

Community Housing Futures WA, Terms & Conditions

Last updated: *April 2026*

Organisation: Shelter WA Inc.

ABN: 43 436 576 540

These Terms and Conditions ("Terms") govern your use of the Community Housing Futures WA c/o Shelter WA ("we", "us", "our") website and your participation in any programs, workshops, training, consultations, grants, capability-building activities, or events that we deliver. By accessing our website, submitting a contact enquiry, signing up for updates, downloading documents, or submitting online forms, you agree to comply with these Terms.

1. Website Use

1.1 General Access

You may use this website for lawful, non-commercial purposes. You must not misuse the website, interfere with its functionality, or attempt to gain unauthorised access to systems or information.

1.2 Intellectual Property

All content, branding, publications, reports, resources, guidelines, and materials on this website are owned by Community Housing Futures WA c/o Shelter WA or our partners. You may download or share materials for personal or internal organisational use only unless otherwise stated. You must not reproduce, distribute, or publish content without written permission.

1.3 Downloadable Documents & Forms

We make documents available for download including, but not limited to, grant guidelines, program information, expressions of interest (EOI) templates, and supplier panel information. These documents:

- are provided for informational and program participation purposes only;
- remain the intellectual property of Community Housing Futures WA c/o Shelter WA or the relevant funder;
- must not be altered, redistributed, or republished without prior written approval;
- may be updated at any time, users should check the website for the most current version.

1.4 Online Form Submissions

Where online forms are available for submission (including EOIs, grant applications, or other program forms), users agree to:

- provide accurate, complete, and truthful information;
- submit only on behalf of themselves or with authority to act on behalf of their organisation;
- acknowledge that submission does not guarantee acceptance, eligibility, or funding;
- accept that incomplete or inaccurate submissions may be disqualified without further notice.

Submission of an online form constitutes your consent for Community Housing Futures WA c/o Shelter WA to collect and use that information in accordance with these Terms and our Privacy Policy.

1.5 Third-Party Links & Embedded Content

Our website may include links to external websites, or embed third-party content such as YouTube videos, LinkedIn platform for informational and educational purposes. Community Housing Futures WA c/o Shelter WA does not endorse, control, or guarantee external content and is not responsible for third-party accuracy, privacy practices, or content. YouTube content is subject to Google/YouTube's own Terms of Service and privacy policy.

1.6 Disclaimer

Information provided on this website, including grant guidelines, event details, and supplier panel information, is general in nature and subject to change. It should not be considered legal, financial, or professional advice.

1.7 Limitation of Liability

To the maximum extent permitted by law, Community Housing Futures WA c/o Shelter WA is not responsible for:

- errors or omissions in website content or downloadable documents;
- losses arising from reliance on website information;
- technical issues, interruptions, or damage to your device or data;
- delays or failures in receiving or processing online form submissions.

2. Contact Enquiries & Communications

2.1 Contact Form

When you submit an enquiry through our website contact form, you consent to us:

- collecting your name, email address, organisation, and enquiry details;
- using that information to respond to your enquiry;
- retaining your details in accordance with our Privacy Policy.

We aim to respond to contact enquiries within five (5) business days. Submitting a contact form does not create a contractual, advisory, or service relationship.

2.2 Email Updates & Subscriber Communications

You may sign up to receive updates about Community Housing Futures WA programs, events, grant opportunities, resources, and sector news. By subscribing, you agree to:

- receive periodic electronic communications from Community Housing Futures WA c/o Shelter WA;
- understand that you may unsubscribe at any time using the unsubscribe link in any communication or by contacting us directly.

We will not use your subscription details for unrelated marketing, and we will not sell your contact information to third parties.

3. Events, Training, Workshops & Webinars

3.1 Registration

By registering for a Community Housing Futures WA c/o Shelter WA event, you agree to:

- provide accurate information;
- receive event-related communications; and
- comply with event-specific instructions or protocols.

Registration does not guarantee attendance until confirmed.

3.2 Event Listings

Event information published on this website, including dates, locations, formats, and presenters, is correct at the time of publication but is subject to change. We recommend checking the website and your confirmation email for the latest details.

3.3 Event Modifications

We may change, reschedule, postpone, or cancel events at any time. We will make reasonable efforts to update registered participants. Community Housing Futures WA c/o Shelter WA is not responsible for travel, accommodation, childcare, or other costs incurred by participants.

3.4 Behaviour & Participation

Shelter WA promotes respectful engagement. We may remove any participant who behaves disruptively, disrespectfully, or in a way that undermines safety or learning.

3.5 Photography, Recording & Media

Events may be photographed, recorded, or livestreamed for reporting, training, or promotional purposes. Recordings may be published on this website or via our YouTube channel.

If you do not wish to appear in recordings, please notify us prior to the event or advise staff on arrival.

3.6 Accessibility

If you require access adjustments or support, please contact us in advance. We will take reasonable steps to meet your needs.

3.7 Event Materials

Slides, recordings, tools, and other materials remain the property of Shelter WA or presenters. They must not be redistributed or used commercially without approval.

4. Supplier Panel Information

4.1 Purpose of Supplier Panel Listings

The CHFWA website lists pre-approved suppliers who have been engaged through a formal supplier panel process to deliver services to Community Housing Futures WA program participants. This information is published to assist eligible organisations in accessing approved support providers.

4.2 No Endorsement

Inclusion on the supplier panel does not constitute an endorsement of any supplier's broader services, quality, or suitability for all purposes. Community Housing Futures WA c/o Shelter WA is not a party to any agreements between program participants and suppliers entered into outside of the program.

4.3 Currency of Information

Supplier panel listings are subject to change. Organisations should verify current panel membership and service scope directly with Community Housing Futures WA c/o Shelter WA before engaging any listed supplier.

4.4 Supplier Conduct

Suppliers listed on the panel are expected to comply with the terms of their panel agreement. Any concerns about supplier conduct may be directed to Community Housing Futures WA c/o Shelter WA.

5. Privacy & Data Handling

5.1 Collection of Information

We collect personal and organisational information through:

- event registration;
- contact form submissions;
- email subscription sign-ups;
- online form and application submissions (including EOs and grant applications);
- supplier panel enquiries;
- program and grant administration; and
- stakeholder engagement.

5.2 How Information Is Used

Information may be used to:

- respond to your enquiry or form submission;
- manage your participation in events or programs;
- maintain accurate records;
- report to funders;
- evaluate program effectiveness; and
- provide updates about related opportunities (where you have consented).

5.3 Sharing of Data

We may share data with:

- government funders (e.g., WA Government agencies);
- evaluators or auditors;
- contractors and consultants supporting program delivery; and
- technology service providers (including website hosting and form platforms).

We do not sell personal information.

5.4 Third-Party Platforms

Our website may use third-party platforms to facilitate form submissions, email subscriptions, or event registrations. These platforms are subject to their own privacy

policies. We take reasonable steps to ensure our platform providers maintain appropriate data security standards.

5.5 First Nations Data Considerations

Where programs engage with Aboriginal Community Housing Organisations or Aboriginal participants, Community Housing Futures WA c/o Shelter WA is committed to culturally respectful and appropriate data governance in alignment with Indigenous data sovereignty principles.

5.6 Privacy Policy

Full details are outlined in our Privacy Policy: www.chfwa.org.au/privacy-policy

6. Amendments to Terms

Shelter WA may update these Terms at any time. Updates become effective once posted on our website. Continued use of our services, including submitting forms, subscribing to communications, or accessing resources, indicates acceptance of updated Terms. We encourage users to review these Terms periodically.

7. Contact Us

For questions regarding these Terms, please contact:

Shelter WA

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