



Shelter WA

Annual Report 2023-24

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 First Nations peoples and to the Elders past and present. We support the Uluru Statement from the Heart and our recognition and acceptance of your invitation to walk with you towards a movement of the Australian people for a better future.

Contents

Our Vision	4
National Networks	4
Acknowledgement of Support	4
Chair's Report	5
CEO's Report	7
Strong Voice and Influence: Strategic Plan Lever 1	8
Drive Partnerships and Relationships	8
Influence Policy and Legislative Change	11
Establish Shelter WA as the key influencer in service system reform	12
Advocate to Government for place-based needs analysis for suitable housing mix delivery	14
Subject Matter Expertise: Strategic Plan Lever 2	16
Lead effective collaboration to achieve housing and service system reform	16
Identify and influence industry reform opportunities to deliver optimal housing solutions	17
Sector Capability and Sustainability: Strategic Plan Lever 3	22
Facilitate strong community housing and homelessness sectors	22
Support the community housing and homelessness sectors to deliver effective social and affordable housing supply and support services	27
Our Board	31
Our Members	31
Treasurer's Report	30
Financial Report	30
A Look Forward	31

Shelter WA



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.

View a copy of our current [Strategic Plan for 2022-25](#) [here](#).

National Networks

We are 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. We have a seat on the National Shelter Council providing input from a WA perspective into national issues. This strengthens our capacity to represent the interests of Western Australia at a national level, through participation in research, policy, advocacy and engagement. We also take part in the CHIA led fortnightly peaks meeting to influence and contribute to national community housing policy.

Acknowledgement of Support

We acknowledge the ongoing support from:

- 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
- Lotterywest
- Beyond Bank
- Fleetwood Australia
- The McCusker Centre for Citizenship, University of Western Australia
- Our members
- Our partners and stakeholders

Chair's Report



This is my fourth introduction to Shelter WA's Annual Report. Unfortunately, as I reviewed what I had written previously the challenge, scale and impacts of enabling an effective housing system have only grown and show no sign of abatement. An effective housing system underpins our state's ability to prosper, and for its residents to thrive. Housing is a fundamental right, but for too long it has been chronically undersupplied and underfunded – from our metropolitan centres, to our regional towns and our remote communities.

For another year, our deeply committed team have worked relentlessly to advocate, collaborate and support our members and the communities they serve. Our members, and their frontline staff in particular, face terrible and tragic circumstances every day and remain steadfast in their resolve to solve the housing crisis together. Their work and their commitment fill me with hope. Hope may be the 'warrior emotion' (as Nick Cave recently wrote) but hope alone will not be enough for the scale of the emergency. Appropriate funding, scaled to meet the size of the crisis is critically needed across all services, including the peaks. An effective advocacy and policy development environment can only support the role of government, and its stated ambitions.

I am encouraged by this government's clear focus to deliver housing supply, and its substantial investment into social housing announced in successive budgets. I also acknowledge we are supported by a committed minister who is driving government and industry collaboration and has shown strong support for our sector. Ensuring our houses, suburbs and cities are designed for people to allow them to thrive, live affordably, be in reach of employment and education, and reduce loneliness and isolation is more essential than ever. Planning, like my field of design, is an optimistic act, one that imagines a brighter future for the many and not just the lucky few.

Given the scale of our crisis, we must act with urgency and long-term vision. We must focus on the people and families living with housing insecurity. How can we immediately ease, and plan to ensure that the catastrophic rental market provides balance and dignity to renters, now a third of our population? What planning reforms will genuinely complement those recently announced to drive affordable, diverse, well-designed and well-located social, rental and affordable homes? And how can we deliver substantial and permanent cost of living relief to the people who need it the most?

I would like to thank members of the Shelter WA board for their commitment and support. This year Michael Piu and Natalie Sangalli are stepping off the Board after having served their full terms, and both as Officers of the board. Both Michael and Natalie have provided incredible support to the organisation, and I am deeply appreciative of their wise counsel and expert advice. Kath Snell, our CEO, has been instrumental in ensuring our partnerships,

Chair's Report

programs and relationships have been maintained and enhanced. I would also like to thank the incredible and dedicated team at Shelter WA for their work over the past twelve months. And, of course, I acknowledge our members and key partners for their engagement and support.

The housing emergency our state finds itself in will not be resolved quickly, and its effects will be multi-generational. Bold systemic and structural reforms 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 approach the two-year milestone in this role, I reflect on the year that was, 2023-24. We often joke at Shelter WA that every year is like a dog year here, because we pack so much in – one year can seem like seven years, and this year was no different.

Rather than going into detail, I'll let the report speak for itself. We've aimed to keep it concise for ease of reading – we know your time is precious. However, I'd like to highlight a few key standouts.

Firstly, there is the \$92 million secured for the homelessness sector in the state budget, a win that was crucial for addressing urgent needs. I want to acknowledge the tireless work of our team, Minister Carey, the Department of Communities, and the sector as a whole in making this happen.

Another highlight was the opportunity for staff to visit regions outside the city, thanks in large part to Lotterywest funding. My trip to the Kimberley, where we held workshops and engaged with members, stands out as a profound experience. It deepened my understanding of the diverse challenges across the state, and I thank the members we met there for their time and honesty.

We also supported numerous initiatives during Homelessness Week, including a range of projects and events funded by Lotterywest aimed at driving change across WA. And let's not forget the Community Housing Symposium and Awards which allowed so many stakeholders to come together and shone a light on some of the stars, and initiatives happening in the sector.

There are many highlights, none of which would be possible without our diligent members, our charitable funders, our devoted staff, the Lived Experience contribution, our incredible Shelter WA Board, under Kieran's skilled leadership, and the healthy relationships we have with government and media.

I thank you all for your immense efforts, the outstanding achievements and the resilience shown in what has been a very difficult time in WA, as we continue to fight the housing and homelessness crises.

Please enjoy reading our report and thank you again for being part of the ongoing journey to end homelessness.

Kath Snell
CEO

Strong Voice and Influence

Strategic Plan Lever 1



Goal: Drive Partnerships and Relationships

Membership

In the 2023-24 financial year we have experienced significant growth in our membership base.

Organisational members have increased by 73%, reaching a total of 109. Associate membership has also seen a rise of 71%, with 24 members now in this category.

In terms of geographic distribution, metro members have increased by 51%, bringing the total to 95, while regional membership has grown by an impressive 124%, reaching a total of 38.

109

Organisational
Members

24

Associate
Members

30

Individual
Members



Connecting with regional WA during Homelessness Week 2023

In 2023, our annual Homelessness Week activities focused on the regions. The program highlighted the specific issues facing regional Western Australia and place-based solutions to ending homelessness in regional communities. With the support of Lotterywest we also launched a devolved grants program and were able to fund a variety of events and projects across WA. Representatives from regional organisations that received a grant were invited to present at a showcase event to wrap up the week.

Key Outcomes:

- Various panels, discussions and presentations hosted by us during Homelessness Week.
- \$60,000 of grant funding resulted in:
 - Eleven regional events across seven regions
 - Four regional initiatives
 - Eight metro events
- Ten of our staff members visited ten different events across five regions during Homelessness Week.

Key insights and recommendations from regional WA were identified and included in a Shelter WA report which was delivered to government and key stakeholders.

Strong Voice and Influence

Strategic Plan Lever 1



Key insights from the regions included:

- The shortage of crisis accommodation (South West, Mid West, Peel, Kimberley, Great Southern, Goldfields)
- The need for workforce support (Kimberley, Mid West, Pilbara)
- The impact of seasonal and FIFO workers (South West, Pilbara, Great Southern, Mid West)
- The impact of short-term rental accommodation (South West, Great Southern, Kimberley, Mid West)
- The absence of affordable rentals (Peel, South West, Great Southern, Pilbara, Kimberley, Mid West)
- Poor quality social housing (South West, Pilbara, Kimberley)

State Budget consultations

To develop our 2023-24 Pre-Budget Submission, we engaged in consultations with members and key stakeholders. This included an online interactive session with members regarding key themes and identifying priorities as well as distribution of a feedback survey to gather feedback on current priorities.

Following the release of the 2024-25 WA State Budget, we developed and delivered a 'Budget Briefing Pack' providing a summary of the Budget and an analysis compared against our Pre-Budget Submission. This briefing pack was produced and delivered within 24 hours of the release of the Budget.

We also hosted a 'Budget Briefing Webinar' to provide information and analysis to our members on the contents of the Budget, including information on next steps and opportunities to provide feedback for future advocacy priorities. A recording of the webinar was made available to members in the Members Hub.

Shelter WA policy position consultations

To develop our revised suite of policy positions, we distributed a survey to all Shelter WA members to request feedback on our existing policy positions. This survey was followed by targeted follow up conversations with key stakeholders to accurately capture the views of the sector.

Strong Voice and Influence

Strategic Plan Lever 1



Letters and communications with government

In response to concerns raised by the sector, we engaged in additional communications with government on emerging and key issues, including:

- An issues paper on the Independent Community Living Strategy program
- An issues paper regarding the review of remote maintenance head contracts
- An issues paper on Specialist Disability Accommodation reform
- Letters to key government stakeholders regarding the use of hotels as crisis accommodation
- Letters to key government stakeholders regarding fee-free funding for the CERT IV in Housing
- Letters to key government stakeholders regarding funding for housing peaks

Community Housing Industry Strategy Group

We convene the community housing Industry Strategy Group (the ISG), a governance body of community housing sector representatives that provides ongoing advice to Shelter WA on sector strategic policy, advocacy and growth. Meetings are held quarterly, with some out-of-session input on more pressing policy and advocacy matters.

Throughout the year, the ISG contributed their wealth of knowledge and expertise in the sector. They provided valuable insight and guidance as we developed our key advocacy and sector development priorities (for example, our Pre-Budget Submission and scoping a project to identify growth opportunities for tier 2 and 3 Community Housing Organisations (CHOs) . They added their support to a range of letters to the government highlighting key issues for the sector (see item above).



Strong Voice and Influence

Strategic Plan Lever 1



Goal: Influence Policy and Legislative Change

Shelter WA Pre-Budget Submission 2024-25

Our 2024-25 Pre-Budget Submission included a package of well-researched initiatives that built on existing government strategies and our advocacy priorities, incorporating sector perspectives on where the WA Government should direct funding.

Minister Carey acknowledged that our advocacy undertaken through our Pre-Budget Submission helped the government deliver a record-breaking investment of \$92.2 million homelessness funding boost for over 120 homelessness services.

The 2024-25 WA State Budget also delivered on a number of social and affordable housing measures identified through our 2024-25 Pre-Budget Submission, including

- A \$400 million injection into the Social and Affordable Housing Investment Fund, and expansion of the fund to include affordable housing in addition to social housing, including:
 - \$56.2 million allocated to National Rental Affordability Scheme (NRAS) spot purchases; and
 - \$60 million grant funding for community housing in the regions
- \$25 million provisional funding for energy improvements for social housing in the Kimberley
- \$179 million maintenance and repairs for WA's 45,000 social homes, key worker housing and Aboriginal housing.

To socialise our 2024-25 Pre-Budget Submission, briefings were held with a broad range of key decision makers, including:

- Minister for Planning; Lands; Housing; Homelessness
- Minister for Finance; Commerce; Women's Interests
- Office of the Minister for Education, Aboriginal Affairs, Citizenship and Multicultural Interests
- Office of the Treasurer
- Shadow Minister for Housing
- Director General of the Department of Communities
- Department of Treasury
- Energy Policy WA
- Department of Energy, Mines, Industry Regulation and Safety; Consumer Protection Division
- Office of Homelessness
- Development WA
- Department of Training and Workforce Development

Strong Voice and Influence

Strategic Plan Lever 1



Our 2024-25 Pre-Budget Submission achieved substantial media engagement, with a total of 342 instances of coverage across various media types. This included 39 TV instances (11% of total), 149 online mentions, 147 radio mentions and seven separate print stories.

Highlights of our media coverage can be viewed at our dedicated 2024-25 [Pre Budget Submission webpage here](#).

Leadership in the Make Renting Fair Campaign

We are proud to continue as a foundation member of this campaign, the goals of which have only become more urgent given the deepening of the rental crisis over this financial year.

Make Renting Fair is campaigning for ten key reforms, known as the Tenancy Ten, that will dramatically improve life in a rented home; improving the 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.

Over the last year the campaign published two key reports, and independent polling to provide evidence of the need for and support of reforms. This included a submission to the Senate Inquiry on the Worsening Conditions for Renters which presented evidence from over 300 WA renters and proposes ten key recommendations aimed at improving the rental experience in Western Australia.

The first tranche of reforms to the *Residential Tenancies Act 1987 (WA)* were finally passed in April 2024 and included new rights to have a pet (with some exceptions) make minor modifications, limiting rent increases to once a year, and improving the bond/dispute process. The campaign has now turned its attention to what it would like to see in the second tranche of reforms with a focus on safe, secure and healthy homes. This means introducing minimum standards, consulting on changes needed for boarders, lodgers and students, rent stabilisation measures and the removal of no grounds evictions, privacy concerns, and greater funding for tenancy support.

Key figures:

- 31 members of the alliance
- 1,200 renters on our database
- Two reports published and presented to the Minister for Finance; Commerce; Women's Interests, Hon. Sue Ellery MLC and the Minister for Planning; Lands; Housing; Homelessness, Hon. John Carey MLA
- Almost 400 WA renters have completed our Renters Survey

Strong Voice and Influence

Strategic Plan Lever 1



Engagement with government on the recommissioning of homelessness services

We contribute to the WA Government's Commissioning Working Group, as well as the Homelessness Commissioning Reference Group. We also consulted with the Department of Communities on the design and composition of the Homelessness Commissioning Reference Group. For the 2023-24 Financial Year, participation included:

- Participation at three Homelessness Commissioning Reference Group meetings
- Participation at four Commissioning Working Group meetings

Media

Our presence in the media continues to grow, and we have become the “go to” for all media outlets. Providing a strong voice on behalf of our members and the wider community and being able to provide the evidence base for our advocacy asks in the public realm is a core function of being a peak body and something we are proud of in our team.

This year Shelter WA achieved:

950+ Media mentions of Shelter WA



12+ Television mentions



16 Media releases



8+ Radio mentions

(Media releases can be found [here](#))

Digital media and marketing

With a concerted effort to review the type and purpose of content shared across our primary social media platforms of Facebook and Instagram, and to leverage the opportunity to connect with the sector and interested parties on Linked In, we have seen a general increase in followers and engagement across all platforms. It is fantastic to see the growth of new followers over the year, as shown with the figures below.



38% ↑



50% ↑



25% ↑

As would be expected, the more people-focused content shared, the more interaction occurs across all platforms. This has assisted the audience to better get to know the people behind the scenes at Shelter WA, as well as across the sector. In addition to static content, there has been an emphasis on including more video content. This provides a different, and often more engaging way for an audience to interact with organisations across digital media and marketing platforms.

Strong Voice and Influence

Strategic Plan Lever 1

Video content shared has achieved significant reach and engagement, with the video of our CEO Kath sharing a response to the \$92.2 million WA Government funding announcement in April being the top ranking video. On LinkedIn alone, the post received over 7,000 impressions (the number of people who saw the post), 5,500 views (the number of times the video shared was watched), and 231 clicks (the number of times the link to the Shelter WA media release was accessed). This demonstrates significant increase over other forms of content shared and is consistent with all video posted across our three priority digital marketing platforms.

Alongside the use of online platforms, we published 24 newsletters and sent 71 member updates to our email community during the year. Content shared in email format to our community continues to focus on both organisational and sector news, as well as including information about our members, the team and sector accomplishments. Overall, open rates for all email has continued to be higher than industry standards.

Advocacy to government for place-based needs for suitable housing delivery

We built upon our 2023-24 Budget ask with a renewed call for cost-of-living relief to be delivered through a 'healthy homes' retrofit of social housing. We continue to advocate strongly for this initiative as it provides deep, permanent cost-of-living relief to WA households most in need.

Priority 4 in our 2024-25 Pre-Budget Submission asks for a state-wide "Healthy Homes" energy efficiency retrofit of all WA's 42,000 social housing homes, starting with 10,000 public housing properties over the next three years; prioritising remote communities and regions with climate extremes.

The 2024-25 WA Budget did not deliver on our ask, but did include \$25 million of provisional funding set aside for social housing energy performance upgrades co-funded by the Federal Government. This was announced in June 2024 to be targeting up to 4,300 remote and regional social houses with upgrades 'including hot water systems and lighting'.



Strong Voice and Influence

Strategic Plan Lever 1



We will continue to strongly advocate for energy upgrades as a key way to ease cost of living pressures, improve thermal comfort and health outcomes for tenants, and reduce greenhouse gas emissions.

Advocacy for regional housing and homelessness plans

Our budget advocacy and revised policy positions include calls for regional housing and homelessness plans that cover:

- Culturally appropriate options for people who are ageing to remain in their community and with family on country;
- Housing design and fit outs that meet climate, accessibility and cultural needs of regional communities;
- Quotas for the minimum number of WA Government built and owned Government Regional Officer Housing (GROH) in each region to reduce pressures on local rental markets; and
- Affordable rental housing for key workers employed in non-government organisations (NGOs) in the regions.

We will continue to advocate in this area, as the WA Government announces intentions to put in place regional level housing plans under the state infrastructure strategy.



Subject Matter Expertise

Strategic Plan Lever 2



Goal: Lead Effective Collaboration to Achieve Housing and Service System Reform

Community Housing Partnership Steering Group (CHPSG) working group towards a community housing growth strategy

Our CEO serves as co-chair of the Community Housing Partnership Strategy Group (CHPSG) alongside the Department of Communities. The primary objective of this group is to offer strategic advice to the Minister for Housing and the Department of Communities regarding the future direction of the community housing sector. This includes the development of short, medium, and long-term reform priorities. The group's work enables a concentrated focus on key priorities within the sector, including the growth strategy for community housing.

Advocacy for Community Housing Capacity Building in the WA State Budget Submission and beyond

Priority 1 in our 2024-25 Pre-Budget Submission was to establish a community housing capacity building program.

Disappointingly, the Budget did not fund this program. However, the expansion of the Social Housing Investment Fund (SHIF) to include affordable housing is predicted to grow the community housing sector. It is understood all new affordable housing delivered through the new Social and Affordable Housing Investment Fund (SAHIF) will be managed by CHOs and all projects delivered have to have CHO partners.

Priority 2 in our 2024-25 Pre-Budget Submission was a request for management transfers to community housing organisations to grow sector capacity and boost housing supply.

The Budget did not include a specific program of management transfers, however, as mentioned above, it is understood that all new affordable housing delivered through the SAHIF will partner with CHOs.

In the lead up to the 2025 State Election, we are continuing to advocate for measures to boost the capacity of the community housing and homelessness sectors to respond to the housing crisis.

Subject Matter Expertise

Strategic Plan Lever 2



In respect of the late Steve Bevington

Advocacy for urgent investment in affordable housing

Priority 3 in our 2024-25 Pre-Budget Submission was to save the remaining NRAS properties and set up a WA affordable rental scheme.

While the Budget did not establish a new WA NRAS- style affordable rental housing scheme, approximately \$56.2 million from the new SAHIF has been set aside to spot purchase selected NRAS properties to be managed by CHOs. The budget also delivered a \$5 million Vacant Property Rental Incentive Scheme offering up to \$5,000 to vacant property owners to bring properties onto the long-term rental market; which could potentially deliver about 1,000 rentals into the market.

Goal: Identify and Influence Industry Reform Opportunities to Deliver Optimal Housing Solutions

Housing First Homelessness Advisory Group (HFHAG)

Our CEO is a member of the HFHAG, alongside key representatives from various sectors. The group was established by the Minister for Homelessness and the Department of Communities with the aim of advancing the implementation of the *All Paths Lead to Home: WA's 10-year Strategy on Homelessness 2020-2030*; and promoting a Housing First approach throughout the homelessness system.

The HFHAG offers ongoing, practical advice to the Minister for Homelessness, helping to identify reform opportunities, support the rollout of Housing First initiatives, and address obstacles to accessing the current system. We have found the open discussions and presentations from both the sector and government to be valuable and engaging.



Subject Matter Expertise

Strategic Plan Lever 2



Submission to the National Housing and Homelessness Plan

In response to the *Australian Government Department of Social Services' Issues Paper* for the Development of a National Housing and Homelessness Plan, we provided a submission including key considerations to be included in a National Plan, including:

1. An aspirational plan
2. Clear targets with appropriate data and mechanisms to monitor progress
3. Recognise and grow the role of the community housing sector
4. Clearly defined roles endorsing a whole-of-system approach
5. Alignment from taxation, finance and planning and development
6. A clear agenda to end homelessness including the adoption and embedding of Housing First principles
7. Increased attention to homelessness prevention and early intervention
8. Private rental reform
9. Embedding principles of self-determination and emphasis on culturally led and culturally informed services for Aboriginal and Torres Strait Islander peoples
10. Dedicated attention to regional and remote housing and homelessness
11. Decarbonise housing stock
12. A common understanding of affordable housing

We also participated in an in-person consultation workshop to contribute towards the development of the National Plan.

The Australian Government released a summary of information received through its consultation process, which we analysed in comparison to our submission and delivered to members.

Engagement with government on Common Ground

In preparation for the launch of the first two dedicated Common Ground supportive housing facilities in WA, we have worked closely with the Common Ground project team at the Department of Communities to provide technical advice and feedback as the project progresses. During this financial year, this has included:

- Participation in four Project Advisory Group meetings
- Participation in five Bi-Monthly Meetings

Subject Matter Expertise

Strategic Plan Lever 2



National Shelter Policy Network

We continue our participation in the National Shelter Policy Network. This group meets monthly to discuss emerging policy issues at the national level and share new research and opportunities. In the past financial year, this has included participation in 10 meetings. Through these meetings, we have provided input and shared feedback on key housing and homelessness issues at the national level, including the development of a National Plan, build to rent reform, reporting on rental affordability, mandatory inclusionary zoning policies and much more.

Local government and homelessness event

In September 2023, we hosted a “Working with Local Government to End Homelessness” event with Leanne Mitchell, Churchill Fellow and national expert on Local Government and homelessness. During the event, Leanne Mitchell provided attendees with a summary of her seminal research in this field. Over 50 people attended the event, including representatives from:

- 17 local governments, including four regional local governments
- Six community service organisations
- One state government agency
- Three peak bodies
- Two private sector entities

National rental standards and energy upgrade networks

As a foundational member of Make Renting Fair, we participate in national groups working for rental reforms including minimum rental standards and energy upgrades for tenants (including social housing tenants). This includes the Healthy Homes for Renters (HH4R) network and Better Renting.

We share the ‘WA experience’ and draw from approaches across other jurisdictions, experiences and research across the states and territories to advocate for rental reforms and energy upgrades that are backed by evidence and often already established in other Australian jurisdictions.



Subject Matter Expertise

Strategic Plan Lever 2



Conference attendance

One of our policy representative spoke at the WA Rangers Conference in September 2023, contributing to discussions on the role of local government in ending homelessness.

Additionally, our CEO presented at the Accordwest Symposium 100 in May 2024, sharing insights and expertise on critical issues impacting the community housing and homelessness landscape.

Members of the our team attended the Affordable Housing Development & Investment Summit Australia in February 2024, enhancing knowledge and networking opportunities within the affordable housing sector.

These engagements demonstrate our commitment to fostering collaboration and sharing knowledge within the community housing and homelessness sectors.

Hear of My Experience (HOME) Project

We are proud to be working alongside a group of people with Lived Experience of homelessness to codesign an independent homelessness advocacy body. The HOME Project participants are undertaking training and sharing their expertise to develop three activity streams that will provide employment and opportunities to amplify lived experience voices:

- A consultancy service to support organisations that are keen to work alongside people with Lived Experience;
- A communications bureau, offering a range of guest speaker or performer opportunities; and
- Workshops and training to support others with lived and living experience of homelessness.

The current work builds on foundational work undertaken by people with Lived Experience over past years. The HOME Project is funded by the Sisters of St John of God.

Lived Experience Human Resources Engagement Project

With support from a WACOSS capacity building grant, and in collaboration with the Financial Counsellors' Association of WA, and Kim Hutchinson, Lived Experience Consultant, our Human Resource Engagement project is identifying the legal options available to organisations that wish to engage people with Lived Experience. We're codesigning resources



Subject Matter Expertise

Strategic Plan Lever 2



with people with relevant Lived Experience and working with other peaks and NGOs in the housing and homelessness sector to improve practice and confidence when engaging people with lived experience expertise. This project is expected to run from June - November 2024 with resources launched early 2025.

Internally, a team of staff and people with Lived Experience are working together to identify ways to simplify our payment systems so that they work better for everyone.



Sector Capability, Capacity and Sustainability

Strategic Plan Lever 3

Goal: Facilitate Strong Community Housing and Homelessness Sectors

Supporting Aboriginal Community Housing Organisations (ACHOs)

With funding from Sisters of St John of God we continue to work with Murchison Region Aboriginal Corporation, Noongar Mia Mia, Goldfields Indigenous Housing Organisation and Southern Aboriginal Corporation to build capacity towards achieving community housing registration. Additional funding from the Department of Communities ensured attendance of many ACHOs across Western Australia at the Sector Strengthening Summit hosted by Shelter WA in July 2023.

Key Outcomes:

- Noongar Mia Mia successfully achieved registration with the Department of Communities in May 2023.
- Zavanti tenancy management software in place and operational in the four ACHOs.
- Asset maintenance program in place and operational by four ACHOs.
- Hosted ACHO Sector Strengthening Summit July 2023
 - 79 participants (37 ACHO representatives, 16 representatives from peak bodies, 17 representatives from Department of Communities and nine other stakeholders).
 - Fostered a shared commitment and drive to improve housing opportunities, options, quality, security and affordability for First Nations people wherever they live in WA.



Sector Capability, Capacity and Sustainability

Strategic Plan Lever 3



Working with tenants who experience disabilities

In partnership with People With Disabilities WA (PWdWA) and a team of 13 people with personal experience of disability and renting, we codesigned resources that help tenants with disability feel more confident about their rights and responsibilities. We provided information and resources to service providers to support their work with tenants who experience disability. Our Advisory Group members included Circle Green, the Financial Counsellors Association of WA, Consumer Protection WA, Developmental Disability WA, WA Individualised Services, Foundation Housing, Office of Disability, Kin Advocacy, Marita Walker and REIWA.

The Building Tenancy Skills Project was funded from 2021 - 2024 and is now complete. The outcomes highlight the necessity of lived experience involvement in the design of resources and services. The Building Tenancy Skills Project was funded by the Australian Government Department of Social Services.

Key Outcomes:

- A team of people who shared skills and supported each other through a 10-month codesign process
- They developed plain-language legal fact sheets on tenancy matters
- They developed videos that address common tenancy issues
- They identified accessibility barriers experienced by tenants with a disability
- They identified revisions to the *Residential Tenancies Act 1987 (WA)* that would improve outcomes if implemented
- Four co-designers undertook training to become workshop co-facilitators
- They delivered almost 40 Renting with Confidence Workshops across all regions of Western Australia
- The workshops received two awards:
 - 2023 AHI: Brighter Future Award for Best Tenant Led Initiative
 - 2024 Winner of the Dick Fletcher Consumer Protection Award 2024

Infection Control Project

With support from Lotterywest, we successfully rolled out an Infection Control Prevention program across the state for homelessness service 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.

Sector Capability, Capacity and Sustainability

Strategic Plan Lever 3



Key Outcomes:

- Developed a suite of standard best practice infection control management resources for use across participating non-clinical residential and non-residential homelessness services, community housing organisations and congregate living facilities in WA.
- Delivered a total of 11 infection control and prevention workshops, engaging 158 attendees. These workshops were recorded and remain available as a valuable resource in our Members Hub.
- Launched Shelter WA Members Hub ensuring the sustainability of this project and allowing members continued access to all resources to support healthier communities.

Learning and development/sector capacity building

We're continuing to support the sector in building skills and expertise by:

- Delivered 26 sector workshops from July 2023 - June 2024 with more than 450 attendees.
- Hosted vents including Infection Control Training, Housing and Community Training, conferences and summits
- Developed and launched our Members Hub as a vault for training resources
- Scoped the development of a learning and development framework
- Facilitation of peer-to-peer learning and good practice that can be shared to build collective capability

Cert IV Housing

Addressing the needs of the social housing sector, to professionalise the sector the nationally recognised CHC4221 Certificate IV in Housing was launched in WA in September 2023. We were part of a consortium with Housing Choices Australia and Foundation Housing, providing tenancy and property management expertise to North Metropolitan TAFE,

This project was possible with the support of WACOSS Peaks Capacity Building funding.

- The consortium adapted new and relevant materials to WA homelessness and housing setting.
- The steering group comprised representatives from the Department of Communities, Community Housing Organisations, North Metropolitan TAFE, Shelter WA and Community Skills WA.
- The qualification was officially launched at a breakfast event with 50 guests in attendance.
- The first cohort of 37 students commenced in November 2023.
- Shelter WA is in regular contact with North Metropolitan TAFE to hear about implementation of the qualification and future plans.

Sector Capability, Capacity and Sustainability

Strategic Plan Lever 3



Supporting Local Government

We continue to manage and maintain the Local Government Homelessness Knowledge Hub and deliver homelessness knowledge training for local government staff. Management of the Hub is done in partnership with WALGA, Local Government Professionals and local government representatives. Through this work, we have ensured that the resources on the website stay up to date and relevant. Through a coordinated callout for new resources in February 2024, we added an additional 18 resources to the Hub, submitted by local governments across metropolitan and regional Western Australia.

On top of managing the Homelessness Knowledge Hub, we have delivered further Homelessness Knowledge training for local governments. This included:

- Local Government Homelessness Knowledge Training: Frontline Staff in May 2024
- Local Government Homelessness Knowledge Training: Office-Based Staff in November 2023

Western Australian Alliance to End Homelessness (WAAEH)

We auspice the WAAEH via a Sisters of St John of God grant and are proud to share their achievements:

- The 10-year Strategy was updated, with a focus on increasing community and sector collaboration.
- Significant efforts have been made to enhance data collection capabilities by transitioning the By-Name List to a new AtoZ database later this year, establishing a WA Hub to further improve data collection and reporting.
- A Lived Experience Engagement Framework was developed to formalise Lived Experience involvement to ensure clarity of expectations between the organisation and people of Lived Experience. The framework supports the engagement and recognition of people with Lived Experience as they participate in a range of activities.



Sector Capability, Capacity and Sustainability

Strategic Plan Lever 3



- The Mandurah and then Geraldton Zero Projects achieved a Shift Reduction in homelessness during the past year. This marks them as the second and third community in Australia to achieve this outcome respectively.
- Over the last year, 657 people on the By Name List were permanently housed, indicating significant progress in housing vulnerable populations, especially in a constrained housing and rental market.
- Preparation for the live Data Dashboard, which includes regular updates and monthly information for the By Name List data reports was undertaken throughout the year.
- WAAEH actively engages with the State Government, sitting on advisory groups and advocating for the Advance to Zero approach including the Housing First approach.

Goal: Support the Community Housing and Homelessness Sectors to Deliver Effective Social and Affordable Housing Supply and Support Services

Financial sustainability

With the scale of the housing and homelessness issues facing Western Australia, the demands on us to advocate and respond has intensified. We continue to balance our priorities with available resources for efficiency and effectiveness. With an adaptable approach, careful planning and prudent decision-making we are well placed to ensure ongoing success in the longer term.

Member connection

Our Member Directory was launched in January 2024 and has been consistently updated to include new members since its creation. This directory, as part of our Members Hub, offers significant advantages for our members, enhancing collaboration and community engagement between each other and website visitors. It facilitates networking opportunities, allowing members to connect and form valuable partnerships. Additionally, the directory increases visibility for members, showcasing their services and expertise. It also encourages collaboration on initiatives, promoting a unified approach to tackling homelessness and housing issues.



Sector Capability, Capacity and Sustainability

Strategic Plan Lever 3



We hosted a series of impactful events, resulting in a total of seven gatherings with 430 attendees. This series of events underscores our dedication to strengthening community housing initiatives and fostering collaboration in the sector.

Our values

Our values articulated in our Strategic Plan are:

- Collaboration
- Leadership
- Innovation
- Courage

We continue to offer flexible working to our team recognising it's the integration of their professional and personal lives that creates balance and helps to reduce stress. This is valuable in the operating environment of increasingly low morale and risk of burnout. Our team also benefits from various professional development opportunities, specifically over the last 12 months this has included trauma informed training, building our confidence when working with people with lived experience and improving our awareness of the impact of family and domestic violence and how this can be supported in the workplace.

Community Housing Symposium

The Community Housing Symposium, hosted in September 2023, brought together stakeholders to showcase the community housing industry in Western Australia. The event was attended by over 200 people.

The Symposium provided an opportunity to discuss and dive deep into the challenges and opportunities the community housing sector experiences, with representatives from across several sectors: industry peak bodies, property development, government, and community housing.

The Innovation in Community Housing Showcase was the focus of the morning session and highlighted the innovative work of four CHOs and the impact their work is having on the sector and the people they support.

The afternoon began with the Commonwealth Funding Ready session. It brought together industry, government, the community housing sector, and other key stakeholders to identify areas of reform in systemic policy and to brainstorm solutions to best leverage upcoming Commonwealth funding for Western Australia. Delegates heard from speakers from academia, government and industry who then participated in panel discussions on a range of topics.

Sector Capability, Capacity and Sustainability

Strategic Plan Lever 3



Shelter WA Homelessness and Community Housing Awards

We recognised and celebrated the outstanding contribution from organisations and individuals who contribute to the homelessness and community housing space across Western Australia at the Homelessness and Community Housing Awards in September 2023. Hosted at the beautiful Boola Bardip, the evening recognised the following award winners:

- Excellence in Service User Experience - Connect Victoria Park Inc for their Housing and Hub initiative
- Innovative Homelessness Response - 55 Central for their Grow & Grind mobile coffee van serving as both a training ground and source of employment
- Best Media Advocacy - Keane Bourke, ABC News
- Sector Ally - Sisters of St John of God for their support of the Aboriginal Community Housing Organisation (ACHO) sector in WA
- Best Regional Project or Initiative - Accordwest for their tiny houses project Sector Advocate - jointly awarded to Tina Ugle of Noongar Mia Mia for her advocacy in the ACHO sector and Dr Amanda Stafford, Department Clinical Lead of Royal Perth Hospital Homeless Team for her advocacy in the homelessness sector
- Above and Beyond - MercyCare Community Services Ltd for their Broome and Derby Aboriginal Short Stay Accommodation
- Close the Gap - Boorloo Bidee Mia, a consortium by Wungening Aboriginal Corporation, Noongar Mia Mia and Department of Communities WA





Our Board

We are supported by an engaged board who guide the strategic vision and direction of the organisation. Our board has representation from the community services sector, community housing, and the private sector.

To view current board members, please visit [Our Board on the Shelter WA website here](#).

Our Members

We have a valued membership and know that our vision and mission can only be achieved if we all actively collaborate to make a difference.

We bring together community services, housing providers, government, academia, the private sector and people with lived experience of homelessness and housing insecurity to further the vision of an effective, affordable housing system that ends homelessness in Western Australia.

Our work in research, policy development, engagement, sector development and advocacy is designed to provide strong support and benefits for our members.

Find details of current organisational and associate members on our [Member Directory](#), launched in early 2024.



Financials



Treasurer's Report

I am pleased to present the Financial Statements of Shelter WA Inc. for the financial year ended on 30 June 2024. 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.

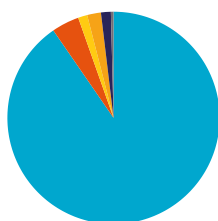
These Financial Statements for the year ended 30 June 2024 have been audited by Australian Audit. The auditors have issued an unqualified audit opinion, confirming that the Financial Statements give a true and fair view of the financial position of Shelter WA Inc. as at 30 June 2024, and of the financial performance of the organisation for the year then ended.

Kieran Wong
Acting Treasurer

Financial Report

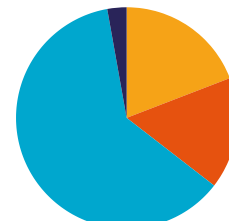
Income

	\$	%
Grant income	2,848,873.00	90.4
Fee for Service	131,955.00	4.2
Membership Fees	43,382.00	1.4
Interest income	66,532.00	2.1
Donation	47,433.00	1.5
Other income	11,577.00	0.4
	3,149,752.00	100.00



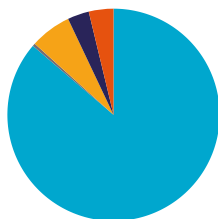
Expenses

	\$	%
Administration	634,379.00	19.15
Consultancy	541,151.00	16.33
Employment expense	2,044,236.00	61.71
Depreciation & amortisation	93,105.00	2.81
	3,312,871.00	100.00



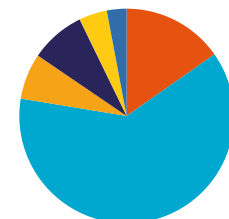
Assets

	\$	%
Cash and cash equivalents	1,539,615.00	86.26
Trade and other receivables	7,500.00	0.42
Right of Use assets	112,159.00	6.28
Prepayments	58,547.00	3.28
Other assets	67,113.00	3.76
	1,784,934.00	100.00



Liabilities

	\$	%
Trade and other payables	173,183.00	15.26
Unspent grant	707,171.00	62.32
Lease liabilities	78,426.00	6.91
Employee benefits	93,883.00	8.27
Provisions	591.00	0.05
Accrued expenses	47,693.00	4.20
Other liabilities	33,730.00	2.97
	1,134,677.00	100.00



A Look Forward



As we approach the state election next year, our team is working diligently to prepare for sector consultation. This is a pivotal time for us, ensuring that the key commitments we seek are effectively presented and heard. In the background, we must continue to campaign for our own financial sustainability and are actively exploring options to secure the necessary funds that will enable us to provide the highest level of service and advocacy for our members.

Our team is extraordinary, our board is strong, and the sector remains deeply committed to making a meaningful impact. Together, with government and stakeholders, we are making significant strides in addressing the housing and homelessness crises, but as we look ahead, this coming year demands both scale and courage to truly move the needle and make a real difference.

We are excited to continue this journey alongside you, our members, and look forward to the progress we can achieve together.



Contact us

Level 12, 256 Adelaide Terrace, Perth WA, 6000

08 9325 6660

shelterwa@shelterwa.org.au

www.shelterwa.org.au

Connect with us



facebook.com/ShelterWA



linkedin.com/company/shelter-wa



instagram.com/shelterwa



shelterwa