

Member Profile

Business Advisory (BA) Approved Supplier List – Community Housing Futures WA

Business Name	sheIQ Life Pty Ltd
Contact Name	Bronwen Sciortino
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Postal Address	PO Box 65 Melville, WA 6956 Australia
Are you registered with Supply Nation?	☐ Yes ☒ No
Are you listed on the Aboriginal Business Directory WA ?	☐ Yes ☒ No

Regions covered

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|---|---|------------------------------------|
| ☒ Statewide | ☐ Great Southern | ☐ Gascoyne |
| ☐ Perth Metropolitan | ☐ Wheatbelt | ☐ Pilbara |
| ☐ Peel | ☐ Goldfields-Esperance | ☐ Kimberley |
| ☐ South West | ☐ Mid West | |

Introduction Summary

Provide a brief overview of your organisation or practice, your approach to advisory services, and your experience relevant to the community housing sector.

Bronwen Sciortino has extensive experience working across the community housing, Aboriginal community-controlled organisation (ACCO), community services and social impact sectors throughout Western Australia, including significant experience supporting organisations operating in complex, high-pressure and highly regulated environments. This work has included strategic advisory, organisational development, governance support, operational improvement, stakeholder engagement, leadership development, growth readiness planning and facilitation services for organisations delivering housing, homelessness, family and domestic violence, community wellbeing and social support services. Bronwen has worked closely with Community Housing Providers (CHPs), Community Housing Organisations (CHOs), Aboriginal Community Controlled Organisations (ACCOs), not-for-profit organisations and cross-sector partnerships to support organisational sustainability, strengthen governance, improve operational capability and assist organisations navigating growth, service expansion and increasingly complex community needs. This experience includes extensive work with Southern Aboriginal Corporation across a broad

range of strategic, operational and community-focused initiatives. This has included governance and leadership support, strategic planning, organisational reviews, funding and business case development, growth readiness work, stakeholder engagement, service design, community co-design processes, needs and gap analyses, risk management and complex project facilitation. Bronwen has also worked extensively within the family and domestic violence, homelessness and crisis accommodation sectors, including supporting initiatives focused on culturally safe service delivery, systems improvement, organisational collaboration and strengthening outcomes for Aboriginal women, children and families. This work has involved engagement with government agencies, service providers, leadership teams, Boards, community stakeholders and regional networks across metropolitan and regional Western Australia. Sector experience also includes supporting organisations to strengthen internal systems, improve governance practices, develop sustainable operational approaches and position for long-term growth and funding opportunities. This includes facilitating strategic planning processes, capability uplift initiatives, organisational assessments and practical improvement planning tailored to the realities of resource-constrained and community-led environments. Bronwen's approach is collaborative, practical and strongly relationship-focused, with an emphasis on creating workable, sustainable solutions that align organisational capability with community need, operational realities and long-term strategic direction.

Sector Knowledge

Describe your knowledge of and experience working with the community housing sector, including any work with CHOs, ACHOs, ACCOs or related organisations in Western Australia.

I have developed a strong understanding of the Western Australian community housing sector through my work as a strategic advisor, governance specialist and organisational development consultant to Aboriginal Community Controlled Organisations (ACCOs), community service providers and not-for-profit organisations exploring or expanding their role in housing delivery. Most recently, I have worked extensively with organisations assessing opportunities to enter or expand within the community housing sector, including undertaking Growth Readiness Assessments, governance reviews, strategic planning, business case development and organisational capability assessments aligned with Community Housing Provider (CHP) requirements. This work has included advising on the establishment of new community housing entities, evaluating governance and risk management frameworks, and supporting organisations to consider the strategic, operational and financial implications of becoming registered housing providers.

I have also worked closely with Aboriginal Community Controlled Organisations delivering housing, family violence, social support and community development services across regional and metropolitan Western Australia. Through this work, I have developed a practical understanding of the unique opportunities and challenges facing both Aboriginal Community Housing Organisations (ACHOs) and community housing providers, including governance requirements, regulatory compliance, funding environments, stakeholder engagement, cultural safety considerations, asset management and sustainable growth.

My experience extends to supporting organisations to secure and manage government funding, develop strategic partnerships, strengthen organisational capability and plan for long-term service delivery. This has provided me with a strong appreciation of the role community housing plays in addressing housing insecurity, supporting vulnerable communities and creating pathways to improved social and economic outcomes across Western Australia.

I bring a strategic, governance and organisational development perspective to the sector, with particular expertise in helping organisations build the foundations required for sustainable growth, effective service delivery and long-term community impact.

Important Notice: *Inclusion on the BA Approved Supplier List register does not constitute an endorsement by Shelter WA or the CHFWA Program of any listed supplier, their services, or their performance. The Panel is a due diligence register only. All Panel members are assessed against the same criteria and are considered equally eligible.*

Skills	Offered?	Summary of demonstrated qualifications, consultancy skills and consulting track record
Finance Core Focus Area	☐ Yes ☒ No	
Business Planning Core Focus Area	☒ Yes ☐ No	<i>Describe your relevant qualifications, experience and specific services you provide in this area.</i> At shelQ Life, we provide strategic business planning and advisory services that help organisations move from uncertainty and complexity to clear, practical and sustainable action. Our work combines strategic planning, operational insight, governance support and systems thinking to help organisations strengthen capability, manage growth and improve long-term outcomes. Bronwen Sciortino brings extensive executive leadership, strategic advisory and organisational development experience across the community housing,

	community services, Aboriginal community-controlled organisation, government, leadership and social impact sectors. This includes leading complex strategic planning projects, growth readiness assessments, organisational reviews, service design processes, operational improvement initiatives and multi-stakeholder consultation processes across metropolitan and regional Western Australia. Bronwen holds a Bachelor of Economics, Advanced Diploma in Financial Services and Neuro Linguistics Programming qualifications. These qualifications are further supported by extensive applied experience in governance, stakeholder engagement, organisational capability development, strategic facilitation and complex problem solving. Business planning and advisory services provided include: • Strategic and operational planning • Growth readiness and organisational capability assessments • Business case development • Governance and leadership advisory • Organisational review and improvement processes • Community and stakeholder consultation • Co-design facilitation • Risk management and sustainability planning • Housing and community needs analysis • Program and service planning • Monitoring, evaluation and continuous improvement frameworks This work has supported organisations to strengthen governance, clarify strategic direction, identify growth pathways, improve operational systems and position for long-term sustainability. This includes work with Aboriginal community-controlled organisations, not-for-profit organisations, leadership teams and social impact initiatives requiring culturally informed, practical and outcomes-focused planning approaches. The approach taken is highly collaborative, grounded and practical, working closely with Boards, executives, staff,
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		stakeholders and communities to ensure business planning processes are realistic, actionable and aligned to both operational realities and long-term organisational goals.
Asset Management Core Focus Area	☐ Yes ☒ No	<i>Describe your relevant qualifications, experience and specific services you provide in this area.</i>
Risk Management Core Focus Area	☒ Yes ☐ No	<i>Describe your relevant qualifications, experience and specific services you provide in this area.</i> At shelQ Life, we provide strategic risk management and advisory services that help organisations identify, understand and respond to operational, governance, financial, service delivery and growth-related risks in a practical and sustainable way. Our approach focuses on helping organisations strengthen decision-making, improve organisational resilience and create realistic pathways for long-term stability and success. Bronwen Sciortino brings extensive experience supporting organisations operating in complex, high-pressure and highly regulated environments, including the community housing, community services, Aboriginal community-controlled organisation, family and domestic violence, leadership and social impact sectors. This work has included identifying organisational risks, facilitating risk review processes, strengthening governance and operational systems, supporting growth readiness planning and assisting organisations to navigate complex stakeholder, funding and service delivery environments. Bronwen holds a Bachelor of Economics, Advanced Diploma in Financial Services and Neuro Linguistics Programming qualifications. These qualifications are further supported by extensive applied experience in governance, stakeholder engagement, organisational

		capability development, strategic facilitation and complex problem solving. Risk management and advisory services provided include: • Strategic and operational risk assessments • Organisational risk reviews • Governance and compliance risk support • Risk identification and mitigation planning • Growth readiness and sustainability assessments • Business continuity and operational resilience planning • Program and service delivery risk management • Development of practical risk management frameworks and tools • Monitoring, evaluation and continuous improvement processes • Strategic foresight and future risk consideration • Support with complex decision-making and change management This work has supported organisations to strengthen governance, improve operational oversight, identify emerging risks, increase organisational capability and develop practical strategies to manage uncertainty and complexity. This includes work with Boards, executive leadership teams, operational staff and community stakeholders across both metropolitan and regional settings. Our approach to risk management is practical, collaborative and grounded in operational realities. Rather than creating overly complex compliance-focused systems, we work closely with organisations to develop risk management approaches that are usable, sustainable and aligned to the organisation's size, capacity, strategic direction and service environment.
Partnership Development	☐ Yes ☒ No	<i>Describe your relevant qualifications, experience and specific services you provide in this area.</i>
Internal Capability Uplift	☒ Yes ☐ No	<i>Describe your relevant qualifications, experience and specific services you provide in this area.</i>

	At shelQ Life, we provide internal capability uplift and organisational development services that help organisations strengthen leadership capability, workforce effectiveness, operational confidence and long-term organisational sustainability. Our approach focuses on building practical internal capability that supports organisations to operate more effectively, respond to change and manage growth with greater confidence and clarity. Bronwen Sciortino brings extensive experience working with Boards, executive leadership teams, managers and frontline staff across the community housing, community services, Aboriginal community-controlled organisation, leadership and social impact sectors. This work has included organisational reviews, leadership development, governance support, workforce capability strengthening, communication improvement processes, operational system development and strategic planning facilitation. Bronwen holds a Bachelor of Economics, Advanced Diploma in Financial Services and Neuro Linguistics Programming qualifications. These qualifications are further supported by extensive applied experience in governance, stakeholder engagement, organisational capability development, strategic facilitation and complex problem solving. Internal capability uplift services provided include: • Leadership and management development • Organisational capability assessments • Workforce capability strengthening • Governance and Board capability support • Communication and engagement training • Strategic planning facilitation • Operational systems and process improvement • Team development and facilitation • Stakeholder engagement capability building • Continuous improvement planning • Organisational
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		review and improvement processes • Coaching and mentoring support • Development of practical tools, templates and operational resources This work has supported organisations to strengthen internal systems, improve leadership capability, increase workforce confidence and create more sustainable operational practices. This includes supporting organisations navigating growth, change, funding pressures, workforce challenges and increasingly complex service delivery environments. Our approach to capability uplift is practical, collaborative and tailored to the realities of each organisation. We focus on creating realistic, usable and sustainable improvements that build confidence and capability across all levels of the organisation, rather than delivering overly theoretical or resource-heavy solutions that are difficult to maintain in practice.
Feasibility	☐ Yes ☒ No	<i>Describe your relevant qualifications, experience and specific services you provide in this area.</i>
Registration Assistance	☒ Yes ☐ No	<i>Describe your relevant qualifications, experience and specific services you provide in this area.</i> At shelQ Life, we provide strategic advisory and organisational support services to assist organisations preparing to apply for registration as a Community Housing Provider. Our approach focuses on helping organisations strengthen governance, operational readiness, strategic planning, risk management and organisational capability to support registration readiness and long-term sustainability within the community housing sector. Bronwen Sciortino brings extensive experience working with community housing

	organisations, Aboriginal community-controlled organisations, leadership teams and social impact organisations across Western Australia. This work has included organisational reviews, growth readiness assessments, governance strengthening, operational improvement, strategic planning, risk management, stakeholder engagement and business case development in highly regulated and complex service delivery environments. Bronwen holds a Bachelor of Economics, Advanced Diploma in Financial Services and Neuro Linguistics Programming qualifications. These qualifications are further supported by extensive applied experience in governance, stakeholder engagement, organisational capability development, strategic facilitation and complex problem solving. Services provided to support Community Housing Provider registration readiness include: • Organisational and growth readiness assessments • Governance and Board capability support • Strategic and operational planning • Risk management framework development • Policy and procedure review support • Organisational capability strengthening • Financial sustainability and planning support • Stakeholder and partnership engagement support • Business case and supporting documentation development • Workshop facilitation and strategic planning sessions • Operational systems and process review • Continuous improvement planning • Leadership and management support • Assistance identifying organisational gaps and priority actions • Support aligning organisational practices with sector expectations and regulatory requirements This work has supported organisations to strengthen internal capability, improve organisational oversight, clarify strategic direction and better position themselves for
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		sustainable growth and future housing opportunities. Our experience includes working alongside organisations navigating complex community needs, service delivery pressures, governance obligations and funding environments. Our approach is practical, collaborative and focused on building realistic and sustainable organisational capability. We work closely with Boards, executive teams and operational staff to help organisations understand their current position, identify priority areas for improvement and develop achievable pathways toward registration readiness and long-term sector participation.
Other	☐ Yes ☒ No	<i>Describe your relevant qualifications, experience and specific services you provide in this area.</i>

Cultural Safety

Describe your experience and capability in culturally safe engagement, particularly when working with Aboriginal and Torres Strait Islander organisations and communities. Note any relevant training completed.

Bronwen Sciortino has extensive experience working alongside Aboriginal Community Controlled Organisations (ACCOs), Aboriginal leaders, Elders, community members and regional stakeholders across Western Australia in ways that prioritise cultural safety, respectful engagement, relationship-building and community-led decision making. This work has developed a strong understanding of the importance of Aboriginal community governance, cultural authority and the need for engagement approaches that recognise the authority of Elders, the diversity of communities, the importance of local cultural protocols and the impact of historical and ongoing systemic disadvantage on trust, participation and service engagement. Bronwen understands that respectful engagement requires more than consultation. It requires genuine relationship-building, listening, consistency, transparency and a willingness to work at the pace of community wherever possible. It also requires recognising that cultural authority may sit across Elders, community leaders, lived experience voices, cultural governance structures and community-controlled organisations, and that these perspectives must be approached with respect and care. Experience

working alongside Aboriginal organisations and communities has reinforced the importance of creating culturally safe environments where people feel heard, respected and able to contribute in ways that are meaningful and appropriate to them. This includes understanding that engagement processes must be practical, flexible and responsive to community realities, competing pressures and the significant demands often placed on Aboriginal leaders and organisations. This understanding has informed extensive work supporting culturally informed co-design processes, stakeholder engagement activities, organisational planning, service reviews, needs assessments, governance discussions and framework development processes across the community services, housing, homelessness and family and domestic violence sectors. Bronwen also understands the importance of avoiding overly transactional or compliance-driven engagement approaches and instead focusing on long-term relationships, shared understanding, trust-building and practical collaboration. This includes ensuring communication is clear, accessible and respectful, and that engagement activities create genuine opportunities for participation and influence rather than simply seeking endorsement after decisions have already been made. Across all work, there is a strong commitment to working in ways that are respectful, grounded and responsive to community priorities, while recognising that Aboriginal communities are not homogenous and that respectful engagement requires ongoing learning, reflection and accountability.

Completed Southern Aboriginal Corporation, Cultural Awareness Training, 2026

Questions? Contact the BA Program Team: team@chfwa.org.au | 0475 409 667 | chfwa.org.au