



Member Spotlight



Events



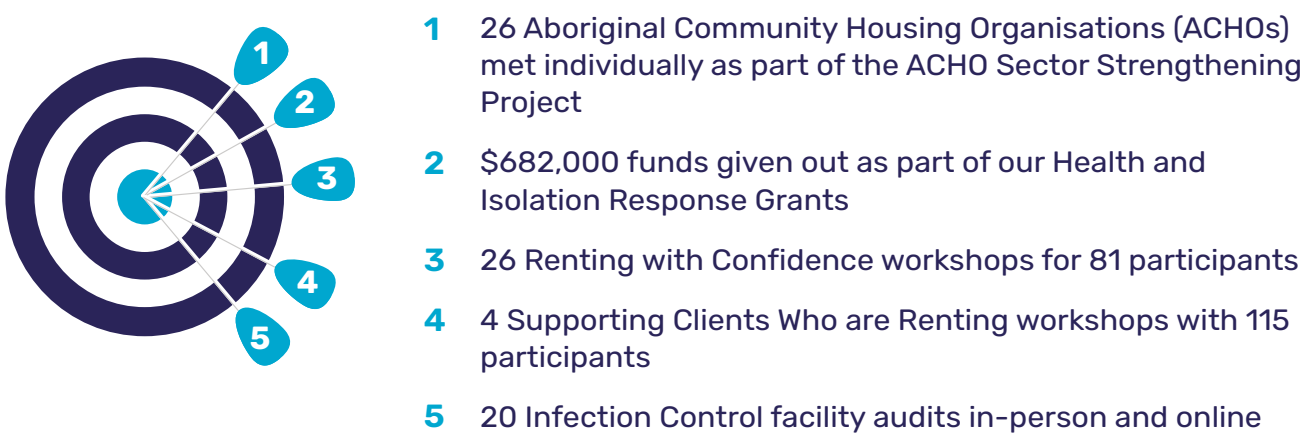
Advocacy



Organisational Development



Project Highlights



Media

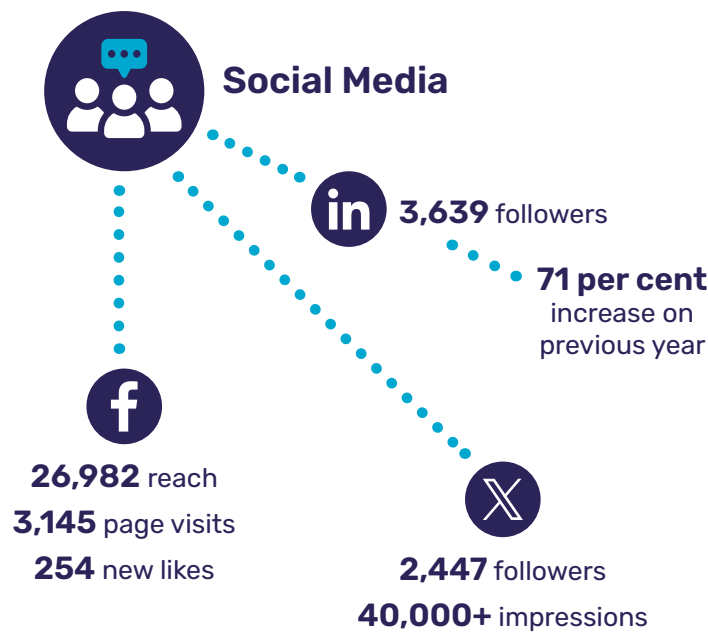
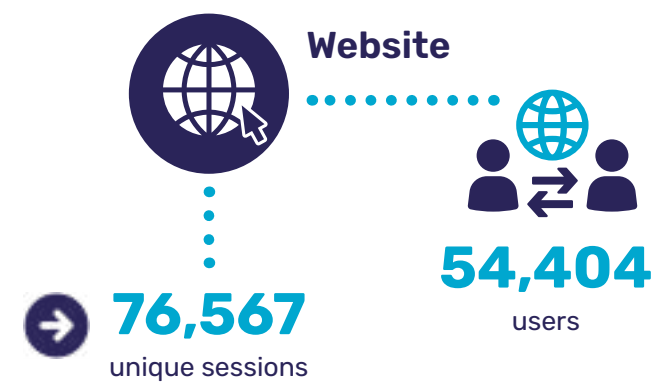
Strong advocacy through the media, with Shelter WA providing a strong voice for action and hope



17 Media Releases

- **Disability & Housing Forum to address housing barriers for people with disability**
- New data reveals homelessness on the rise
- **Local governments share knowledge on homelessness with new hub**
- Industry scare tactics branded unhelpful as WA government considers rental reforms
- **Innovative partnerships to drive supply of social and affordable housing**
- Polling finds large majority of West Australians support legislative changes to make the rental market fairer
- **Pet rescue shelters call for rental reform**
- Open Letter to Commerce Minister, the Hon. Roger Cook MLA
- **Shelter WA thanks Michelle Mackenzie, welcomes new CEO Kath Snell**
- Social Housing investment welcomed as a life changing boost to the regions
- **New homelessness service welcomed as one step closer to goal of ending rough sleeping by 2025**
- The areas of WA worst affected by housing stress
- **Figures on deaths among people who experienced homelessness require solutions-focused health and housing response**
- New census data shows WA rough sleeping has doubled in five years and is the worst in Australia
- **Establishment of Housing First Homelessness Advisory Group**
- New funding for social housing welcomed by sector
- **Budget Briefing**

Digital Media



Artwork Indigo Junction

Strong voice and influence



Make Renting Fair Campaign

Shelter WA is proud to continue to provide support to the Make Renting Fair alliance as a Foundational Member.

The Make Renting Fair alliance is campaigning for ten key reforms, known as the Tenancy Ten, that will dramatically improve life in a rented home, improving security, wellbeing, safety and comfort of WA's 700,000 renters. We are proud to be a strong voice for WA renters and our members who provide direct services to renters.

WA renters are overwhelmingly insecure, with just 3 per cent of leases longer than two years, stressed and fearful with unlimited rent increases and no reason evictions still allowed, and at the back of the pack compared to the rest of the country.

The alliance has released two reports to WA Government, drawing on evidence provided by over 350 WA renters who completed our Renters Survey, on the Impact of 'No Reason' Evictions and the Renters Survey 2023: The Impact of Rent Increases for WA Renters.

Key findings from these reports included:

- 85 per cent of renters surveyed would find a rent increase of another 10 per cent difficult or very difficult to manage
- 63 per cent were concerned a request for repairs or maintenance might make the landlord less likely to renew their lease
- 56 per cent reported issues with leaks, dampness or mould
- 49 per cent reported issues with locks, doors and windows
- 55 per cent reported difficulty keeping the property cool or warm
- 32 per cent reported issues with hot water
- 27 per cent reported a lack of fly screens
- 35 per cent had requested urgent repairs that were never completed

"There were fleas in the property before I moved in, I had to pay for the treatment myself as the landlord did not want to. Lights are flickering. The heater broke in the middle of winter. I was informed the landlord would not replace."

From a WA renter

In May, the first tranche of reforms to the Residential Tenancies Act 1987 were announced¹ – with significant and strongly welcomed changes including:


- Banning rent bidding
- Reducing the frequency of rent increases to once every 12 months
- Allowing tenants to keep a pet (in appropriate places) and to make minor modifications
- Improving the dispute process and streamlining the release of security bonds,
- A funding boost of \$9m over two years for tenancy advice, advocacy and education services, restoring funding to 2016 levels

While we were disappointed this tranche did not remove 'without reason' evictions, we will continue to work with the WA Government and our sector to replace this unfair provision with clearer additional grounds and provisions that will benefit both landlords and tenants.

Our efforts now turn to securing the second tranche of reforms, which will include minimum standards, boarders and lodgers and students, rent stabilisation mechanisms, and all outstanding Tenancy Ten asks.


We look forward to ensuring the needs of our incredible sector will be represented and met in this next round of life changing reforms.


 **24**
members of
the alliance

 **33**
meetings
with MPs

 **22**
media
appearances

 **1,200**
renters on our
database

 **2**
reports published and presented
to the Minister for Commerce,
Sue Ellery MLC

 **350**
renters completed our Renters Survey

¹ <https://www.wa.gov.au/government/media-statements/McGowan-Labor-Government/WA-tenancy-law-modernisation-to-strike-a-balance-between-tenants-and-landlords-20230526#>

Strategic Lever

Strong voice and influence



Pre-Budget Submission

In December, following consultation with our members, Shelter WA released our Pre-Budget Submission for the 2023-2024 Budget. We proposed the WA Government invest in social and affordable housing through a mix of new, long-term funding mechanisms to provide a stable flow of resources into housing supply into the future, and short-term innovative programs that provide urgent relief in the interim.

Our priority focus areas are:

- A focus on prevention, especially for young people, from entering homelessness
- Unlocking the potential of community housing as delivery partners
- Investing in Aboriginal-led housing and homelessness services, run by Aboriginal people, for Aboriginal people
- Addressing the crisis in the regions
- Climate change initiatives that also deliver cost of living relief
- Involving the voices of Lived Experience advocates in all initiatives



Policy Positions

Shelter WA's policy positions, launched in September, recommend a suite of evidence-based policy solutions that will deliver an effective housing system for all Western Australians.

These positions were developed in consultation with representatives from the sector and endorsed by the Shelter WA Board. They provide a strong evidence base for our housing and homelessness advocacy work and address the following:

- 1 Aboriginal Housing and Homelessness
- 2 Affordable Housing
- 3 Climate Change
- 4 Community Housing
- 5 Ending Homelessness
- 6 Home Ownership
- 7 Planning and Development
- 8 Private Rental Housing
- 9 Social Housing
- 10 An Effective Housing System



Strategic Lever

Strong voice and influence



Rental Housing in WA

Ten ideas to address the rental crisis

WA is experiencing a critical shortage of affordable rental supply, with the vacancy rate in Perth at just 0.4 per cent² in April – an all-time low and the lowest of all Australian capital cities. This creates a highly competitive and unaffordable market, especially for households on low incomes.

In May, Shelter WA launched a solutions-focused report with 10 ideas to address the rental crisis, gathered from our Rental Roundtable forum and subsequent stakeholder engagement across the community sector, private industry and academia.

Unlock new supply

- 1 Establish a WA Housing Future Fund
- 2 **Spot purchase homes for community housing**
- 3 Spot purchase pre-sale apartments for community housing
- 4 **Improve collaboration with community housing**
- 5 Streamline procurement for social and affordable housing
- 6 Establish a housing program for regional key workers

OUTCOME: In November, the Department of Communities announced it would enter a landmark pilot partnership with Housing Choices WA to deliver 100 social homes between Perth, Peel and Bunbury to support people sleeping rough or experiencing homelessness, including spot purchasing 50 homes. We hope to see more initiatives like this in the coming years.

OUTCOME: In January the Department of Communities announced it would form a Community Housing Partnership Steering Group to provide advice, oversight and engagement that will help to support the growth and sustainability of the Community Housing Sector.

Unlock existing supply

- 7 Introduce an affordable rental incentive scheme
- 8 **Monitor short-stay accommodation; enable local responses**
- 9 Audit an ancillary program initiative

Support private tenants

- 10 Introduce a private rental assistance program

OUTCOME: The WA Government is progressing initiatives to better manage short-term rental accommodation in WA through changes to the state's planning system and introduction of a statewide registration scheme.

² <https://www.domain.com.au/research/vacancy-rates-april-2023-1210395/>

Strategic Lever

Subject matter expertise



Sector Budget Briefing

The Shelter WA team worked tirelessly in May in the aftermath of the State Budget release to share with our members the key investments impacting the community housing and homelessness sectors by developing in our *Shelter WA State Budget Briefing Pack 2023-2024*.

While we commended the WA Government for the **boost of \$511 million into social housing**, **we were disappointed at the lack of significant funding for specialist homelessness support services**. WA's strong economic performance

has tragically corresponded with a worsening situation for a growing number of people experiencing homelessness and extreme rental stress, and many in the sector are at breaking point.

It is encouraging that several of the priority focus areas in our Pre-Budget Submission were addressed, especially around prevention from entering homelessness, unlocking the potential of community housing, and responding to the crisis in the regions.

Key wins in the State Budget

- ✓ \$450 million top up to the Social Housing Investment Fund to deliver 700 additional social homes.
- ✓ \$8.3 million over four years to support the operation and maintenance of the Geraldton Aboriginal Short Stay Accommodation facilities.
- ✓ \$52.5 million to family and domestic violence services.
- ✓ \$11.8 million for at-risk youth in the Kimberley.
- ✓ \$46 million for a Regional Supportive Landlord Model.
- ✓ \$9 million for community legal services to provide tenancy support, advice and advocacy.

Missed opportunities

- ✗ Emergency injection into existing specialist homelessness services.
- ✗ Funding for a rent relief package to slow the rate of entries into homelessness.
- ✗ Delivery affordable rentals for key workers employed in non-government organisations in the regions.
- ✗ An immediate additional investment of 11.77 per cent in WA Government homelessness service contracts to address the shortfall between indexation and increased delivery costs.
- ✗ Significant new and increased investment into Aboriginal Community Controlled Organisations to enable the provision of culturally competent homelessness service delivery.
- ✗ Investment in energy efficiency schemes for social and affordable housing to provide ongoing cost of living relief and address climate change (though this has been addressed partially in the federal budget).

Strategic Lever

Subject matter expertise



Sector Growth Opportunities Report

In August, Shelter WA's report Community Housing Sector Growth Opportunities: Collaboration between Government and Industry to Drive Supply was published, following a National Housing Finance and Investment Corporation (NHFIC) Capacity Building Program Grant and extensive research and stakeholder engagement by Paxon Group.

The report dives into the opportunities and potential for collaboration between the WA Government and the community housing sector to drive housing supply. The research shows that community housing organisations deliver better value for money and better social outcomes in social and affordable housing than state government, due to:

- **Tax concessions due to their charitable status**
- **Their ability to leverage government funding with funding from other sources such as NHFIC**
- **The ability for their tenants to receive Commonwealth Rent Assistance**
- **Their ability to reinvest surpluses back into housing to deliver more supply, retaining housing for long-term benefit**
- **Their tendency to provide holistic wraparound services and tenant engagement opportunities**

Overall, the report demonstrates how social and affordable housing could be delivered and managed more efficiently by the community housing sector under a partnership model with government.

There are seven recommendations in the report, ranging from government policy changes to unlock the value of community housing to project structures and delivery methods to support a collaborative approach to drive new supply. Following publication, Shelter WA worked with our Industry Strategy Group to drive the report's recommendations.

Industry group members

Sean Kelly Community Housing Limited

John Lysaught Advance Housing

Kathryn Moorey Stellar Living

Paula O'Leary Shelter WA

Kath Snell Shelter WA

Natalie Sangalli Housing Choices WA

Chris Smith Foundation Housing

Chrissie Smith Vinnies WA

Beauty Bwembya Bethanie Housing Limited

Michael Piu St Patrick's Community Support Centre

Strategic Lever

Subject matter expertise

Community Housing Partnership Steering Group established

Shelter WA were delighted in November when the Minister for Planning; Lands; Housing; Homelessness, Hon John Carey MLA announced that he would form a Community Housing Partnership Steering Group, as a direct result of our Community Housing Sector Growth Opportunities report and associated advocacy including our Community Housing Issues Paper.

Following the completion of an expression of interest process, evaluation and panel assessment, the WA Government appointed experienced leaders from the sector with a diverse representation of program areas including disability accommodation, crisis accommodation and social housing providers in regional and metro areas. The group is tasked with being purposeful and explicit in driving change in the delivery of social and affordable housing.

Kath Snell, CEO, Shelter WA, co-chairs the Steering Group with Wayne Millen, Chief Finance Officer, Department of Communities. Furthermore, we are proud that our members and Board members are well represented in the group.

Members were appointed on credentials of being leaders from the sector with a diverse representation of program areas including disability accommodation, crisis accommodation and social housing providers in regional and metro areas.

The first meeting took place in April. To date, a significant amount of work is underway with five subcommittee working groups established to address key historical policy reform areas and explore ways to increase social housing supply. We are looking forward to working alongside committee members and the WA Government to continue the great work of this group into the future.



Our Steering Group

Adele Stewart

Richmond Wellbeing and Shelter WA member

Natalie Sangalli

Housing Choices WA and Shelter WA member and Board member

Chris Smith

Foundation Housing and Shelter WA member

Samantha Drury

St Bartholomew's House and Shelter WA member

Kathryn Moorey

Stellar Living and Shelter WA member and Board member

Merri Best

Goldfields Indigenous Housing Organisation and Shelter WA member

John Lysaught

Advance Housing and Shelter WA member and Board member

Ben Burton

Emama Nguda Aboriginal Corporation

Michael Piu

St Patrick's Community Support Centre and Shelter WA member and Board member

Sean Kelly

Community Housing Limited and Shelter WA member

Luke Garswood

Connect Victoria Park and Shelter WA member

Jacqui Herring

Department of Communities

Garrick Allen

Department of Communities

Strategic Lever

Subject matter expertise



Hear Of My Experience (HOME) Project

The HOME Project has grown over recent years through the contributions of people with Lived Experience.

In previous years, the Lived Experience team have worked with Shelter WA to produce the Lived Experience Engagement Framework for Housing and Homelessness Providers and a Tool Kit to assist agencies to identify their organisational readiness for engaging with Lived Experience consultants, contractors and staff. Additional funding from the Sisters of St John of God created the opportunity to build on this work to achieve the following outcomes:

- Build a pool of trained Lived Experience facilitators of the Tool Kit to support organisations to adopt best practice in their Lived Experience engagement
- Create a platform to advertise expertise such as facilitation, presentations, speeches and storytelling, art works, training and workshops, policy and co-design
- Develop a network of Lived Experience trainers able to share skills with peers
- Co-design a Lived Experience Advisory Council

Relationships were established with agencies that are currently taking an active role in addressing homelessness, including a number of local government agencies. Initial discussions and workshops with those agencies have focused on building an understanding of their current readiness and future needs to identify opportunities for collaboration.

An information evening provided an opportunity for people to discuss the power and potential of storytelling, but from a place of support. It is important that sharing Lived Experience be a positive experience for both the teller and those seeking to learn.

A co-design process to build the frameworks and structures to achieve the project outcomes will occur throughout the coming years. A robust co-design process requires that participants be appropriately supported as people will be reflecting on difficult personal experiences of homelessness and housing insecurity. Shelter WA is co-designing the process of engagement with those who have contributed to the HOME Project over the previous years and building on their wisdom.

Shelter WA is very grateful to the Lived Experience contributors to the HOME Project, to the agencies who have expressed offers of support, and to Sisters of St John of God for their financial and ethical support.

Light the way
HOME
Information Evening for
the Shelter WA Hear of
My Experience Projects.

Join Shelter WA and the Centre for Stories for a free information session about the Hear of My Experience Projects. Find out how you can be a part of a professional cohort of People with Lived Experience Expertise - who make a difference!

December 13th | **5PM - 7PM**

What is HOME? | How can I get involved? | How can I share my story with impact?

For more information and to register go to:
<https://www.eventbrite.com.au/e/information-evening-for-home-lived-experience-projects-tickets-473095650827>

Or ask to speak to Trish at Shelter WA: 0438 484 024

We encourage Aboriginal and Torres Strait Islander people, culturally and linguistically diverse people, people with disabilities, and LGBTQIA+ people to join us. Be part of these lived experience projects that will lead changes in the housing and homelessness sector.

Shelter WA is the independent peak body in Western Australia that advocates for social and affordable housing and ending homelessness. Centre for Stories is a literary and cultural organisation that uses storytelling to inspire cohesion and understanding through rich and diverse programs.

HOME is made possible through the generous support of the Sisters of St John of God.

Strategic Lever

Subject matter expertise



Housing Australia Future Fund Briefing



Shelter WA welcomed representatives from the National Housing Finance and Investment Corporation (NHFIC) to Perth in May. They delivered an update on the Housing Australia Future Fund (HAFF) and the opportunities it could provide to WA community housing organisations. Shelter WA has been an active voice in raising awareness around the HAFF to ensure WA gets our fair share and that our sector is adequately supported to be ready for the potential funding opportunities.

The HAFF is a \$10 billion investment fund, to be used for the delivery of 30,000 new social and affordable homes across Australia over five years, in addition to the 10,000 new affordable homes under the National Housing Accord. While in WA, NHFIC spent time seeking valuable feedback on the HAFF and learning more about the state's housing needs.

"We want to have properties built where they are needed. It is also important to have properties built near supporting infrastructure and amenities, so people still feel engaged when it comes to broader community . . . and other necessary supports."

Nathan Dal Bon, CEO, NHFIC



Housing First Homelessness Advisory Group established

In March, the Government announced 17 sector experts and leaders as members of their new Housing First Homelessness Advisory Group to guide and support the implementation of All Paths Lead to a Home: Western Australia's 10-Year Strategy on Homelessness 2020-2030.

Shelter WA is proud that our CEO, Kath Snell, was appointed, alongside a number of our members, Board members and stakeholders. This group is an important step forward for the sector to work together to advise the Minister for Planning; Lands; Housing; Homelessness, Hon John Carey MLA towards a Housing First and No Wrong Door approach across the homelessness sector, including addressing barriers in the system.

The advisory group members bring experience including tenancy law, frontline support services, local government and community housing.

The Advisory Group are undertaking a detailed review of implementation of the Strategy, identifying opportunities to support implementation of priority actions and respond to the needs and challenges that have emerged since development of the Strategy.

Mike Rowe (Chair) Department of Communities

Andrew Brien City of Kalgoorlie-Boulder

Tina Ugle Noongar Mia Mia Shelter WA member

Cath Hart Real Estate Institute of Western Australia

Corina Martin Aboriginal Family Legal Service

Daniel Morrison Wungening Aboriginal Corporation Shelter WA member

David Pearson WA Alliance to End Homelessness and Australian Alliance to End Homelessness

Debra Zanella Ruah Community Services Shelter WA member

Jonathon Lake Gresley Abas Architects

Jude Thomas City of Mandurah

Kath Snell Shelter WA Shelter CEO

Kim Robinson WACOSS

Louise Olney Minderoo Foundation

Michael Chester Uniting WA Shelter WA member and Board Member

Natalie Sangalli Housing Choices WA Shelter WA member and Board member

Samantha Drury St Bartholomew's House Shelter WA member

Sharon Gough Indigo Junction Shelter WA member

Strategic Lever

Sector capability, capacity and sustainability



Supporting Aboriginal Community Housing Organisations

With new funding secured from the Sisters of St John of God and the Department of Communities, we commenced **two projects** in October working in the Aboriginal Community Housing sector:

The next stage of the Aboriginal Community Housing Organisation (ACHO) Capacity Building project funded by the Sisters of St John of God for three years.

A new sector-wide Aboriginal Community Housing Organisation Sector Strengthening project funded by the Department of Communities for 12 months.

We worked alongside four ACHOs in the Capacity Building Project: Murchison Region Aboriginal Corporation, Noongar Mia Mia, Goldfields Indigenous Housing Organisation and Southern Aboriginal Corporation to build capacity towards achieving community housing registration. Our support has contributed to Noongar Mia Mia and Murchison Region Aboriginal Corporation becoming more registration-ready with a plan to achieve registration in 2023-2024 with the remaining two ACHOs to follow soon after. Through the ACHO Steering Group, facilitated by Shelter WA, the four ACHOs have continued their shared journey of capacity building through peer-to-peer learning and sharing resources. As each ACHO develops, the other ACHOs benefit.

In March, the ACHO Partnership Prospectus (developed in the previous stage of the project) was launched in Perth by the Minister for Planning; Lands; Housing; Homelessness, Hon John Carey MLA. The event was attended by supporters and prospective partners of the ACHOs from WA Government, private and community organisations.

Through the new ACHO Sector Strengthening Project, we have identified and connected with ACHOs across the state which allowed us to thoroughly map out the sector for the first time. We've consulted with 26 ACHOs who collectively provide services in every region of WA. Through consultation with each ACHO individually, we've created a snapshot of the sector including the challenges, opportunities, size of each ACHO and the needs of each individual organisation, region and the sector overall.

Our engagement with each ACHO provided an opportunity to introduce community housing registration as a key part of building the capacity of each ACHO and the sector. No ACHOs based in WA currently hold community housing registration.

In response to feedback from the sector and an identified need for connection, we organised the first ACHO Sector Strengthening Summit alongside the National Aboriginal and Torres Strait Islander Housing Association (NATSIHA) and the Department of Communities. To address the need for support for ACHOs to achieve community housing registration, we have also commenced work on a registration Template Library to help guide successful and faster achievement of registration. The Template Library is due for completion in 2023-2024.



Strategic Lever

Sector capability, capacity and sustainability



Above from left: Community round table meeting at Pilbara Community Legal Services in Karratha; Filming tenant resource videos for the Renting with Confidence workshops

Building Tenancy Skills Project

In August, the Building Tenancy Skills Project launched a range of accessible tenancy resources. These included videos, a series of tenancy factsheets and Renting with Confidence workshops. All of these were co-designed with tenants with disabilities working with Circle Green Community Legal, the Financial Counsellors' Association of WA, Developmental Disability WA and Consumer Protection. Since then, the Renting with Confidence Workshop has been delivered at least once in every region of WA. We have been pleased to partner with Outcare, Rise, the Milligan Centre, Carers WA, Consumers of Mental Health WA (CoMHW) and Pilbara Community Legal Services in the delivery of the workshop to their members and clients.



Building Tenancy Skills project team members presenting at the PwDWA State Conference

I've not been to any workshop where a person's rights and feelings were treated with so much respect. I felt heard . . . and everyone was treated in the same respectful way."


Renting with Confidence Workshops


81 participants including 9 online



Where we met and networked

Karratha	Geraldton
Broome	Carnarvon
Albany	Roebourne
Kalgoorlie	Mandurah
Bunbury	Waroona
Port Hedland	Perth Metro

Hearing other people's stories made me feel less alone and more positive about finding information and support."



Filming video resources for the Renting with Confidence workshop

Delivering the Renting with Confidence workshops with Rise Network

Strategic Lever

Sector capability, capacity and sustainability



Above from left: The Lived Experience team members at the PWDWA State Conference with Kath and Donna from Shelter WA; Meeting of the Building Tenancy Skills Advisory Group March 2023

Building Tenancy Skills Project

Noting a need for more information by service providers, the Building Tenancy Skills project also collaborated with Consumer Protection, Circle Green Community Legal, Northern Suburbs Community Legal Centre, Mission Australia (National Disability Insurance Scheme), APM (National Disability Insurance Scheme) and Peel Community Legal Service to design and deliver a workshop called Supporting Clients who are Renting. This workshop was delivered in-person in Perth, Mirrabooka, Mandurah and online to regional service providers. Each workshop was fully subscribed.



Supporting Clients who are Renting Workshops



participants including 32 online

Where we met and networked



Perth
Mirrabooka
Mandurah
Online

In July 2022, the Lived Experience team members of the project were invited speakers at the Empowering Consumers with Disability Forum. To an audience of stakeholders from WA Government agencies and disability and advocacy organisations, including then Minister for State Development; Jobs and Trade; Tourism; Commerce; Science, Hon Roger Cook MLA, the team spoke to the need to review the *Residential Tenancies Act 1987*. The legislation is currently completely silent on the needs and rights of people with disabilities. Improvements they advocated for in their presentation included:

- prescribed tenancy forms to be in plain language and accessible formats
- reasonable adjustments to allow tenants more time to finalise documents and prepare for rent inspections
- training of staff in disability awareness
- easier processes for approving housing modifications needed in relation to disability
- recognition of the rights of tenants in NDIS funded housing

In December 2022, the Lived Experience team members presented to the People With disabilities WA Inc (PWDWA) State Conference on their experience of co-design. They spoke to the importance of supporting the process to ensure that people with different ways of working still have every opportunity to contribute.

Systemic advocacy was important to the project. Lived Experience knowledge was utilised in submissions to the Review of the National Disability Insurance Scheme, the WA Seniors Strategy, the Disability Services Act, to the Productivity Commission review of the National Housing and Homelessness Agreement, and the inquiry into the Financial Administration of Homelessness Services in WA.

The Advisory Group has supported the project in many ways including very generous sharing of information on best practice in supporting tenants. The Advisory Group met three times. Guest speakers included Tina Ugle, Managing Director of Noongar Mia Mia and her team who spoke to the importance of cultural safety in supporting tenants.

Our thanks to Project partner, PWDWA, for sharing their depth of understanding of systemic issues impacting people with disability. A huge congratulations to the Lived Experience team members in the project, several of whom are now employed as workshop co-facilitators. We also thank the members of the Advisory Group for sharing their expertise, connections and support. The Building Tenancy Skills Project is jointly delivered through Shelter WA and PWDWA and funded by the Department of Social Services.



Building Tenancy Skills Lived Experience team at the Empowering Consumers with Disability Forum

Strategic Lever

Sector capability, capacity and sustainability



COVID-19 Response

Infection Control audits and workshops

With support from Lotterywest, Shelter WA successfully rolled out an Infection Control prevention program across the state for homelessness services providers and community housing organisations. The aim of the project was to support non-clinical residential and non-residential homelessness services, community housing organisations and Congregate Living Facilities to be better prepared and resourced in infection control management and prevention, in particular COVID-19. We also worked to support increased confidence to manage outbreaks of respiratory diseases and other contagious diseases in the future.

Our infection control nurse carried out twenty infection control audits with eleven organisations to identify their strengths and challenges in this area. General Manager for Business at Wungening Aboriginal Corporation, Catherine Wilson, shared that participating in an audit “strengthened our preparations ahead of the flu season and ultimately ensure we can continue to do our core work of keeping the community supported and safe should COVID-19 re-enter our workplace again.” A project steering group was also established to help guide the project and to ensure it continued to meet the needs of services providers.

Following feedback from our members and the project steering group and take due consideration of the COVID-19 climate at the time, a variation of the initial project deliverables was successfully submitted to Lotterywest to increase sector capacity in infection prevention and control beyond COVID-19.

As a result, we supported development and delivery of a suite of infection control training webinars, to support the needs of the sector for increased preparedness. Fourteen webinars will be delivered in 2023-2024 to support frontline staff and management working in community services build their knowledge and education to prevent and manage various contagious diseases such as influenza, mould, gastroenteritis, impetigo, bed bugs and hepatitis, and much more.

With much interest, the webinars will aim to increase capacity and confidence in preventing, recognising, and managing outbreaks. Delivering the webinars online will allow for a substantially increased value add and reach for this project with regional and remote providers.

To further support increased accessibility, an online member portal will be created and launched in late 2023-2024, as a centralised vault of resources and where the recorded training will be available, along with best procedure templates for each training and easy read client fact sheets.

Health and Isolation Response Grants

Shelter WA, in partnership with the Western Australian Council of Social Service (WACOSS), secured funding from the Department of Health, Government of Western Australia to provide COVID-19 reimbursement grants to support the housing and homelessness sector to implement or continue programs to provide safe accommodation, health, and wellness support to vulnerable people who experience homelessness and who were affected by COVID-19.

As the project progressed and COVID-19 transmission became less prevalent in the community, Shelter WA successfully implemented an approved project variation which saw remaining funding dispersed in the form of reimbursement grants. 13 organisations benefitted from the project, including Nardine Wimmins Refuge and Murchison Region Aboriginal Corporation (MRAC).

Nardine Wimmins Refuge

Nardine is the oldest domestic and family violence refuge in WA, providing crisis accommodation, services and support.

With a small crisis refuge of five rooms, the site is communal living based. Nardine was awarded a grant for the provision of education to both staff and clients regarding prevention and management of infection control including COVID-19.

The funds were targeted at reducing the spread of infection via education provision and introducing additional prevention measures. As a congregate accommodation provider, clients use the same communal kitchen and bathrooms facilities which increases the risk of cross infection and means any contagious infection, like COVID-19, could spread quickly through the refuge.

The grant benefitted six families living onsite during the pandemic and will continue to indirectly support Nardine clients due to the staff’s infection control education.

Murchison Region Aboriginal Corporation

MRAC provides quality, affordable rental homes to Aboriginal people across the Mid-West and Gascoyne regions, currently managing over 120 rental properties.

Grant funds were used to provide food vouchers to the most vulnerable tenants, so they had a card in hand if they contracted COVID-19 and needed to do online shopping. While not all tenants received vouchers, a majority did.

Grant funding was also used to clean and disinfect air conditioners and treat them with biodegradable, non-toxic, anti-bacterial and antifungal treatments.

The grant also supported around 120 households to receive COVID-19 care packs while 110 households received food vouchers, and 90 households received an air-conditioning service.

Strategic Lever

Sector capability, capacity and sustainability



Learning and Development

Shelter WA has been expanding our work in the learning and development space in the past twelve months which has resulted in several key successes in supporting the building of organisational and staff capacity across the homelessness and community housing sector in WA. We have committed to delivering in-person and online options for a majority of our training and events so they are accessible to our regional and metro members.

Certificate IV in Housing

Over the past 12 months, Shelter WA was proud to work alongside Department of Communities, Community Skills WA, the community housing sector and North Metropolitan TAFE (NMTAFE) scoping and developing the Certificate IV in Housing for Western Australian students. WA is one of the few states not to offer the CHC4221 Certificate IV in Housing.

This begun from grassroots advocacy from the WA community housing sector and was strongly support by the Department of Communities and Minister for Housing; Lands; Homelessness, Local Government, Hon John Carey and Minister for Training; Water; Youth, Hon Simone McGurk.

In June, Shelter WA sample surveyed 30 community housing organisations in WA to capture the anticipated need and sector support for a Certificate IV in Housing in WA. Of those surveyed 133 current employees said they would be interested in registering to complete the qualification if it was available.

“There is a strong grassroots drive in WA to professionalise the social housing sector in WA and it has long been raised by our member organisations with the ongoing challenges in recruiting and retaining skilled and capable staff particularly in the regions.” *Paula O’Leary, Head of Policy and Advocacy, Shelter WA*

To aid the scoping and development of the qualification a Steering Group has been established by Shelter WA and to support the general scoping and onboarding of the qualification. The Steering group comprises of representatives from Department of Communities, community housing organisations, NMTAFE, Shelter WA and Community Skills WA.

After successfully obtaining a Peaks Capacity Building grant, a consortium comprising of Housing Choices WA and Foundation Housing tenancy staff worked alongside North Metro TAFE team to develop and contextualise learning resources.

This qualification is expected to be launched in 2023-2024 will support the professionalism of the social housing sector in WA and help tackle ongoing challenges in recruiting and retaining skilled and capable staff, which has long been raised by our members. Following strong advocacy it has also been added to the Lower Fees, Local Skills (LFLS) course list which will assist with the uptake of the qualification in a time where organisational budgets are tight.

Shelter WA continues to advocate for the qualification also be added to the Free in ‘23 initiative and any future ‘fee free’ list to offer opportunities to increase engagement and build sector capacity across the State as the WA social housing sector prepares for the national Housing Australia Future Fund (HAFF). We also continue to advocate for establishing the Certificate IV in Housing as a traineeship, the establishment of Skill Sets for the qualification and Recognised Prior Learning which will allow the Community Housing and Public Housing sector to attract workers however more importantly retain existing workforce.

Working Collaboratively to Sustain Housing

In June, Shelter WA successfully delivered a ‘Working Collaboratively to Sustain Housing’ training session in Mandurah, in partnership with Housing Choices WA and Anglicare WA.

A local mix of both housing and support providers learnt collaboratively from each other to develop solutions to keep people housed. Guiding the session was specialist trainer, Leah Watkins from Housing Choices WA. Leah walked participants through the two gold standard approaches:

- Housing First for people moving from rough sleeping to permanent housing
- Supportive Landlord models including a range of activities and strategies that can comprise a supportive landlord approach.

Each strategy was tailored to the unique service delivery of the participants. The training received such positive feedback that additional sessions have been booked.

Tenant Engagement Training

In November, Shelter WA worked with Housing Choices WA delivered two Tenant Engagement trainings, one in-person and one online. Representatives from a range of WA community housing organisations attended the sold-out workshops to learn how they can better engage with their tenants and the compliance requirements around Community Housing registration and tenant engagement.

Leah Watkins and Amy Kidner from Housing Choices WA delivered the training sharing best practise and real-life examples. The trainings received excellent feedback from participants who noted they left feeling informed with practical skills to support positive ongoing tenant engagement.

“The training is more than just the what and how of tenant engagement, but also the why,” Ms Watkins said. “Tenants are experts on community housing so listening to them and involving them in decision making is a critical strategy for improving service.”

Strategic Lever

Sector capability, capacity and sustainability



Supporting Local Government

Local Government Homelessness Knowledge Hub and Training

Shelter WA developed the Local Government Homelessness Knowledge Hub in partnership with WA Local Government Association (WALGA) and Local Government Professionals WA (LG Pro WA). The Hub, supported by Lotterywest, was launched during Homelessness Week 2022.

A reference group of local government practitioners, peak bodies and the Department of Communities provided guidance and advice to inform the Hub's content, which includes drivers of homelessness, case studies, guiding documents, and examples of best practice in strategic, policy and operational responses from a range of local governments to inform local approaches.

Local governments can use the platform to share and access a wealth of information to help set policy, strategy and good practice based on evidence of what is needed to end homelessness.

A key component of the Local Government Homelessness Knowledge Hub are the training packages. Designed for local governments in WA who want to know more about homelessness, the training supports both frontline and office-based staff to better understand homelessness and local government's role in ending homelessness. The training includes practical activities and examples of what other local governments are doing in this space.

In May, in collaboration with WALGA, LG Pro WA and the Local Government Community Development Network, Shelter WA re-launched a new and improved online Hub along with a series of online training sessions using the homelessness training packages. We held one training session for Policy and Planning staff session, for local government employees working in policy and planning roles, including community development team members and staff involved in urban, strategic or integrated planning.

Our first session was followed by three sold out frontline staff sessions, tailored for local government employees working in parks and gardens, waste management, ranger positions, and in customer service such as leisure centres and libraries.

The four sessions were led by sector professional Sarah Janali, a community development practitioner and experienced trainer with significant experience working in local government at a senior level. The sessions were interactive, with opportunity for attendees to ask questions and share sector challenges regarding homelessness, in turn helping to inform our future advocacy and training.



"I understand how supports and housing have a deeper capacity to work closer together to support tenants." Participant

"Visuals were engaging and presentation content interesting." Participant

"Well delivered, learnt a lot about supportive landlord model." Participant

Spotlight on



Western Australian Alliance to End Homelessness

Strategy review

It is now five years since the Western Australian Alliance to End Homelessness (WA Alliance) released The Western Australian Strategy to End Homelessness.

Our connections both nationally and internationally have increased our knowledge through evidence-based initiatives that have been successfully applied towards ending homelessness. We have taken into account the changes in our community since its inception and are in the process of updating the Strategy V2.0 with input and engagement sessions from our partners and sector leaders both in the metropolitan and regional areas.



Advocacy with Government

The WA Alliance continues to engage with the state government across a range of meetings and forums.

These have included meetings with The Minister for Planning; Lands; Housing and Homelessness, Hon John Carey MLA, the Homelessness Advisory Group and the Office of Homelessness.

The outcome of these meetings cements the role of the WA Alliance as the key back-bone organisation for supporting communities to work towards ending homelessness.

Building sector capability and collaborative efficacy

During this reporting period the WA Alliance Steering Committee and Collaborative Leads Group approved for the WA Zero Project (now known as the WA Advance to Zero Team (WA AtoZ)) to operate under the banner of the WA Alliance and became the collective impact governance for the ongoing work in WA.

The WA AtoZ Team has continued to strengthen the relationship with the Office of Homelessness (Department of Communities) and raise the profile of the WA Alliance as the collective impact backbone for the collaborative work of the local Zero Projects. In 2023 the WA AtoZ Team saw the Geraldton Zero Project confirm its first proof point for the community – Ending Homelessness for people who were rough sleeping and over the age of 55.

Australian supportive housing demand modelling project

The WA Alliance has undertaken the development of the Australian Supportive Housing Project: Needs Assessment and Framework Development for Perth (WA). This project will support the advocacy and rationale for Supportive Housing in WA. By doing so will provide a 'map' for supportive housing need across government and community housing organisations to ensure a pipeline of appropriate housing for those people who experience persistent homelessness.

In light of recent government commitments towards the investment in social housing, now is an ideal time to progress this model and build off the learnings from the Corporation of Supportive Housing (CSH) in the United States of America and advocate the development of this model as a key part of the housing continuum.



Spotlight on



Regional Engagement

In 2021, Shelter WA embarked on a critical regional engagement project, supported by Lotterywest, to foster collaboration and improve engagement with our members and stakeholders across WA and strengthen our advocacy on regional issues.

The project funding has enabled Shelter WA to conduct comprehensive and valuable research, review various regional engagement models, and carry out crucial regional engagement with our members and stakeholders across the state.

Our regional trips have included forums with members and local service providers as well as one-on-one meetings to better understand the context and challenges being faced by these communities. The opportunity provided our team with valuable insights into the needs of our regions and to meet frontline regional services first-hand.

In 2022 our Regional Engagement Manager visited the Pilbara, South West, Great Southern and Wheatbelt.

This year, we again visited the South West and our CEO and Head of Policy and Sector Development spent nine days in the Kimberley. They visited our members and key stakeholders in Broome, Derby, Fitzroy Crossing and Kununurra where they learned, first-hand, the specific circumstances and challenges the Kimberley communities are facing.

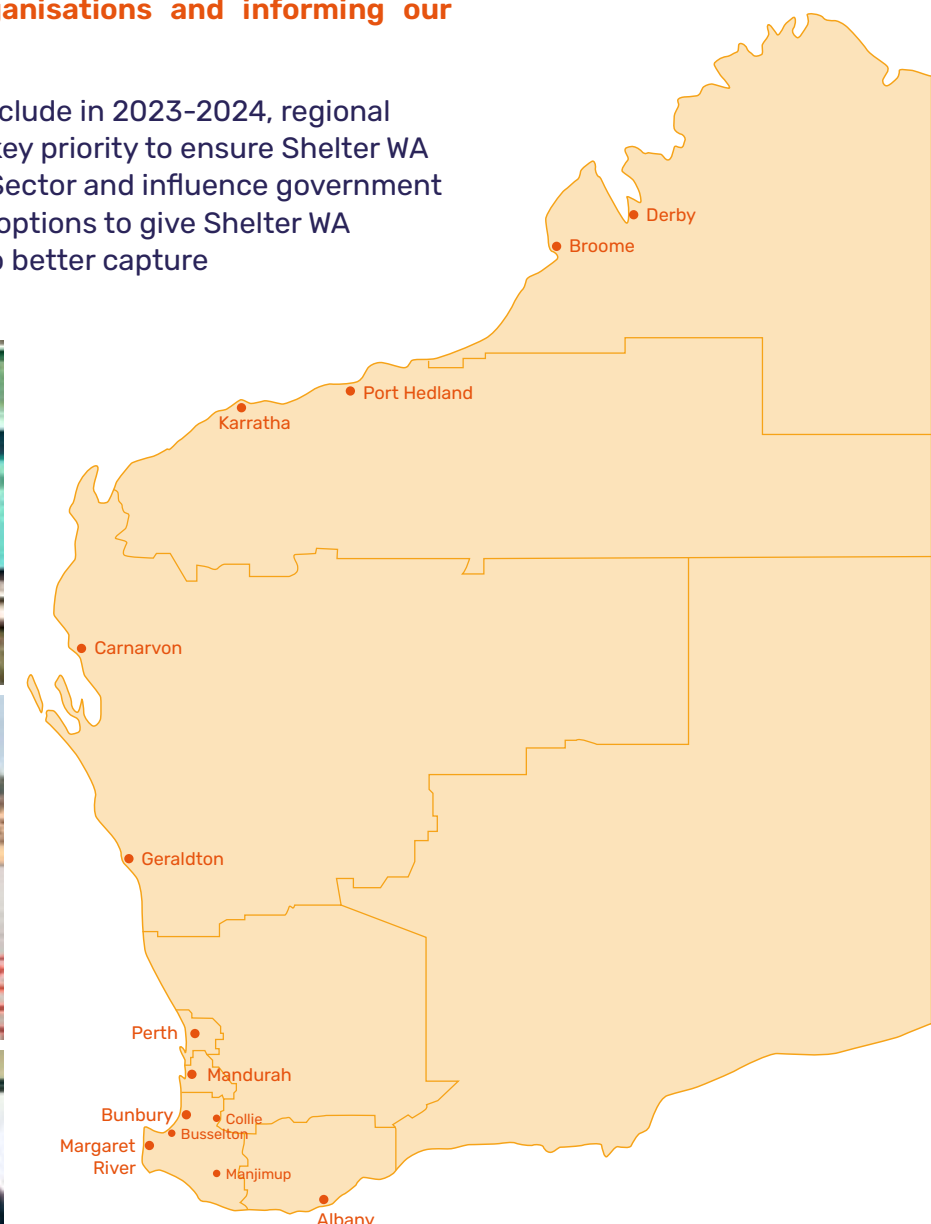
Some of the key insights learned in the trip include:

- individualised, region-centric housing strategies are needed
- the huge undersupply of housing and overcrowding prevents effective rollout of Housing First
- there is underfunding of specialist services (and in some cases a complete lack of services)
- lack of housing is impacting staff recruitment
- there is a need for culturally appropriate services and housing
- climate justice: housing needs to meet (changing) needs of the region, and there is limited access to solar homes and heat pumps
- close relationships were seen between Shires, creating a powerful collective
- strong examples of collaboration and partnership, and high community spirit

This deeper level of engagement fostered great understanding among our team and has significantly shaped and informed our advocacy priorities, not only for the Kimberley region, but across WA. We are now able to incorporate this strong evidenced-based regional input into our submissions to state government.

The outcomes of this project are also strengthening our work with Aboriginal community housing organisations and informing our capacity building of the sector.

While this specific project is due to conclude in 2023-2024, regional engagement and advocacy remains a key priority to ensure Shelter WA continues to be a strong voice for the Sector and influence government policy. We continue to explore funding options to give Shelter WA a strong presence in our regions and to better capture the voice of the regions in our work.



Spotlight on



Homelessness Week 2022

The theme for Homelessness Week 2022 in WA was **Housing, Health and Homelessness**. The event would not have been possible without the support of Lotterywest, WA Alliance to End Homelessness, Department of Communities, Fleetwood Australia, Uniting Church in the City and Beyond Bank.



Evidence has shown that poor health can be a driver of homelessness, which significantly contributes to ongoing and often lifelong poor health. Without housing and good wrap around supports, people are trapped into a cycle of long-term homelessness.

For some people, this can have life-long chronic consequences on their physical and mental health and can often result in disability. The COVID-19 pandemic shone a light on the critical role of housing to keep everybody safe and well. There was a need for government and non-government services to coordinate a rapid response to ensure that all forms of homelessness, including rough sleeping, is brief and once off, and that there is access to appropriate accommodation and support services for those that need it.

As we move towards business as usual with COVID-19, we saw value in shining a light on how Housing, Health and Homelessness intersect in general, looking at the underlying systemic changes we need to make and to challenge our current thinking around Housing, Health & Homelessness.

Following Aunty Sandra Harben's Welcome to Country, Homelessness Week 2022 was officially launched by the Minister for Planning; Lands; Housing and Homelessness, Hon John Carey MLA who referenced the many state government initiatives currently underway to support ending homelessness.

Lived Experience Walks led by Josh Serafini, a Lived Experience Consultant. Participants were guided through the streets of Perth where Josh shared his insights on sleeping rough. He spoke to the difficult choices people must make when sleeping rough, and also pointed out the locations where front-line services provided support.

COVID-19 and Homelessness: Lessons learned for future health planning The COVID-19 pandemic raised significant issues across all the social determinants of health, with homelessness presenting unique public health challenges here in WA. Lydia Stazen, Director of the Institute of Global Homelessness, attended the session via zoom and outlined international research undertaken by the Institute with the Vanguard Cities, which included looking at the differential impact of COVID-19.

Data Dashboard Launch and Workshop The WA Alliance to End Homelessness released their Ending Homelessness in WA 2022 report. Compiled by the Centre for Social Impact UWA, the 2022 version provides a decade of data held by community agencies of those sleeping rough in WA and profiles the initiatives and programs driving to end homelessness.



Spotlight on



Homelessness Week 2022

Housing, Health and Homelessness

Dr Jim O'Connell from Boston Health Care for the Homeless Program joined us via zoom. In addition to hearing the work of Dr O'Connell, participants explored intersections between housing, health and homelessness.

The challenges and opportunities for WA were discussed through an expert panel discussion hosted by former Shelter WA Chief Executive Officer Michelle Mackenzie along with Debra Zanella from Ruah Community Services; Institute for Health Research, University of Notre Dame Australia Professor Lisa Wood; Suzi Taylor from Chief Allied Health Office; Dr Andrew Davies from Homeless Healthcare and Lived Experience Advocate Jonathan Shapiera.

Government and Sector Updates After the Minister for Planning; Lands; Housing and Homelessness, Hon John Carey MLA presented, there were updates from co-chair of the Supporting Communities Forum Homelessness Strategy Implementation Group, Debra Zanella; Tina Ugle from Noongar Mia Mia; Colin Penter from Western Australian Association for Mental Health; Alex Hughes from Just Home Margaret River; Sandy McKiernan from YACWA; David Gibson from Living My Best Life; and Shelter WA's Elise Haddleton and Trish Owen.



Housing: A Social Determinant of Health Climate, Homelessness, Housing & Health

This session focused on how climate change, as the single biggest health threat facing humanity and having a devastating impact on housing.

Looming floods, fire and drought not only can destroy homes but can determine where we build. Throughout the day we heard from a distinguished array of guests. In the first session was Professor Petra Tschakert, Professor of Geography and Global Futures at Curtin University's School of Media, Creative Arts & Social Inquiry, and Professor Lisa Wood, from the Institute for Health Research, University of Notre Dame. Here we were provided with an update on the climate outlook for WA. With an expected increase in temperatures, for example, people experiencing homelessness will have increased vulnerability to climate change and climate events, particularly in northern parts of the state.

The second session included Grace Dudley from Kimberley Community Legal Services, David Jones from Department of Communities and Dr Paul Torzillo from Healthabitat. Grace presented the findings of Kimberley Community Legal Services' report Stuck in the Heat: Lived Experience of Public Housing Tenants in the Kimberley, while David provided an overview of the work of the new Department of Communities Climate Action and Sustainability Team. Paul summarised Healthabitat's Housing for Health program, which involves surveying and testing essential safety and health metrics in every home and immediately fixing urgent fix work identified in survey.

The presentations were followed by a facilitated workshop to discuss how the sector is preparing for climate change and climate events, where current priorities lie and what barriers hinder improvement.



Spotlight on



Homelessness Week 2022

Local Government Online Homeless Hub

The final day of Homelessness Week 2022 saw the launch of our Local Government Knowledge Hub. As communities move closer and closer towards a collective impact approach to end homelessness, we have seen more and more local governments reach out to Shelter WA asking how they can help. The online Hub, managed by Shelter WA, is a place for local governments to share information and to inform evidence-based homelessness solutions that respond to local community needs.

Lived Experience Art Workshops

'Walk A Day In My Shoes' lived experience art workshops ran for the entirety of Homelessness Week and were facilitated by Artist in Residence Deborah Ralph-Kafarela and Professional Artists with Lived Experience.

'Walk A Day In My Shoes' opened with a discussion on the need to listen to people with Lived Experience of Homelessness and act on the empathy that is evoked when listening.

People were encouraged to use one of their shoes to press into the clay tile as they walk in or out of the event. Conceptually the work has several layers of meaning associated with how we all cross paths and intercept each other's paths. The shoes represent people, places, community, poverty, wealth, talking the talk and walking a day in another person's shoes.



What a week!

Homelessness Week 2022 was an incredible week, with nine events held over five days. We welcomed more than 400 participants in-person, over 500 additional participants attended online, and in more than 30 speakers took part, who inspired and informed us over the course of the week.

We extend our gratitude to our members, stakeholders, attendees and speakers who contributed to an incredible program of events to raise awareness of the impact of homelessness, and the solutions needed to end homelessness.

Our Enablers Members



Spotlight on Bethanie Housing

Shelter WA member Bethanie Housing Ltd, a registered Community Housing Organisation, provides a range of housing services for over 55s throughout Perth, Peel and the South West.

“Our home care business delivers services to some of our community housing clients and two of our large developments (Coodanup & Dalyellup) are co-located with Bethanie residential aged care homes. We see tenants who can no longer live independently move into our aged care facilities and that is a smooth transition. It gives a sense of security when they see there are options for later in life and that Bethanie cares,” Shane Ogilvie, Chief Executive Officer said.

This year, Bethanie received \$5 million in Social Housing Economic Recovery Package (SHERP) funding to deliver a seven-storey over 55’s development of single and two-bedroom apartments in Fremantle, and a SHERP Refurbishment Grant of just under \$3 million to modernise and extend the life of 42 of their older units across Cooloongup, Warnbro, Armadale, and Greenfields locations.

“The SHERP grants have changed the face of our portfolio and has changed the lives of people who live in those tenancies.”

Shane Ogilvie, Chief Executive Officer, Bethanie Housing Ltd

Spotlight on Connect Victoria Park

In May, Shelter WA member Connect Victoria Park became the latest WA community housing organisation to be registered under the Community Housing Regulatory Framework as a Tier 3 Provider. The organisation’s roots originate from WA’s first Senior Citizens’ Centre, which opened in 1960. In 2018, the Citizens’ Centre was transformed into WA’s first Village Hub, putting healthy ageing and social connection at the centre of Connect Victoria Park’s mission.

The organisation houses over 80 people in Victoria Park and Bassendean. Membership to the Village Hub is complimentary to tenants, providing easy access to classes, groups and events, as well as 1:1 support with independent living, referrals to services and social connection.

The Village Hub’s 300 members also run groups around activities of interest, exercise together, keep connected and support each other as they age. Connect Victoria Park is proud to offer housing where older people not only feel safe and secure, but also a feel a sense of pride, happiness and joy.

Spotlight on Gumala Aboriginal Corporation

Shelter WA were delighted to see our member Gumala Aboriginal Corporation winning the award for large organisation providing collaborative, innovative or creative programs or services at the Western Australian Council of Social Service (WACOSS) 2023 Community Service Excellence Awards, for their Gumala Housing Support Program.

Gumala, which means “all together” in the Banjima language, serves the people from the Banjima, Yinhawangka and Nyiyaparli language groups, with a membership made up of over 2,000 Traditional Owners living around Australia, including in Hedland, Karratha, Perth, Tom Price, Roebourne and homeland communities.

The program provides a holistic approach to support Gumala Members into permanent housing through transitional means. The support for Members doesn’t end once they’re placed into one of the properties, as the GAC Housing Support team can connect members to other support services to help them on their journey.

“It was important for us to weave together mainstream concepts like a waitlist and a structured criteria with cultural facets of working, like the importance of looking after our elders, transiency of our people and multiple generations being under one roof.”

Justin Dhu, Executive Officer, Gumala Aboriginal Corporation

Our Enablers

Changing to meet the needs of the sector

2022-2023 was a huge year for the homelessness and community housing sector with the needs of the sector and our members increasing significantly in the aftermath of COVID-19 pandemic.

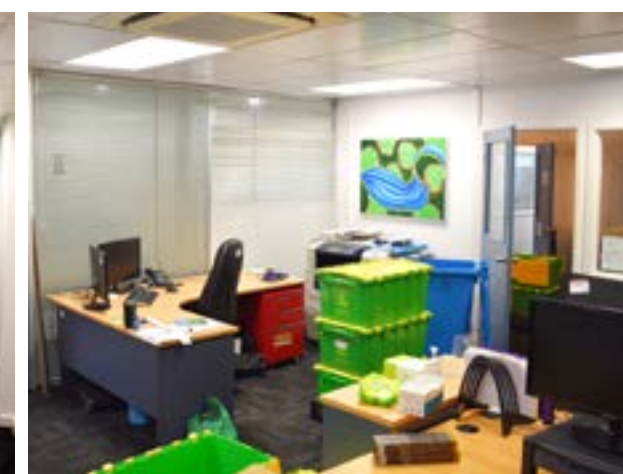
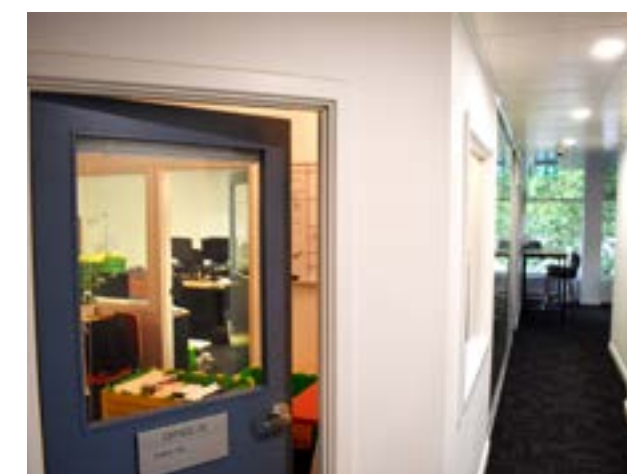
In response, Shelter WA, as an organisation, has significantly grown over the last 12 months due to additional project funding to better meet the identified needs of the sector. Our team grew from 15 in June 2022 to 26 including project staff and the WA Alliance team.

To accommodate this growth, we moved into our new office space on Adelaide Terrace in November. A bright, open plan office, with views of the beautiful Derbarl Yerrigan is where we come together, connect, and work towards all people living in WA to have housing that enables them to thrive. The modern and spacious office and two dedicated meetings rooms is welcoming for our members to pop in and visit if local, inspires creative conversations, and ensures we're harnessing the skills and expertise of the team.

We are thrilled to be sharing our office with the WA Alliance to End Homelessness team and the Advance to Zero team, providing more opportunities for connection and synergies to support our members and the sector.

Not only have we had significant growth in the size of our team, but we also farewelled our former CEO, Michelle Mackenzie, who has swapped city life for the Kimberley, and welcomed our new CEO, Kath Snell, to the Shelter WA family. We were privileged to welcome the Minister for Planning; Lands; Housing and Homelessness, Hon John Carey MLA, our board, staff, members and partners to the our official office launch event where we acknowledged Michelle's massive contribution to Shelter WA and the homelessness and community housing sector and for Kath, our new CEO, to take the baton to lead this larger iteration of Shelter WA and support the sector through the community housing and homelessness crisis.

The complex and dynamic operating environment is creating a period of change and flux for the Shelter WA team. We need to ensure our organisation structure is responsive to our members and stakeholders, so we can deliver on our strategic plan, and ensure long term our success and sustainability.



Our Board

Kieran Wong
Chair

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Kieran Wong is a co-founder and partner at TheFulcrum.Agency, a creative consultancy that applies evidenced-based design strategy, advocacy, and research to achieve community and social outcomes. Since 2020, Kieran has served as Shelter WA Chair, a role that resonates deeply with his passion. His career is characterised by a commitment to incorporating equity, social justice, and inclusion into the projects he engages with.

Kieran’s dedication to these principles is evident in his work, and he looks forward to continuing the crucial work of providing housing solutions for all West Australians.

Michael Piu
Vice Chair

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Michael Piu is the CEO of St Patrick’s Community Support Centre, a specialist homelessness service and registered community housing provider based in Fremantle. Michael has a 20-year association with the sector, and over 10 years working with St Pat’s. Michael is a member of the Steering and Collaborative Lead Groups of the WA Alliance to End Homelessness and is committed to a collective approach to achieve an end to chronic homelessness in WA.

Key priorities for Michael on the Shelter WA Board include working with government around effective implementation of All Paths Lead to a Home: Western Australia’s 10-Year Strategy on Homelessness 2020–2030 and addressing the critical shortage of social and affordable housing in WA.

Alf Lay
Treasurer

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Alf works for LWP Group Pty Ltd, one of Australia’s leading property developers, leading multi-disciplinary teams to effectively deliver residential communities in WA. Having served three years on the Shelter WA Board, his not-for-profit experience also includes eight years on the Rise Network Board and 12 years as a State Councillor for the Urban Development Institute of Australia.

Alf maintains a keen interest in exploring how the for-profit and not-for-profit sectors can work more effectively, together, to ensure better housing outcomes for those who do not enjoy that basic right.



Natalie Sangalli
Secretary

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Natalie is the General Manager of Housing Choices WA, one of the largest community housing providers in Australia and has worked in the sector for five years, advocating for everybody’s right to safe, affordable and appropriate housing. Natalie’s commitment to her role is based on assisting people at an individual level and being part of positive system change.

Natalie is passionate about the contribution community housing organisations can and do make to the housing system. She has been at the forefront of driving reforms including the flexible use of housing stock, alignment with the Housing First model and need for sustainable funding for providers housing tenants with complex issues.

Mark Slattery

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Mark Slattery, an Executive Manager, Services at Ruah Community Services, with a 30-year career, marked by active participation in numerous committees, providing invaluable insights into partnership work and governance. These experiences have equipped him to contribute effectively to aligning organizational strategic directions.

Mark firmly believes that his extensive background and genuine passion render him a valuable asset to the Shelter WA Board. Through active collaboration, he is committed to bringing together individuals from within the sector, as well as those with lived experiences, to successfully implement the Shelter WA strategic plan. Mark envisions making a tangible difference in addressing homelessness and contributing to the creation of a brighter future for all.

Number of meetings attended
Number of eligible meetings held

Our Board



Simon Robbins

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Simon Robbins strongly believes that housing and homelessness are pivotal global challenges shaping future judgments. Joining the Shelter WA Board reflects his commitment to actively contribute to resolving these concerns. As a key member of the Rise Leadership Team, Simon plays a crucial role in setting strategic direction and providing governance, showcasing entrepreneurial spirit through managing property businesses and participating in parent company Boards. Engaging in Risk and Policy teams, he effectively owns and mitigates organizational risks. Overseeing Rise’s property portfolio, Simon has achieved a remarkable 40 per cent growth in eight years, consistently generating a surplus. He is set to bring his rich experience and strategic insights to the Shelter WA Board, positively addressing housing and homelessness challenges for current and future generations.

Kathryn Moorey

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Kathryn Moorey is CEO of Stellar Living Ltd, providing mainstream social and affordable housing and a large portfolio of transitional supported accommodation to 260 properties in the Peel, Metro and Kalgoorlie areas. Kathryn is a member of the Australian Institute of Company Directors and on the Board of Diversity South Inc.

Kathryn has over 20 years’ experience working in the Homelessness, Support and Housing space. Being an active participant in sector working groups and forums, including the Shelter WA Industry Strategy Group, Kathryn has a keen interest to see the housing sector build its capacity and ability to provide a range of housing options for people who need low-cost housing.

Michael Chester

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Michael Chester is Co-CEO of Uniting WA, delivering community services with implicit understanding of the significance of housing stability to the wellbeing of vulnerable members of our community. His interest in joining the Shelter WA Board arises from his understanding of policies that disproportionately impact people experiencing disadvantage and his desire to influence positive policy change.

Michael excels at leading organisations through periods of change and growth, and believes in building organisations that are effective advocates, trusted community partners and employers of choice.

Michael is an experienced director in the not-for-profit sector, and a Graduate of Australian Institute of Company Directors and alumni of Cranlana Centre for Ethical Leadership.

John Lysaught

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John is the CEO of Advance Housing, the Great Southern’s largest dedicated community housing provider. His passion for the sector stems from his belief that housing is the key pillar of a successful life and that it should be treated as essential infrastructure for the communities we serve.

With senior executive level experience in the service driven sector, John’s expertise lies in leadership, strategy and operations. His strengths include cultural change management, staff development, multi-site operations expertise, community engagement, advanced financial management skills, occupational safety and health knowledge, developing and delivering strategic initiatives, and process improvement.

Gordon Cole

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Gordon is a Noongar Man, recognised for his leadership and contribution to WA’s Aboriginal Community, and the founding Director of Noongar Mia Mia.

He is the Managing Director of G. Cole Consulting and CEO of Cole Supplies his areas of expertise include Indigenous Services, Leadership, Coaching and Mentoring and supply of safety, health, medical and industrial products.

Gordon is the Chairperson of the Noongar Chamber of Commerce and Industry and is very experienced in Governance and Directorship, with extensive involvement in establishing and developing organisations and businesses.

Number of meetings attended
Number of eligible meetings held

Stakeholder Engagement

def. the process by which companies communicate and get to know their stakeholders

WA Ministers and Members of Parliament

Hon Mark McGowan MLA (Premier)

Hon John Carey MLA (Minister for Planning; Lands; Housing; Homelessness)

Hon Sue Ellery MLC (Minister for Finance, Commerce; Women’s Interests)

Hon. Steven John Martin MLC Shadow Minister for Housing; Forestry

Hon Mia Davies MLA (Leader of the Opposition)

Hon Brad Pettit MLC (Member for the South Metropolitan Region; Greens)

Make Renting Fair Parliamentary Lunch:

Hon Lara Dalton MLA – Member for Geraldton (Host)

Hon Simon Millman MLA – Member for Mount Lawley; Parliamentary Secretary to the Minister for Health; Mental Health

Hon Meredith Hammat MLA, Member for Mirrabooka; Parliamentary Secretary to the Deputy Premier; Treasurer; Minister for Transport, Tourism and Minister for Education; Aboriginal Affairs; Citizenship and Multicultural Interests

Hon Stuart Aubrey MLA, Member for Scarborough

Hon Ali Kent MLA, Member for Kalgoorlie; Acting Speaker

Hon Jodie Hanns MLA – Member for Collie-Preston; Parliamentary Secretary to the Premier

Hon Robyn Clarke MLA, Member for Murray-Wellington

Hon Hannah Beazley, MLA – Member for Victoria Park; Parliamentary Secretary to the Minister for Emergency Services; Innovation and the Digital Economy; Medical Research; Volunteering

Local Government

City of Fremantle	City of Busselton	City of Armadale	Shire of Wyndham-East Kimberley
City of Swan	City of Albany	City of Joondalup	Shire of Derby-West Kimberley
City of Mandurah	City of Melville	Shire of Broome	

Committees and Working Groups

Housing First Homelessness Advisory Council Meeting

Community Housing Partnership Steering Group

Community Partnerships Roundtable

WAAEH Steering Committee

Commissioning Working Group

Emergency Relief and Support partners Forum

Funders

Department of Communities, Government of Western Australia

National Housing Finance and Investment Corporation (NHFIC)

Sisters of St John of God

Lotterywest

Western Australian Council of Social Service

Department of Health, Government of Western Australia

Department of Social Services, Australian Government

WA Government Departments

Department of Communities

Lotterywest

Mental Health Commission

Department of Mines, Industry Regulation and Safety – Consumer Protection

Department of Health

Development WA

Department of Planning, Lands and Heritage

Kimberley Development Commission

Commonwealth Government Departments

National Housing Finance and Investment Corporation (NHFIC)

Department of Social Services, Australian Government

The National Indigenous Australians Agency (NIAA)

WA Peak Bodies

Western Australian Council of Social Service

Western Australian Association for Mental Health

Youth Affairs Council of Western Australia

Council on the Ageing WA

People With disabilities WA Inc

Community Employers WA

Aboriginal Health Council of Western Australia (AHCWA)

Local Government Professionals WA (LG Pro WA)

Western Australian Local Government Association(WALGA)

Community Employers WA,

HepatitisWA

Carers WA

Consumers of Mental Health WA (CoMHWa)

Carers WA

Developmental Disability WA

Alcohol other Drug Consumer Community Coalition

Health Consumers’ Council of WA

National Peak Bodies

Community Housing Industry Association

National Shelter

National Aboriginal and Torres Strait Islander Housing Association (NATSHIA)

PowerHousing Australia

Rights and Inclusion Australia

Shelter Network

National Shelter	Shelter TAS
Q Shelter	Shelter SA
Shelter NSW	ACT Shelter
NT Shelter	

CHIA Network

CHIA NSW	CHIA SA
CHIA VIC	CHIA NT
CHIA QLD	

WA Industry Peaks

Urban Development Institute of Australia WA

Master Builders Association of WA

Housing Industry Association

REIWA

Consultants

Well Rounded

All 4 People

Anacta

University of New South Wales – City Futures Research

Centre for Social Impact UWA

Advocacy

Commissioning, Community Housing Fund, Make Renting Fair Campaign

WA Council of Social Services / Shelter WA

Pro Bono Support

Herbert Smith Freehills

Stakeholder Engagement

Organisational Members			
55 Central		Marra Worra Worra Aboriginal Corporation	
Ability WA		Mercy Community Services Ltd	
Aboriginal Community Housing Limited		Midway Community Care	
Accordwest		Mission Australia (WA)	
Advance Housing Limited		Multicultural Services Centre of Western Australia	
Alliance Housing WA		Murchison Region Aboriginal Corporation	
Anglicare WA		Narrogin Cottage Homes / Karinya	
Australian Red Cross (WA)		Neami National	
Autism Association of WA		Noongar Mia Mia	
Bloodwood Tree Association		Parkerville Children and Youth Care Inc.	
Brightwater Care Group		Pathways SouthWest Inc	
Centacare - Kimberley		PeopleKind Group	
Centrecare		Perth Inner City Youth Service	
CFSS WA Limited		Regional Alliance West Inc	
Circle Green Community Legal		Richmond Wellbeing	
Community Housing Limited		Rise Network	
Connect Victoria Park Inc		Ruah Community Services	
Consumer Credit Legal Service		Salvation Army Housing	
Co-operation Housing		Salvation Army Western Australia	
Daydawn Advocacy Centre		South West Refuge	
Financial Counsellors' Association of WA		Southern Aboriginal Corporation	
Foundation Housing		St Bartholomew's House	
Fusion - Perth		St Patricks Community Support Centre	
Goldfields Indigenous Housing Organisation		St Vincent de Paul Society WA	
Gumala Aboriginal Corporation		Stellar Living	
Gumala Investments Pty Ltd as Trustee for the General		Street Law Centre WA	
Gumala Foundation Trust		The Bethanie Group	
Homes for Homes		Uniting WA	
Housing Choices WA		Victoria Park Youth Accommodation	
Indigo Junction		Wungening Aboriginal Corporation	
Just Home Margaret River Inc		Yorgum Healing Services	
Life Without Barriers - WA		Zonta House Refuge Association Inc	

Associate Members			
Cancer Council WA	City of South Perth	Evoke Living Homes	Shape Urban
City of Canning	City of Stirling	Finbar Group Ltd	Sue Lewis Chocolatier
City of Perth	City of Swan	Resolute Insurance Brokers	Town of Victoria Park
City of Rockingham	City of Wanneroo		

Individual Members	
Alexia Avdoulas	John Hannah
Alf Lay	Jordan Koroveshi
Anne Livingston	Julie Waylen
Bessie Lemann	June Wegener
Blaise Kost	Kieran Wong
Cole Vindevoghel	Kim Stone
Colton Onderwater	Lisa Bissell
David Motta	Liz Lalor
Debra Corkill	Maduvanthi Venkatesan
Daisy Butterworth	Marie Edmond
Denise Gallo	Michael Kiernan
Diana Smith	Michelle Blakeley
Diana MacTiernan	Michelle Cummins
Gail Chambers	Michelle Mackenzie
Gareth Owen	Nakeisha Slater
Gloria Sutherland	Naydeene Edwards
Howard Lance	Niamh McGuire
Ingrid Hilario	Philippa Boldy
James Allbeury	Randal Wells
Jenna Denton	Robyn O'Neill
Joe Calleja	Wendy Morris

WA Not-For-Profits
Western Australian Alliance to End Homelessness
Orana House
Circle Green Community Legal
Kimberley Community Legal Service
Pilbara Community Legal Service
Northern Suburbs Community Legal Service
Peel Community Legal Service
APM
WA Individualised Services
National Disability Services – NDS
Waroona Community Resource Centre

WA Academic Institutes
Professor Lisa Wood, University of Notre Dame Australia
Dr Amity James, Curtin University
Professor Steven Rowley, Curtin University
Professor Rachel ViforJ, Curtin University
Senior Lecturer Yvonne Haigh, Murdoch University
Centre for Social Impact UWA
Professor Petra Tschakert, Curtin University
McCusker Centre for Citizenship Internship

International
Lydia Stazen, Director of the Institute of Global Homelessness
Dr Jim O'Connell, Boston Health Care
Pat Greene, Dublin Simon Community
Wendy Crampton, Dublin Simon Community
Ciaran King, Dublin Simon Community
Pat Doyle, Peter McVerry Trust
Brian Friel, Peter McVerry Trust
Bernie Keigher, Peter McVerry Trust
Bob Jordan, The Housing Agency
Rob Lowth, The Housing Agency
Mary Hayes, Dublin Region Homeless Executive (DRHE)
Aileen O'Brien, Cork City Council
Liam Phillips, Irish Prison Service
Emmett Conroy, Irish Prison Service
Elaine Dunne, Irish Prison Service

Sector Events
Valuing Children Initiative
Foundation Housing Innovate RAP Launch
WACOSS Conference 2023
NHFIC Community Housing HAFF Consultation Session
BCEC Housing Affordability in Western Australia 2023
WACOSS Budget Briefing
ACHO Partnership Prospectus Launch
5th National Housing and Homelessness Forum
Foundation Housing's Specialist Disability Accommodation Opening.
Wungening Homelessness Research Launch
Starick Breakfast
PWdWA State Conference
WACOSS New Year Sector Breakfast
Empowering COnsumers for Disability Forum
Humanitariam Settlement Program STakeholder Engagement Forum



Treasurer's Report

I am pleased to present the Financial Statements of Shelter WA Inc. for the financial year ended on 30 June 2023.

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.

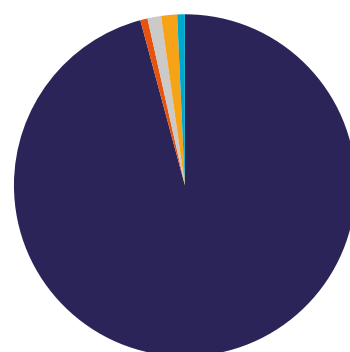
These Financial Statements for the year ended 30 June 2023 have been audited by Australian Audit. The auditors have issued an unqualified audit opinion, confirming that the Financial Statements give a true and fair view of the financial position of Shelter WA Inc. as at 30 June 2023, and of the financial performance of the organisation for the year then ended.

Alf Lay
Treasurer

2022-23 Financial Report

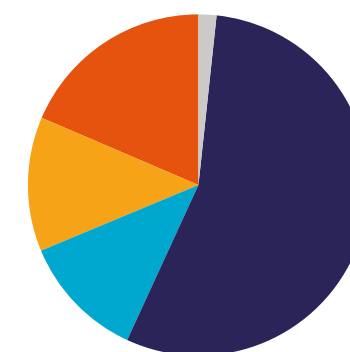
Income

	\$	%
● Grant income	3,483,196	95.8
● Fee for service	24,844	0.7
● Interest income	46,799	1.3
● Donation	54,837	1.5
● Other income	26,200	0.7
	3,635,856	100.0



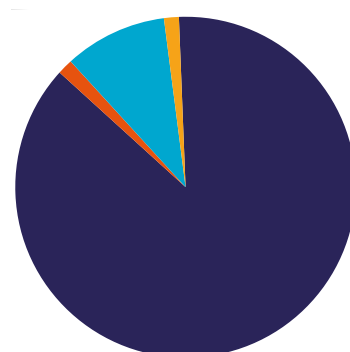
Expenses

	\$	%
● Grant expense	681,818	18.56
● Administration	467,575	12.73
● Consultancy	435,400	11.85
● Employment expense	2,026,419	55.16
● Depreciation and amortisation expense	62,442	1.70
	3,673,654	100.00



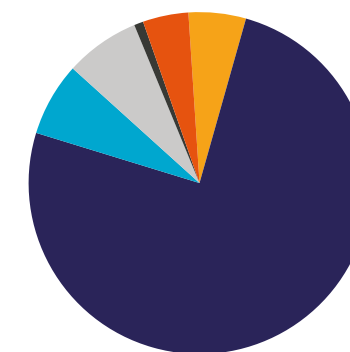
Assets

	\$	%
● Cash and cash equivalents	1,676,251	87.37
● Trade and other receivables	28,126	1.47
● Right of Use assets	187,150	9.75
● Other assets	27,065	1.41
	1,918,592	100.00



Liabilities

	\$	%
● Trade and other payables	58,557	5.43
● Unspent grant	812,508	75.35
● Lease liabilities	74,989	6.95
● Employee benefits	76,267	7.07
● Provisions	9,381	0.87
● Other liabilities	46,581	4.32
	1,078,283	100.00





A new year

We are continuing to engage with our stakeholders to work towards an effective housing system.

We are strengthening our member offering through a member hub and member engagement and continue to advocate and provide policy advice and research to government on behalf of our members.

We are committed to our strategic plan and championing our vision that all people living in Western Australia have housing that enables them to thrive.

Exciting developments for 2023-2024:

- Hosting the **first WA Aboriginal Community Housing Organisation (ACHO) Sector Strengthening Summit** with Department of Communities and the National Aboriginal and Torres Strait Islander Housing Association
- Supporting the first of four Aboriginal Community Housing Organisations (ACHOs) to achieve **Community Housing Registration** as part of our ACHO Capacity Building project
- Delivering **Building Tenancy Skills workshops** to community housing organisations, to help them better support their tenants' experiencing disabilities
- Increasing our **Learning and Development** offering
- Launching the **Cert IV in Housing** in partnership with North Metropolitan TAFE
- Holding the inaugural **Community Housing Symposium and Shelter WA Homelessness and Community Housing Awards**
- Publishing our **Pre-Budget Submission** and advocating the WA Government to secure our asks for Budget 2024-25
- Hosting **Homelessness Week with a spotlight on the regions**
- Continuing to work alongside our colleagues at the **Western Australian Alliance to End Homelessness**
- Supporting our Community Housing Sector to get **WA's fair share of the Housing Australia Future Fund**
- **Internal continuous improvement:** working closely with Wellrounded Consultancy, we are building on our existing Framework for engaging staff and consultants with Lived Experience. With Anacta Consultancy we are working towards an improved Stakeholder Engagement plan and refining our brand voice, and working with All4People, we are honing our HR policies and employment principles.



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