Housing Registrar Report
2011-2012
The Housing Registrar
Message from the Registrar
Registrar Advisory Panel
The year in review
Our projects
Complaints management
Our team
The registered sector
The registered sector as at 30 June 2012
Spotlight on a newly registered agency
Snapshot of the sector
Financial data
Summary financial statements
Innovation in the sector
Housing
Spotlighting individual projects
Tenants
Profile of tenancies and tenants
What tenants say
Stakeholders
A lender perspective
A local government perspective
The future
With thanks/acknowledgements
Our mission
To protect social housing assets and ensure quality services to tenants by regulating well governed, well managed, financially viable rental housing agencies.

Our vision
A robust, vibrant regulated housing sector that grows affordable housing for the Victorian community.

Four key objectives
> ensure that all housing agencies are viable, well governed and properly managed;
> protect and ensure accountable use of government assets managed by the affordable housing sector;
> build confidence in the private sector to invest in and grow affordable housing; and
> ensure quality and continuous improvement in service delivery and outcomes for tenants.

‘The Housing Registrar is respected and supports the sector.’
Registered agency staff member
The last year has seen continued growth in the sector, and in Housing Registrar consolidation and improvement.

2011-12 saw the substantial completion of the recent growth in affordable housing and the establishment of the sector as one that makes a significant contribution to meeting housing need in Victoria and delivers its strategic government initiatives.

Our move to the Department of Treasury and Finance (DTF) went very well and we are now fully settled in. As part of my appointment as Registrar, and to ensure good governance and accountability, a Registrar Advisory Panel was established. This provides me with independent advice and guidance on the key decisions I take as Registrar.

Given that the Housing Registrar has been in operation for over six years we thought it would make good sense to look at how we have delivered regulation and also how we communicate with the sector. After all, we hold the sector responsible for continuous improvement so we should embrace this approach ourselves.

We commissioned independent consultants to carry out a piece of work that has led to a significant report - Better Regulation... Less Burden. In broad terms we have done a good job, but need to make sure our approach to regulation continues to focus on the risks that the sector may face. I welcome the report as it provides a sound basis for improvement moving forward and will allow us to reduce the regulatory burden for smaller agencies.

In this annual report you will learn more about how we are improving our communication with the sector and how we can better manage data. We have also looked at good practice in governance and tenant participation. It is a credit to the sector that they have worked constructively with us on delivering this work.

But most importantly, the report highlights some of the excellent developments built over the year and the ways in which the sector seeks to meet the needs of the people it houses. Innovation is one of the key themes, as well as the hard work and dedication of those who work in the sector.

We are continuing our work with other jurisdictions on developing a National Regulatory System (NRS) and the coming year will be a significant one for this project.

Finally, may I thank my staff for their work over the year and their commitment to making sure regulation of the sector works well in Victoria.

Yours sincerely

Anthony Hardy
The Registrar Advisory Panel was established in August 2011 to provide independent input into significant decisions by the Registrar of Housing Agencies about registered housing agencies, agencies applying for registration and regulatory practice.

The Panel consists of three senior public servants from DTF. The Manager, Regulation from the Housing Registrar performs a secretariat role.

Proposed regulatory actions and substantial changes to practice are presented to the Panel by the office of the Housing Registrar at scheduled meetings.

The Panel met four times in 2011-12. It deliberated over decisions on two applications to upgrade registration status, as well as a proposal to undertake an investigation.

Having the Panel strengthens accountability and governance for the Victorian regulatory framework.

The Panel considers and makes recommendations to the Registrar on proposed regulatory actions relating to sections of the Housing Act 1983 where action can be taken by the Registrar without the approval of the Assistant Treasurer. These include:

- approval of registration (s. 84);
- change of category of registration (s. 87);
- directions issued by the Registrar (s. 100);
- undertaking an investigation (s. 113 - 128);
- recommending appointments to governing body of registered agency (s. 131);
- giving instructions to the governing body of a registered agency (s. 132);
- delegation (s. 138);
- application for enforcement (s. 140); and
- revocation of registration (s. 141).
Sector engagement

- We held two sector forums during the year, the first in August 2011 which focussed on the checks agencies could make to validate their key performance measures (KPM) data before submission, and a demonstration of how REGIS works. The second forum was held in May 2012 and reflected on the regulatory outcomes of the 2010-11 review process, as well as the outcomes of the KPM review project.

- In the second half of 2011, our staff attended the annual general meetings of registered housing agencies, analysed agency reporting submitted for the previous financial year and progressed agency annual reviews.

- Annual review reports were completed and presented to all 39 agencies.

- Refining the ‘lighter touch regulation’ that was first introduced for the 2010-11 review period, we streamlined the annual review process to ensure agencies in this category received findings soon after the end of the financial year.

Sector profiling and analysis

- We published our second (July 2011) and third (April 2012) sector performance reports for the 2009-10 and 2010-11 financial years respectively. These provided a profile of the sector and reported on trends in performance of registered agencies against key performance measures.

Building internal capability

- To support our key projects for the year (refer next section) we assigned an existing Manager, Sue Bell, to oversee their delivery and temporarily added Jane Gilbert to our management team from September 2011 to March 2012. Jane’s experience with the Victorian Department of Human Services (DHS) and in the social housing sector in England brought a valuable perspective to our team.

- In February 2012 we engaged ResolutionsRTK to undertake an internal team culture ‘health and wellbeing pulse check’ to identify any improvements we could make to how we work together as a team. This exercise resulted in a number of initiatives which have re-energised and re-focused team members and management. Implementation of recommendations has continued into the new year.

- One of our long serving staff members, Michael Forbes, attended the Chartered Institute of Housing conference in Manchester in June 2012 when visiting England. His summary of the conference was published in the September-October 2012 edition of the Housing Works journal of the Australasian Housing Institute.

- We welcomed Caroline Neske back from maternity leave in November 2011. We said farewell to Emma Iacobaccio on her maternity leave in December 2011 and to Katrina Pantazopoulos who joined Housing Choices Australia Ltd in February 2012.

- We have further enhanced our online business system REGIS by:
  - introducing new ‘interaction log’ functionality in August 2011;
  - updating the SSL security certificate and user licenses in December; and
  - migrating the production and user testing environments onto new servers in May-June 2012.

- For several months Greg Hilton from DTF was temporarily assigned to the Housing Registrar and particularly assisted with the REGIS help desk role.
Going national

We have been active participants in the quarterly regulatory practice forums which involve statutory/administrative housing regulators from each state and territory as well as the Commonwealth Government.

Our involvement in the development of a NRS for community housing has included:

- membership of the technical working group;
- contribution to a working group drafting the Evidence, Enforcement and Tiers Guidelines;
- contribution to the drafting of the Supplementary Impact Statement for Victoria, which was required in addition to the National Regulatory Impact Statement to more fully identify costs and benefits of the proposed NRS for Victoria; and
- participation in a consultation process with the registered sector in Victoria in December 2011.

Work will continue on the development of the NRS with other jurisdictions.

Renewing a key relationship

From July 2011 we undertook, with the Office of Housing, a review of the Director of Housing and Housing Registrar communication and information sharing protocol, leading to the development of a new protocol signed off in August 2012. An implementation group was created to support the operation of the protocol and has met on a monthly basis. This important document governs this key relationship, setting out our expectations and defining what we communicate.

Reducing red tape

Along with other Victorian government entities, we identified opportunities for reducing regulatory red tape on the non-government sector by 1 July 2014 (in line with government timelines). In particular our efforts are focused on simplifying registration and regulatory outputs, as well as enabling registered agencies to operate more easily across other state and territory jurisdictions through the NRS.

New applications for registration

We continued to receive enquiries about registration and provided advice to agencies seeking registration. At the end of the year, three agencies were actively working towards registration.
Towards better regulation, less burden

A key objective for 2011-12 was to review our regulatory approach to date and identify opportunities to achieve better regulation with more proportionate regulatory engagement based on risk. We monitor continuous improvement in the registered sector and believe it is essential that we also adopt this principle.

We engaged Sapere Research Group (Sapere) in May 2012 to assess the current approach in Victoria and advise on suggested refinements.

From the beginning we viewed stakeholder involvement as critical to the success of the project. Feedback on regulatory practice was gathered through a combination of literature research, document review and interviews with a selection of internal and external stakeholders.

In its final project report tabled with us in September 2012 Sapere was generally supportive of our approach. It was seen as appropriate to the establishment and early growth phase of a regulated social housing sector.

However, Sapere recognised that the operating environment had become more complex for registered agencies since the Victorian regulatory system was introduced. In particular, housing associations now had significant property portfolios and higher levels of debt. Sapere advised that more focused engagement and more sophisticated, periodic risk assessments were required. The report also identified scope to reduce reporting obligations and regulatory oversight of smaller agencies.

Sapere worked closely with us to explore opportunities to refine current practice and presented a series of recommendations to consider, including:

> development of a new risk profiling tool;
> additional monitoring of the financial status of higher risk agencies;
> independent validation of data submitted by agencies; and
> performance indicators for the Housing Registrar itself.

Priorities to implement these recommendations have been identified and planning has commenced for delivery.
Communication – have we got it right?

Our communication approach has remained unchanged for a number of years and we thought it important to see if it was still fit for purpose. This approach primarily involved a series of publications, a website, REGIS, irregular forums with the registered sector and emails/visits/phone contact with individual agencies. We undertook a review of the communication strategy and initiatives, identifying where we could make improvements for the future.

We sought input from a range of stakeholders and engaged the Community Housing Federation of Victoria (CHFV) to assist us with registered agencies. A team from Housing Choices Australia Ltd surveyed agencies and provided a report. Tenants Union Victoria, colleagues at DTF, the general public and CHFV itself also provided feedback.

We received positive feedback from stakeholders on our publications, forums, website, REGIS and other communication mechanisms. The use of social media as a potential communication tool between the Housing Registrar and stakeholders was given the thumbs down. However, there were some suggestions for new initiatives to enhance our communication strategy.

Initiatives underway include a quarterly eNewsletter, EQUIP, a twice yearly regulatory practice forum with registered agencies and an annual meeting with the Tenants Union Victoria to discuss the Sector Performance Report.
Updating our key performance measures template

To make reporting of results against KPM easier and instructions clearer, we completed a review of data fields in the KPM template and corresponding description in the accompanying guidance document. With the NRS and a national dataset on the horizon, we avoided adding/removing any data items from the template as much as possible.

We were able to clarify issues, simplify guidance for the data collection and embed comments in the template itself to increase agency’s access to tips for completing the template.

An optional template to record board member attendance and absences at meetings was developed as well.

Feedback from the sector has been positive.

Better data analysis and reporting using Business Objects

In 2012 we completed a pilot to store and consolidate data provided by the registered sector in one database and use a Business Objects reporting tool to analyse and report on the data.

This pilot initially focused on financial data submitted to us in the financial performance report template, but has since been expanded to include data on assets, results against KPM and data reported in the National Affordable Housing Agreement (NAHA) community housing survey.

To date we have been able to aggregate and report on historical financial information in a number of ways for individual agencies, and the registered sector as a whole. In the future we plan to combine financial and non-financial data to produce a more comprehensive picture of agency and sector status and performance.
Exploring issues in regulatory intervention

To better understand how regulation works where an agency is in crisis we built a number of hypothetical case studies with the Australia and New Zealand School of Government.

We held a workshop in March 2012 with representatives from major banks who lend to the sector, DHS and DTF. The purpose of the workshop was to explore roles, responsibilities and expectations.

Learnings from the workshop have assisted further development of our approach to regulatory engagement where agencies are not complying with performance standards or other legislative requirements.

Researching good practice

The Housing Registrar embarked on a range of research projects to prepare to draft the practice guides in the coming year, including:

- tenant participation - drawing on international and Victorian registered sector experiences and examining a range of practices from gaining tenant feedback via surveys through to tenants on the board or committee of management;
- governance – examining changes to governance activities of agencies since registration; and
- asset management.
Complaints management

Complaints and tenant satisfaction surveys form an important part of the feedback process for agencies about service delivery. They lead to improvements in service delivery and are not a negative indicator of an agency’s performance.

Under Part VIII of the Housing Act 1983, the Registrar can investigate complaints by tenants or prospective tenants of registered agencies where these complaints have been referred to but not resolved by agencies.

We represent a third step an individual can take when they have concerns about rental housing managed by a registered housing agency. The first two steps involve an individual raising their issue with the agency and if they are dissatisfied with how their issue is dealt with by the agency, making a formal complaint.

Not all complaints coming to the Registrar are referred for formal investigation – some have not been through the agency’s complaints process, others fall outside our jurisdiction and we pass them on to a relevant authority and occasionally we decide that a complaint will not benefit from any further investigation. A formal investigation may result in us taking regulatory action with an agency to remedy the complaint and/or reduce the likelihood of future complaints.
In 2011-12, 42 complaints were directed to the Registrar as follows:

<table>
<thead>
<tr>
<th>Category</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Still subject to agency’s process – referred back to agency</td>
<td>20</td>
</tr>
<tr>
<td>Outside Registrar’s jurisdiction – referred elsewhere</td>
<td>15</td>
</tr>
<tr>
<td>Internal review – under our jurisdiction but not requiring formal investigation</td>
<td>5</td>
</tr>
<tr>
<td>Formal investigations</td>
<td>2</td>
</tr>
</tbody>
</table>

In addition to handling complaints ourselves, we collect an annual summary of complaints handled by each registered agency.

The following activity was reported across the registered agencies:

<table>
<thead>
<tr>
<th></th>
<th>2011-12</th>
<th>2010-11</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total number of complaints</td>
<td>930</td>
<td>661</td>
</tr>
<tr>
<td>Total number from tenants/prospective tenants</td>
<td>386</td>
<td>242</td>
</tr>
<tr>
<td>Complaints resolved within 30 days (percentage)</td>
<td>85.7</td>
<td>82.6</td>
</tr>
</tbody>
</table>

While the number of complaints has risen, the number suggests that less than three per cent of tenants in the sector have had an issue become a complaint. In the vast majority of these cases (86 per cent) their complaints have been resolved within 30 days.
Our team

Anthony Hardy  Susan Bell  Julie Tirpkos

Caroline Neske  Emma Iacobaccio  Michael Forbes  Mark Hamilton-Smith
### The registered sector as at 30 June 2012

#### Housing associations
- Common Equity Housing Ltd
- Community Housing (Vic) Ltd
- Housing Choices Australia Ltd
- Loddon Mallee Housing Services Ltd (trading as Haven; Home, Safe)
- Port Phillip Housing Association Ltd
- Rural Housing Network Ltd
- Wintringham Housing Ltd
- Yarra Community Housing Ltd

#### Housing providers
- Aboriginal Housing Victoria Ltd
- Active Property Services Management Ltd
- BAYSA Ltd (trading as Barwon Youth)
- Centacare Housing Service Inc
- Eastcoast Housing Association
- Eastern Access Community Health (EACH) Housing Ltd
- Eastern Suburbs Rental Housing Co-operative Ltd
- Hanover Welfare Services
- HomeGround Services
- Inner East Social Housing Group Inc
- Mallee Accommodation and Support Program
- Mission Australia Housing (Victoria) Ltd
- Northcote Rental Housing Co-operative Ltd
- North East Housing Service Ltd
- Northern Geelong Rental Housing Co-operative
- North East Housing Service Ltd
- Prahran/Malvern Community Housing Inc.
- Servants Community Housing
- Social Housing Victoria
- SouthEast Housing Co-operative Ltd
- St Kilda Community Housing Ltd
- Sunshine/St Albans Rental Housing Co-operative Ltd
- The Salvation Army Red Shield Housing (Vic)
- United Housing Co-operative Ltd
- Uniting Housing Victoria Ltd
- Urban Communities Ltd
- Victorian Women’s Housing Association Ltd (trading as Women’s Property Initiatives)
- VincentCare Community Housing
- WAYSS Ltd
- West Turk Housing and Elderly Services Co-operative Ltd
- Williamstown Rental Housing Co-operative Ltd
- Women’s Housing Ltd
- YMCA Community Housing Ltd
Spotlight on a newly registered agency

Mallee Accommodation and Support Program

Mallee Accommodation and Support Program (MASP) was created in 1994 when Sunraysia Youth Accommodation Project and the Sunraysia Emergency Accommodation Centre – Emmaus House amalgamated. Both organisations were established in the early 1980s by the voluntary efforts of caring community members responding to a pressing need for services to the homeless and disadvantaged. By the mid-1980s both agencies were receiving funding to establish their respective services with paid staff.

In 2005 MASP was funded to provide Family Services and in 2008 the agency was selected as the provider of ChildFIRST across the Mallee catchment. Services have expanded to include developing social enterprises, family mediation and youth support and mentoring fields.

Today, MASP employs up to 71 staff members and manages 27 tenancy units across the region. The organisation has a number of key partners including Haven; Home, Safe, Mildura Aboriginal Corporation, Murray Valley Aboriginal Co-operative, Mallee Family Care, Centacare Housing Service and DHS.
The registered sector

Snapshot of the sector

Units managed

Total number of staff
Geographical spread of housing properties managed by registered agencies

Long term

Transitional Housing Management

The registered sector
The registered sector

Financial data

Total assets

<table>
<thead>
<tr>
<th>Sector</th>
<th>FY 2011</th>
<th>FY 2012</th>
</tr>
</thead>
<tbody>
<tr>
<td>HAs</td>
<td>1840.3</td>
<td>2294.6</td>
</tr>
<tr>
<td>HPs</td>
<td>154.3</td>
<td>182.0</td>
</tr>
<tr>
<td>Total</td>
<td>2000.0</td>
<td>2476.6</td>
</tr>
</tbody>
</table>

Total capital grants received

<table>
<thead>
<tr>
<th>Sector</th>
<th>FY 2011</th>
<th>FY 2012</th>
</tr>
</thead>
<tbody>
<tr>
<td>HAs</td>
<td>172.0</td>
<td>214.9</td>
</tr>
<tr>
<td>HPs</td>
<td>42.9</td>
<td>14.8</td>
</tr>
<tr>
<td>Total</td>
<td>214.9</td>
<td>229.7</td>
</tr>
</tbody>
</table>

Operating revenue

<table>
<thead>
<tr>
<th>Sector</th>
<th>FY 2011</th>
<th>FY 2012</th>
</tr>
</thead>
<tbody>
<tr>
<td>HAs</td>
<td>77.1</td>
<td>115.4</td>
</tr>
<tr>
<td>HPs</td>
<td>99.2</td>
<td>107.6</td>
</tr>
<tr>
<td>Total</td>
<td>176.3</td>
<td>223.0</td>
</tr>
</tbody>
</table>

Operating revenue breakdown

<table>
<thead>
<tr>
<th>Sector</th>
<th>FY 2011</th>
<th>FY 2012</th>
</tr>
</thead>
<tbody>
<tr>
<td>HAs</td>
<td>15.1</td>
<td>16.3</td>
</tr>
<tr>
<td>HPs</td>
<td>45.7</td>
<td>74.3</td>
</tr>
<tr>
<td>Other</td>
<td>51.6</td>
<td>132.4</td>
</tr>
</tbody>
</table>
Incremental growth in housing assets of housing associations

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>112</td>
<td>86</td>
<td>190</td>
<td>180</td>
<td>431</td>
<td>510</td>
<td>160</td>
</tr>
</tbody>
</table>

- Asset transfer
- Asset growth through acquisition/development
# Summary financial statements

## Key financial ratios for housing associations

<table>
<thead>
<tr>
<th>Metric</th>
<th>FY 2011</th>
<th>FY 2012</th>
</tr>
</thead>
<tbody>
<tr>
<td>Operating EBITDA ($ Millions)</td>
<td>15.1</td>
<td>26.2</td>
</tr>
<tr>
<td>Current ratio (times)*</td>
<td>1.1</td>
<td>1.6</td>
</tr>
<tr>
<td>Interest cover (times) based on operating EBITDA</td>
<td>1.6</td>
<td>1.3</td>
</tr>
<tr>
<td>Average loan to valuation ratio (based on cost of housing assets)</td>
<td>11.2%</td>
<td>12.4%</td>
</tr>
</tbody>
</table>

*In calculating current ratio, capital grants received in advance was deducted from current liabilities

## Key financial ratios for housing providers

<table>
<thead>
<tr>
<th>Metric</th>
<th>FY 2011</th>
<th>FY 2012</th>
</tr>
</thead>
<tbody>
<tr>
<td>Operating EBITDA ($ Millions)</td>
<td>4.6</td>
<td>6.5</td>
</tr>
<tr>
<td>Current ratio (times)</td>
<td>2.8</td>
<td>2.2</td>
</tr>
<tr>
<td>Interest cover (times) based on operating EBITDA</td>
<td>4.2</td>
<td>3.7</td>
</tr>
<tr>
<td>Average loan to valuation ratio (based on cost of housing assets)</td>
<td>19.3%</td>
<td>18.8%</td>
</tr>
</tbody>
</table>
### Income statement

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Rent revenue</td>
<td>45.7</td>
<td>63.2</td>
<td>28.6</td>
<td>35.2</td>
<td>74.3</td>
<td>98.4</td>
</tr>
<tr>
<td>Operating grants</td>
<td>16.3</td>
<td>17.7</td>
<td>59.1</td>
<td>59.7</td>
<td>75.4</td>
<td>77.4</td>
</tr>
<tr>
<td>Other revenue</td>
<td>15.1</td>
<td>34.5</td>
<td>11.5</td>
<td>12.7</td>
<td>26.6</td>
<td>47.2</td>
</tr>
<tr>
<td><strong>Total operating revenue</strong></td>
<td><strong>77.1</strong></td>
<td><strong>115.4</strong></td>
<td><strong>99.2</strong></td>
<td><strong>107.6</strong></td>
<td><strong>176.3</strong></td>
<td><strong>223.0</strong></td>
</tr>
<tr>
<td>Admin &amp; property expenses</td>
<td>55.4</td>
<td>83.2</td>
<td>89.6</td>
<td>96.5</td>
<td>145.0</td>
<td>179.7</td>
</tr>
<tr>
<td>Depreciation</td>
<td>11.0</td>
<td>15.9</td>
<td>2.3</td>
<td>3.1</td>
<td>13.3</td>
<td>19.0</td>
</tr>
<tr>
<td>Finance costs</td>
<td>9.7</td>
<td>20.5</td>
<td>1.1</td>
<td>1.8</td>
<td>10.8</td>
<td>22.3</td>
</tr>
<tr>
<td>Other expenses</td>
<td>2.8</td>
<td>4.3</td>
<td>3.1</td>
<td>3.0</td>
<td>5.9</td>
<td>7.3</td>
</tr>
<tr>
<td><strong>Total operating expenses</strong></td>
<td><strong>78.9</strong></td>
<td><strong>123.9</strong></td>
<td><strong>96.1</strong></td>
<td><strong>104.4</strong></td>
<td><strong>175.0</strong></td>
<td><strong>228.3</strong></td>
</tr>
<tr>
<td>Net operating surplus</td>
<td>-1.8</td>
<td>-8.5</td>
<td>3.1</td>
<td>3.2</td>
<td>1.3</td>
<td>-5.3</td>
</tr>
<tr>
<td>Capital grants</td>
<td>172.0</td>
<td>145.7</td>
<td>42.9</td>
<td>14.8</td>
<td>214.9</td>
<td>160.5</td>
</tr>
<tr>
<td>Other one time items</td>
<td>26.0</td>
<td>0.7</td>
<td>1.2</td>
<td>4.1</td>
<td>27.2</td>
<td>4.8</td>
</tr>
<tr>
<td><strong>Net surplus</strong></td>
<td><strong>196.2</strong></td>
<td><strong>137.9</strong></td>
<td><strong>47.2</strong></td>
<td><strong>22.1</strong></td>
<td><strong>243.4</strong></td>
<td><strong>160.0</strong></td>
</tr>
</tbody>
</table>

### Balance sheet

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Cash and short-term investments</td>
<td>45.9</td>
<td>47.8</td>
<td>36.6</td>
<td>37.5</td>
<td>82.5</td>
<td>85.3</td>
</tr>
<tr>
<td>Other current assets</td>
<td>42.0</td>
<td>19.6</td>
<td>6.2</td>
<td>3.9</td>
<td>48.2</td>
<td>23.5</td>
</tr>
<tr>
<td><strong>Current assets</strong></td>
<td><strong>87.9</strong></td>
<td><strong>67.4</strong></td>
<td><strong>42.8</strong></td>
<td><strong>41.4</strong></td>
<td><strong>130.7</strong></td>
<td><strong>108.8</strong></td>
</tr>
<tr>
<td>Housing assets</td>
<td>2 031.7</td>
<td>2 183.0</td>
<td>101.3</td>
<td>127.4</td>
<td>2 133.0</td>
<td>2 310.4</td>
</tr>
<tr>
<td>Other non-current assets</td>
<td>20.7</td>
<td>20.7</td>
<td>10.2</td>
<td>13.2</td>
<td>30.9</td>
<td>33.2</td>
</tr>
<tr>
<td><strong>Total non-current assets</strong></td>
<td><strong>2 052.4</strong></td>
<td><strong>2 203.0</strong></td>
<td><strong>111.5</strong></td>
<td><strong>140.6</strong></td>
<td><strong>2 163.9</strong></td>
<td><strong>2 343.6</strong></td>
</tr>
<tr>
<td><strong>Total assets</strong></td>
<td><strong>2 140.3</strong></td>
<td><strong>2 270.4</strong></td>
<td><strong>154.3</strong></td>
<td><strong>182.0</strong></td>
<td><strong>2 294.6</strong></td>
<td><strong>2 452.4</strong></td>
</tr>
<tr>
<td>Interest bearing loan liabilities</td>
<td>43.9</td>
<td>1.8</td>
<td>0.4</td>
<td>0.2</td>
<td>44.3</td>
<td>2.0</td>
</tr>
<tr>
<td>Other current liabilities</td>
<td>125.9</td>
<td>115.7</td>
<td>18.8</td>
<td>19.6</td>
<td>144.7</td>
<td>135.3</td>
</tr>
<tr>
<td><strong>Current liabilities</strong></td>
<td><strong>169.8</strong></td>
<td><strong>117.5</strong></td>
<td><strong>19.2</strong></td>
<td><strong>19.8</strong></td>
<td><strong>189.0</strong></td>
<td><strong>137.3</strong></td>
</tr>
<tr>
<td>Interest bearing loan liabilities</td>
<td>183.9</td>
<td>271.4</td>
<td>19.5</td>
<td>24.5</td>
<td>203.4</td>
<td>295.9</td>
</tr>
<tr>
<td>Other non-current liabilities</td>
<td>113.9</td>
<td>75.9</td>
<td>3.2</td>
<td>3.1</td>
<td>117.1</td>
<td>79.0</td>
</tr>
<tr>
<td><strong>Total non-current liabilities</strong></td>
<td><strong>297.8</strong></td>
<td><strong>347.3</strong></td>
<td><strong>22.7</strong></td>
<td><strong>27.6</strong></td>
<td><strong>320.5</strong></td>
<td><strong>374.9</strong></td>
</tr>
<tr>
<td><strong>Total liabilities</strong></td>
<td><strong>467.6</strong></td>
<td><strong>464.8</strong></td>
<td><strong>41.9</strong></td>
<td><strong>47.4</strong></td>
<td><strong>509.5</strong></td>
<td><strong>512.2</strong></td>
</tr>
<tr>
<td><strong>Net assets</strong></td>
<td><strong>1 672.7</strong></td>
<td><strong>1 805.6</strong></td>
<td><strong>112.4</strong></td>
<td><strong>134.6</strong></td>
<td><strong>1 785.1</strong></td>
<td><strong>1 940.2</strong></td>
</tr>
<tr>
<td>Reserves</td>
<td>107.3</td>
<td>92.4</td>
<td>20.1</td>
<td>18.0</td>
<td>127.4</td>
<td>110.4</td>
</tr>
<tr>
<td>Retained earnings</td>
<td>1 565.4</td>
<td>1 713.2</td>
<td>92.3</td>
<td>116.6</td>
<td>1 657.7</td>
<td>1 829.8</td>
</tr>
<tr>
<td><strong>Total equity</strong></td>
<td><strong>1 672.7</strong></td>
<td><strong>1 805.6</strong></td>
<td><strong>112.4</strong></td>
<td><strong>134.6</strong></td>
<td><strong>1 785.1</strong></td>
<td><strong>1 940.2</strong></td>
</tr>
</tbody>
</table>

Comparative figures for 2010-11 differ from reported last year due to two new agencies being registered during the year, changes to account classifications and prior year adjustments.
United Nations International Year of the Co-operatives

There are nine registered agencies which deliver a co-operative model of housing, eight of which are registered co-operatives. The ninth agency, Common Equity Housing Ltd (CEHL), manages over 100 individual co-operatives. Designation by the United Nations of 2012 as the International Year of Co-operatives resulted in a number of initiatives by these agencies.

Highlights included:

- The first nationwide co-operative housing conference organised by CEHL and SouthEast Housing Co-operative Ltd (SEHC) in partnership with bankmecu, which attracted over 300 attendees including representatives from the housing, building and academic sectors.

- A documentary and advertorial commissioned by SEHC showcasing co-operative practice and capturing the culture, values and ideas of co-operation was publicly launched at the conference (www.sehc.org.au). It will be used in the future for member induction, workshops and promotion of the co-operative model.

- At the National Co-operative Conference gala dinner at Port Macquarie, New South Wales, SEHC’s Chairperson, Shirley Faram, was presented with a Highly Commended Certificate in recognition of her dedication to the co-operative model applying to affordable housing in Victoria.
Working with Aboriginal communities – Community Housing (Vic) Ltd

Community Housing (Vic) Ltd (CHVL) has grown its engagement with Aboriginal communities in eastern Victoria over the past decade. It now manages in excess of 120 properties in East and Central Gippsland on behalf of Aboriginal organisations such as the Gippsland/East Gippsland Aboriginal Cooperative, Lake Tyers Aboriginal Trust, Central Gippsland Aboriginal Health and Housing Co-operative (Morwell Co-operative) and Murray Valley Aboriginal Cooperative.

Under these partnerships, CHVL manages the assets and tenancies and has undertaken development in partnership with communities to deliver new housing. At Lake Tyers, CHVL’s role has been even broader - including the provision of new housing and infrastructure as well as employment and community development programs.

CHVL has taken a community development approach to on-going tenancy management and housing development at Lake Tyers. Staff operate out of an ‘on-site’ office leased from the Lake Tyres Trust, attend Trust Advisory Committee meetings and are available to all residents four days a week.

Rent collection has improved markedly since CHVL’s involvement, providing surpluses in the housing maintenance fund for the first time. CHVL has developed cyclical maintenance plans for all Trust homes and has introduced improved materials, buying in bulk and negotiating the best price for items such as floor coverings, windows and replacement appliances.

In the first four years of its partnership, CHVL constructed five new homes on Trust land. CHVL relocated three ex-Commonwealth Games properties to the Trust in 2007, increasing housing to 38 units. They delivered a further seven new properties at the Trust as part of the Nation Building and Jobs program, bringing the total to 45 properties. Over the past five years the majority of properties have received some level of upgrade maintenance following two rounds of funding from the Commonwealth Government.

In addition to housing, CHVL completed construction of a community centre at Lake Tyres in 2008 and managed the refurbishment of both the sports pavilion and the child care centre upgrades, as well as creating employment opportunities for tenants.

‘It’s been about ‘getting on with business’ and doing what we said we would do. Like any relationship, it takes a lot of work and both partners need to respect each other’s differences. We have delivered some exciting housing projects with the community and they are managed responsibly to ensure they are sustainable.’ – Brett Wake, CHVL State Manager for Victoria
Residents Committee – Housing Choices Australia Ltd

Housing Choices Australia Ltd (HCA) manages over 1,800 homes in Victoria. It has an established Residents Committee of eight dedicated residents to help improve service delivery across HCA. The Committee has had a positive impact on services by:

> reviewing material sent to tenants and foreseeing the impact of proposed changes;
> suggested improvements to the six monthly property inspections;
> providing advice on commencement of new operations in Tasmania and tender submission content; and
> input into a Customer Service Charter.

The Committee was awarded a special commendation at the 2011 Pennington Awards, an annual event hosted by DHS. Members received the commendation for their efforts in contributing to their communities, assisting their neighbours and improving the agency’s services to residents.
Turning property maintenance into a social business enterprise - St Kilda Community Housing Ltd

In July 2011, St Kilda Community Housing Ltd (SKCH) became the second housing provider in Victoria to choose to be responsible for all of its day-to-day property maintenance under the Housing Provider Framework Lease and Property Management Agreement.

While this was a significant change for the organisation, the bigger change was that SKCH also established a social enterprise, Second Chance, under which T2M Maintenance Services now operates.

SKCH now employs four permanent staff as well as a number of casual workers and contractors. The majority of these workers were drawn from SKCH’s own tenants, but the social enterprise is not just about employment within SKCH. To date three tenants have received training in electrical tagging and testing and SKCH is about to sign a protocol with a local specialist employment agency, which will enable many more interested tenants to gain access to education and training opportunities.

Recognising special needs of children affected by homelessness or family violence – Hanover Welfare Services

The Homeless Children’s Specialist Support Service is a unique, child focused program operating out of Hanover’s South Melbourne facility, servicing the entire southern region of Melbourne. It supports young people aged up to 18 years who have experienced homelessness or family violence and whose issues are not being addressed by existing services, including mental health issues, bullying, grief, loss, poor nutrition, low self-esteem, diminished confidence and trauma.

A suite of specialist support responses is provided, including assessment and case planning support, enhanced case management support and therapeutic group work. Collaborative work with other agencies and referring workers, co-case management and shared co-facilitation of groups are key program features. Importantly, the program gives young people the opportunity to be heard and provides them with a safe and supportive environment in which to express themselves.
Social return on investment evaluation – Common Equity Housing Ltd

Following on from the Victorian Women’s Housing Association project in 2010-11 that explored social return on investment (SROI) in social housing, a second study occurred this year.

CEHL, in conjunction with Eastern Access Community Health, commissioned Net Balance to undertake a SROI study to evaluate the Lakewood community managed co-operative in Ringwood. The purpose was to measure the community benefits achieved as a result of [the agencies’] investment in building a community at Lakewood.

Lakewood is a nine storey block of 80 apartments, housing a mix of singles, couples and families. The tenants include people on low incomes, people with mental illness and other disabilities, refugees, Indigenous people, elderly and unemployed people. Since opening in early 2011 the co-operative has accommodated 158 residents.

The evaluation reported a social return of $3.78 for every operating dollar invested (for residential services including administration, maintenance and community support), yielding a total social value of almost $3 million for one year.

The report concluded that:

‘Alongside the positive social return ratio on the investment in Lakewood, the findings of the SROI (corroborated with secondary research) confirm the unique value of a community managed co-op model of housing. The evaluation shed light on the non-shelter outcomes being created at Lakewood that bring benefits to tenants and society beyond the provision of a roof to those in need. Lakewood is providing an enabling environment where tenants are able to build up confidence and motivation, regain control of their financial positions, health, and aspire for and achieve more than just subsistence goals.’
New flexible housing models – Community Housing (Vic) Ltd

CHVL manages Transitional Housing Services in the Eastern Region and Gippsland. During the year CHVL continued to consolidate new housing initiatives in partnership with the State Government and community support services:

➢ A Place to Call Home program supports tenants to remain in their existing properties while their homes are reclassified and transferred to the long term housing program.

➢ The youth foyer model Support for Young People in Lilydale continues to provide high quality supported accommodation for eight young people, with tenancies supported by Anchor Community Services. The model provides secure accommodation and supports tenants to continue with school, further study, employment or training, and transition to independent accommodation.

➢ Accommodation Options for Families program provided six properties to divert families at risk away from shared rooming house accommodation. It works in partnership with Wesley Services, who provide client support and assist tenants to find permanent accommodation. The program also provides brokerage funds for short term crisis accommodation.

➢ Homelessness to Home program provides long-term, stable housing and customised support to people who have experienced homelessness, to assist them to sustain their housing, maximise their health and wellbeing, increase their economic and social participation and live independently. Currently three properties in Victoria are being utilised for the program with the long term aim of expanding the program to eight properties.
Mountain Highway, Bayswater – Women’s Housing Ltd

This development, costing $7.3 million, comprises 27 apartments containing a mix of one and two bedroom apartments, 10 and 17 respectively. All apartments are let to low income households headed by women.

Environmentally sustainable design principles and robust, low maintenance finishes have been specifically highlighted. The environmental design principles, including orientating the structure on the site, ensured the building achieved a six star energy rating. Minimising the heating and cooling requirements means that tenants attracted by a low entry cost are not then burdened by high on-going energy bills. All apartments comply with universal design requirements, with six being fully adaptable. The building is fitted with tap ware and water fittings designed to minimise water use. All rainwater is collected and used for landscaping and cleaning in the basement.

The apartments are conveniently located for residents, within walking distance to shops, public transport, educational facilities and community and health services. Residents have integrated well into the local community, with the local primary school offering the use of their outdoor play equipment after school hours to residents’ children, as well as offering to run various playgroups at the school. A local church has offered the use of their food bank, assistance with (or referral for) financial hardship, music classes for children and other special interest groups.
Drill Hall – Housing Choices Australia Ltd

This project showcased how buildings can be restored to perform a new role in the community, cooperation between different levels of government and ways in which additional features can be incorporated into developments to benefit tenants and the broader community.

Located in Melbourne’s CBD, opposite the Queen Victoria Market, the restored 1937 heritage listed Royal Melbourne Drill Hall provides affordable housing to people with disabilities and people on low incomes. The nine storey development offers 59 one and two-bedroom apartments, a restored hall for community events, and the new Central City Community Health Service (CCCHS).

Contributing to the broader community, CCCHS focuses on meeting the health and welfare needs of people living in or accessing the City of Melbourne who are experiencing homelessness and people who are at risk of homelessness or living in low cost accommodation.

Doutta Galla Community Health Service, RDNS Homeless Persons Program, the Royal Women's Hospital and Wintringham are co-located at the site to provide an integrated approach to supporting individuals and families to work through the issues they are experiencing.

The new Drill Hall opened its doors in December 2011. Included in the celebrations were members of the Sixth Battalion Association, the previous occupants of the Drill Hall. HCA received the 2011 Australasian Housing Institute Leading Housing Solution award for the development.

Tenant at Drill Hall

Tenants have welcomed the new role of the Drill Hall. Mark, a tenant who has congenital neuromuscular disability (Spinal Muscular Atrophy, Type II) and uses an electric wheelchair full-time, described his experience saying,

‘I am amazed how independent I can be now, living on my own, in accommodation that has been designed to meet my needs. Whereas many people with a similar degree of disability require 24-hour care in nursing homes or from family, I am now able to lead a very active life with just a little assistance. The proximity of the Queen Victoria Market and public transport is incredibly helpful, and living in the CBD will open up many employment opportunities for me when I finish studying later this year. The friendly community of residents living at the Drill Hall is also a great asset, as I’ve already made some good friends here.’
Kyme Place – Port Phillip Housing Association Ltd

This project highlighted intergovernmental co-operation, but also community engagement and innovative infill development.

The site was previously a City of Port Phillip car park but with its close proximity to the city, and within walking distance of local shops, transport, services and amenities (including Port Melbourne beach), it was considered an ideal location for infill development for social housing.

The result is a rooming house that sets new standards for comfort, spacious accommodation and cutting edge architectural design that retains the ground level use as a public car park. Port Phillip Housing Association Ltd (PPHA) commented ‘It is wonderful to see PPHA’s Kyme Place project realised, and so many locals happily housed’.

There are 27 units over four levels and construction of the building itself took just over 12 months to complete. The development commenced its journey many years earlier, with an extended period of community consultation, negotiation, planning, design, documentation and site preparation.

It involved all levels of government. Local government provided the site, Commonwealth assistance was provided through the National Rental Affordability Scheme (NRAS) and the Victorian Government topped up the NRAS incentive as well as enabling initial construction via its Social Housing Growth Fund.
Richmond House – Social Housing Victoria

This project highlighted effective modernisation of previous accommodation with value adding for tenants in the process.

YWCA Victoria purpose built Richmond House in 1973 as an important intervention in the experience of inequality for women. It has operated as long-term accommodation for women since that time. Over the years, the building was home to low income workers, women with disabilities, older women and women from culturally and linguistically diverse backgrounds.

In 2010, the agency received $6.5 million in State Government funding to undertake an upgrade of the building. The redevelopment included an upgrade of essential services including fire detection and protection, electrical power, emergency and exit lighting and air conditioning and a retrofit of the existing building, significantly improving the amenity of the building for residents.

An upgraded Richmond House was launched by the Minister for Housing, Hon Wendy Lovell MLC, in August 2011. It includes six disability compliant rooms and individual ensuites in each of the 69 rooms.

The target for environmentally sustainable design requirements was exceeded, with 9.9 per cent of the total budget spend on these initiatives, including a geothermal hot water booster, sunscreens on external windows and energy efficient fittings and fixtures.

While the redevelopment occurred existing residents were supported in alternative accommodation and over half of these women returned to the building following the relocation. Residents contributed valuable feedback on the liveability of the design proposal in the design and development phases of the project through stakeholder sessions with the architect and project design team.

A key imperative following the redevelopment has been to increase the participation of women living there and their sense of belonging, both in Richmond House and their immediate community. A Women Achieving New Directions Program has been established and funding received from the Helen McPherson Smith Trust for a two year pilot designed to encourage the social and economic participation of single women living in rooming house accommodation.
Building on the Alexander Miller Estate legacy - Wintringham Housing Ltd

The partnership between Wintringham Housing Ltd and the Alexander Miller Estate was featured in two previous editions of this report (2008-09 and 2009-10). This past year however has seen considerable activity in advancing the objectives of this partnership.

Alexander Miller was a Geelong-based philanthropist whose enduring legacy was to build homes for elderly people of limited means throughout regional Victoria.

The Trustees of the Alexander Miller Estate formed a partnership with Wintringham Housing Ltd to build on the legacy. In response to the Federal Government’s Nation Building - Economic Stimulus Plan, Wintringham Housing Ltd proposed a number of projects in 2009 to rebuild and renovate units in towns, including Geelong, Shepparton, Ballarat, Benalla, Maryborough, St Arnaud, Euroa and Castlemaine. It was granted over $34 million in funding from both the Victorian and Commonwealth governments.

This led to the award winning, specially designed homes for elderly disadvantaged people in regional Victoria. Another two were officially opened this year on 27 September 2012 in Euroa and Benalla.

Bryan Lipmann AM, CEO Wintringham Housing Ltd, Hon Wendy Lovell Minister for Housing, Marilyn Mitchell, Euroa resident and Ross Scholes-Robertson, Chairman of the Alexander Miller Trustees

The rebuilt Miller site at Benalla
Steve Russell is thanked by Wintringham staff for opening his unit to Minister Lovell on the day of Benalla’s official opening. Steve’s story is sobering. Before the heartbreak of a relationship breakdown pushed him off-course, he had successfully run his own business and enjoyed all the trappings of a good life. Drifting and homeless in more recent years, he suffered a series of crippling strokes. When Wintringham outreach staff first made contact with him, Steve was living in a caravan - wheelchair notwithstanding. Life has been progressively improving for him since then.
The Housing Registrar uses data from its annual KPM collection and the NAHA community housing survey to develop a picture of tenancies in registered housing agencies. The data also enables us to understand how the sector has changed from the preceding year.

Key observations include:

> 1,923 more tenancies in long term housing than at the end of last year;

> 4,100 new tenancies in long term housing during the year compared with 3,616 last year;

> a total of 16,294 tenancies in community housing at year end; and

> the most common household profile of a single person, aged 25-59 years, with a pension/benefit as their main source of income.
### Long term housing (including rooming houses)

<table>
<thead>
<tr>
<th></th>
<th>Housing associations</th>
<th>Housing providers</th>
<th>Total sector</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Tenancies as at 1 July 2011</strong></td>
<td>7 025</td>
<td>3 971</td>
<td>10 996</td>
</tr>
<tr>
<td><strong>Exits</strong></td>
<td>1 291</td>
<td>981</td>
<td>2 272</td>
</tr>
<tr>
<td><strong>Vacancies</strong></td>
<td>2 827</td>
<td>1 393</td>
<td>4 220</td>
</tr>
<tr>
<td><strong>Percentage of tenancies maintained over entire 12 months (excluding rooming house)</strong></td>
<td>89</td>
<td>91</td>
<td>90</td>
</tr>
<tr>
<td><strong>Percentage of tenancies maintained over entire 12 months (for rooming house)</strong></td>
<td>69</td>
<td>75</td>
<td>72</td>
</tr>
<tr>
<td><strong>New tenancies (excluding transfers)</strong></td>
<td>2 704</td>
<td>1 396</td>
<td>4 100</td>
</tr>
<tr>
<td><strong>Tenancies as at 30 June 2012</strong></td>
<td>8 517</td>
<td>4 412</td>
<td>12 929</td>
</tr>
</tbody>
</table>

### Transitional housing

<table>
<thead>
<tr>
<th></th>
<th>Housing associations</th>
<th>Housing providers</th>
<th>Total sector</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Tenancies as at 1 July 2011</strong></td>
<td>1 200</td>
<td>2 227</td>
<td>3 427</td>
</tr>
<tr>
<td><strong>Exits</strong></td>
<td>1 069</td>
<td>2 318</td>
<td>3 387</td>
</tr>
<tr>
<td><strong>Vacancies</strong></td>
<td>1 183</td>
<td>2 642</td>
<td>3 825</td>
</tr>
<tr>
<td><strong>New tenancies</strong></td>
<td>1 027</td>
<td>2 298</td>
<td>3 325</td>
</tr>
<tr>
<td><strong>Tenancies as at 30 June 2012</strong></td>
<td>1 158</td>
<td>2 207</td>
<td>3 365</td>
</tr>
</tbody>
</table>

These figures were reported by registered agencies in the 2011-12 KPM data collection (2010-11 figures were reviewed, and updated as necessary, during this reporting period)

*This data is no longer reported by agencies and has been calculated based upon data supplied by agencies*
Gender of occupants – long term housing

- Female: 52.7%
- Male: 47.3%

Age ranges of occupants – long term housing

- Unknown: 5.4%
- 0-5 years: 6.5%
- 6-17 years: 15.5%
- 60-75 years: 11.0%
- 18-24 years: 8.8%
- 25-59 years: 48.5%
- >75 years: 4.3%
Household composition – long term housing

- Single: 53.9%
- Couple: 5.6%
- Couple with children less than 16 years: 3.5%
- Family with relatives: 10.7%
- Family with unrelated members: 0.1%
- Group of unrelated adults: 0.5%
- Sole parent with children less than 16 years: 10.8%
- Unknown: 14.9%

Main source of household income – long term housing

- Pension/benefit: 73.9%
- Wages: 14.2%
- Other: 3.2%
- Unknown: 8.7%
What tenants say

The following vignettes and quotes provide an introduction to the range of people helped by social housing in Victoria. They have been sourced from registered housing agencies and have been published in the annual reports of the agencies previously.

Judith and Craig - North Melbourne – Housing Choices Australia Ltd

Married for 19 years, Judith and Craig have recently moved with their two teenage children into one of the new units at St. John’s Place, North Melbourne managed by HCA.

The family moved to Melbourne from Bendigo seven and a half years ago when Judith was offered a position working at a superannuation company. Upon arrival, they stayed with friends in a two-bedroom house in Macleod for three months, then moved into an old hotel in Rathdowne Street, Carlton for a short while.

Judith and Craig found it difficult to secure a rental property and became quite disheartened by the process. A friend who heard of their distress told them about HCA (then Melbourne Affordable Housing) and they applied for a home. Soon after, they moved into a unit at Courtney Street, North Melbourne and lived there for seven years.

As the family grew older, they needed a bigger home. They wanted to stay close by, as the children attend University High and need to live within the school zone to be allowed to continue there.

The new development at St. John’s Place began construction and the family watched with anticipation, hoping to relocate to a large three-bedroom apartment facing the street. Judith and Craig applied for the unit and were accepted. ‘We are very fortunate. We’ve landed on our feet and don’t feel so financially burdened’, Craig explained.

Living in their unit means a lot to the family. ‘It’s kept us in Melbourne. Being able to stay here has meant the kids can keep up their schooling and it’s opened up more job opportunities,’ Judith said.

The couple said they’ve been given a lot living in a HCA unit, ‘We are incredibly grateful. It’s something we are thankful for every day.’
**Cornel – Elwood – Port Phillip Housing Association Ltd**

Cornel grew up in St Kilda but was on the streets by Grade 5 due to a violent home environment. After a series of foster homes, he was adopted by a caring local family, settled down at an alternative school, passed HSC and finished his apprenticeship as a chef.

Life was looking good: by age 24, Cornel was married with two sons and was head chef at a prestigious Melbourne restaurant. Then disaster: his older son was tragically run over and died. Struggling with his grief, Cornel was introduced to drugs. For 12 years he kept his habit secret, but when it was finally discovered, he was too heavily addicted to give them up. As a result, his wife and family left him, and it wasn’t long before he lost his job, then his home. He ended up at the Gatwick, and applied for housing with PPHA.

Cornel was eventually offered a room at PPHA’s Ravelston rooming house in Elwood. ‘Finally I had myself a room and some security,’ he says. Cornel has devoted himself to gardening at the property, and now proudly says he is drug free.

‘Ravelston has been a place of healing for me. I’ve spent many hours in my garden pondering, thinking where it all went wrong. I realised I couldn’t change the past: it’s the future that puts a smile on my dial. I believe Ravelston and places like it give one hope.’

‘I have moved 90 times in my years with my two girls, been a single mum most of my life. Never in my life been in a new home. I am very happy.’
(Housing Choices Australia Ltd tenant)

‘It (my new housing) means home. Sweet home. Real home. It feels like it. Thank you deeply for such a life boost.’
Tenant, Bank Street Flats (South Port Community Housing Group)

‘I was brought up to think that you bought your home. You got married and you bought a house. It was hard to think of renting when your brain is moulded like this.’
Judith, Carisbrook
(Community Housing (Vic) Ltd tenant)

‘It’s given me quality of life. I feel like I’m contributing to the community. We all get along together. We all look after each other. It’s a beautiful village.’
Lindy, Ferntree Gully
(Community Housing (Vic) Ltd tenant)
Affordable housing in the genes

Community Sector Banking has been committed to working in the social and affordable housing sphere for over a decade and has many years experience partnering with community housing organisations like Haven; Home, Safe (Haven) on quality developments.

Haven has been our customer since 2004 and the Mount Alexander Rd development is the most recent testament to the vital social impact produced by community housing organisations. We work with Haven and other organisations on numerous projects to increase the supply of affordable housing in Victoria.

Our social and affordable housing achievements include:

> providing finance to help build over 1100 social and affordable homes;

> developing a housing bond product to fund affordable housing development in conjunction with industry body, PowerHousing Australia, and its community housing provider members; and

> supporting capacity building in the sector through national and international conferences, events, scholarships.

In addition to experience and expertise in finance for affordable housing, Community Sector Banking also provides tailored banking and innovative solutions for over 6300 not-for-profit organisations Australia-wide.

Community Sector Banking is a joint venture between Community 21, a not-for-profit consortium (comprising 20 community organisations including Jobs Australia and ACOSS) and Bendigo Bank.

We partner within the sector to cement our longstanding commitment to growing the capacity and dedication of community housing providers. Community Sector Banking has been thrilled to assist in building social inclusion through the creation of quality new homes for people on low incomes.

Greg Peel
CEO & Managing Director
Community Sector Banking

‘The solutions focussed approach to lending is the key to our longstanding relationship with Community Sector Banking; we’re on the same page with our shared commitment to housing disadvantaged Australians.’

Ken Marchingo
CEO
Haven; Home, Safe
The City of Melbourne has long recognised that social and affordable housing contributes to socially and economically sustainable cities.

The City of Melbourne assists its community to access housing – in particular, people who are on low incomes, have a disability or are aged or homeless.

Established by the City of Melbourne in 1999, the Inner City Social Housing Trust through Melbourne Affordable Housing has been involved in a number of social and affordable housing projects including Ebsworth House, Guildford Lane, Lion Garden, La Trobe Close, the Mariner at Docklands, Drill Hall, Common Ground 660 Elizabeth Street and the Boyd High School Site.

Projects have received support through land contribution, funding and other services with the aim of improving housing availability to meet the diverse and growing needs of the municipality.

Council also supported the development of Melbourne Affordable Housing, a not-for-profit housing association that merged with other organisations to form Housing Choices Australia Ltd.

The City of Melbourne is now involved through councillor representation on the board of HCA, and council officers work closely with the housing organisations and stakeholders to develop and implement new sites.

The Drill Hall project came about following a Council resolution to sell the site for $10 to Melbourne Affordable Housing to develop affordable and social housing. A condition of the sale was returning the ground floor of the refurbished building to Council for community uses and integrated services. The floor is now used as a community meeting space and by the Central City Community Health Service for health and social support services for people who are homeless or at risk of homelessness.

Council focuses on five key areas to improve access to social and affordable housing - planning and service development; facilitating development; advocacy, leadership and education; partnerships; and community development.
Improvements to our regulatory approach

Implementation of the key recommendations of the Better Regulation... Less Burden project will mean:

> a revised, more sophisticated risk profiling tool to use for registered agencies,

> more intensive regulatory engagement with higher risk agencies, and

> a move to greater disclosure about our decision making and enforcement actions.

New communication initiatives

Our communication project has already generated two outcomes. The first eNewsletter, EQUIP, was launched in mid-October 2012 and we held the first of our two annual regulatory forums in November 2012. Further initiatives will be rolled out in the coming year.

Preparing for a National Regulatory System

We will continue to be closely involved in developing approaches to registration, regulation, complaints management and other processes being adopted within the NRS for community housing.
Using data more creatively

Our Business Objects reporting tool will be trialled for producing integrated profiles of both individual agencies and the sector and their performance – combining both financial and non-financial data.

Expanding housing for people with disabilities

Active Property Services Management Ltd, Community Housing (Vic) Ltd, Eastern Access Community Health Housing Ltd, Haven; Home, Safe, Housing Choices Australia Ltd, Mission Australia Housing (Victoria) Ltd and Yarra Community Housing Ltd have been successful in securing federal funding under the Supported Accommodation Innovation Fund to help build community based accommodation for adults with severe or profound disability.

The agencies will receive just under $17.5 million in total funding. The projects, due to be completed by June 2014, are located across Victoria and in some cases also include State government funding via the Innovative Accommodation and Support Initiative.
With thanks/acknowledgements

Special thanks to the following organisations that contributed to the report

- Common Equity Housing Ltd
- Community Housing (Vic) Ltd
- Hanover Welfare Services
- Housing Choices Australia Ltd
- Mallee Accommodation and Support Program
- Port Phillip Housing Association Ltd
- Social Housing Victoria
- SouthEast Housing Co-operative Ltd
- South Port Community Housing Group
- St Kilda Community Housing Ltd
- Wintringham Housing Ltd
- Women’s Housing Ltd
- City of Melbourne
- Community Sector Banking

Acknowledgement to partners

- Actual Size
- Community Housing Federation of Victoria
- Minter Ellison

And most importantly thank you to Judith and Craig and Cornel for allowing us to highlight your stories in our report this year.