

Our Vision

A secure home for all

Who we are, what we do

Shelter NSW has been operating since 1975 as the State's peak housing and advocacy body

Our purpose

We pursue our vision through critical engagement with policy and practice, and thought leadership

Our values

We are independent
We promote social justice
We lead and collaborate
We value expertise and evidence

Our Value Proposition

Expertise

- We research the causes of inequity and injustice in the housing system and advocate solutions that aim to make the housing system work towards delivering a fairer housing system for all
- We know and understand the housing system
- We connect with stakeholders and consumers around new ideas, research and networks in developing solutions to housing concerns

Independence

- We promote and represent broad interests across the housing system – we do not represent landlords or housing providers – we do not represent specific services – and we are not a tenant advocacy body
- We provide systemic advocacy and advice on policy and legislation for the whole NSW housing system
- We are a not-for-profit organisation seeking to ensure that the voices of housing consumers are included in housing policy, especially those on very low, low and moderate incomes

Working for a fairer housing system

- We aim to ensure that consumer voices are included in our policy development, review and responses
- We advocate to Governments for change in policy, legislation and programs to resolve housing inequality
- We collaborate with Governments, other not-for-profit organisations, and the private sector on proposals that support a fairer housing system
- We consult and work in partnership with housing consumers and key stakeholders to know what happens “on the ground”

Our strategic priorities

To be a thriving leading organisation

Increase and diversify our income streams and strengthen and diversify our partnerships
Grow our membership base and proactively engage members in our policy and advocacy work
Invest in and support sound governance practices and principles to attract and maintain a diverse and expert Board
Create and nurture a culture of excellence and learning to support a high performing and aligned team

To engage and educate the community

Drive a communication and engagement strategy that optimizes all available technologies and expands our reach
Raise our profile through effective communication, policy and advocacy messaging and position us as a “go to” organisation
Identify strategic opportunities for partnerships and engagement
Work to ensure our commitment towards a diverse and inclusive housing sector
Grow programs that engage with consumer voices and respond to priority issues, build capacity, raise political and public awareness about systemic policy issues
Seek external feedback and evaluation of our engagement strategies, policy, advocacy and events programs via survey and measurement systems that rate impact and satisfaction and drive service improvements

To influence policy and practice

Lead the development of a shared contemporary vision and narrative that defines a sustainable and effective housing system for NSW
Lead and encourage active collaborations between the housing sectors and our stakeholders to influence and affect operational and systemic policy reform in NSW
Advocate on systemic housing policy at a Commonwealth level on issues that affect NSW through participating in National Shelter and contributing to their relevant campaigns and submissions
Lead and encourage collaborations, partnerships and engagements to develop integrated, evidence-based solutions which aim to achieve effective housing reform in NSW
Provide bold and up-to-date evidence-based policy advice and alternatives which demonstrate a commitment to our vision and the importance of housing as a foundation for social and economic wellbeing

To harness knowledge and expertise to drive new ideas

Adopt a proactive approach to our policy and research agenda to ensure it is forward looking, responsive to emerging issues and harness broad expertise and evidence
Build upon existing and develop new relationships with researchers and other experts to ensure our policy and research agenda is rigorous and well-informed
Embrace an inclusive approach to engagement, consultation and evidence building to ensure a diversity of stakeholder perspectives and consumer voices are included in our policy positions, submissions and programs
Advance our ideas and publicise our findings to influence Government, decision makers and the community through information and evidence sharing, case study, analysis and distribution