



# 2018/19 ANNUAL REPORT

See our online report at [AR2019.chiavic.com.au](http://AR2019.chiavic.com.au)

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# 1 REPORT FROM CHAIR & CEO

**A peak body has many tasks on its to-do list: from influencing government policy and its implementation to providing tailored training, masterclasses, member support, crafting submissions, creating resources and delivering quality projects.**

**In 2018/19, CHIA Vic delivered in spades.**

The CHIA Vic team and Board crafted a new Strategic Plan that will steer the organisation's activities for the next three years as we seek to deliver on our mission: **'To lead and enable a diverse and dynamic community housing sector that is integral to the housing system'**.

This was a huge undertaking, involving multiple sessions with Board members. We used the Theory of Change principles of setting a goal, then working backwards to identify the steps required to achieve it, we crystallised the four key priorities that we are now using to shape and account for our work as you will see in this annual report, and beyond to 2021.

We provided submissions to the Victorian Government in the lead up State Election and Budget and provided sector expertise into the Transitional Housing Review, the Residential Tenancy Act Amendments and the Mental Health Royal Commission.

CHIA Vic assisted the Department of Environment, Land, Water and Planning (DELWP) on the design and tendering of the inclusionary housing pilots, which will hopefully lead to social housing being an integral part of new housing projects.

As part of our push to enable the sector to be more energy efficient, in conjunction with Aboriginal Housing Victoria (AHV), we were successful securing funding from the Lord Mayors Charitable Foundation to develop business cases for solar/energy efficiency measures to be implemented on up to 200 co-op properties.

## **Partnerships**

Via our partnership with Boom!, solar panels were installed in 22 community housing apartment buildings that housed 698 households, plus 94 standalone properties, utilising rebates from the Victorian Government's Solar Homes program.

Our membership became more representative, with successful negotiations with AHV leading to all Aboriginal housing cooperatives becoming members.

We produced a Workforce Capability Framework and Assessment Tool to assist the community housing sector develop the labour pool required to ensure current and future needs are met. Our training was attended by almost 1000 people, with new courses developed to suit emerging needs, including NDIS for housing workers.

Members attended forums exploring current hot topics, such as the benefits and differences between the Federal and Victorian Government's approaches to low cost loans to the sector, and the review of the National Regulatory System for Community Housing. We also ran masterclasses on topics such as financing and overcoming development objections; tapping the experience and skills of experts from overseas and interstate.

Our project work included developing a way for the sector to measure and deliver positive outcomes for tenants, providing a framework to quantify the sector's impact in a variety of ways.

Our RTA and VCAT helpline continued to be a popular membership perk, and our sector group meetings, which provide member organisations with an opportunity to share experiences and concerns, and stay informed, were well attended.

Via our close affiliation with CHIA National, our members were able to have their voice heard on federal issues. This included involvement in the Everybody's Home campaign, which is calling on the

Commonwealth to commit to fixing the housing system with actions including the development of a National Housing Strategy, an increase in Commonwealth Rent Assistance and a plan to end homelessness by 2010.

On behalf of the Board and CEO, we would like to express our appreciation for CHIA Vic's small team and our engaged membership for their work during the financial year that has enabled us to achieve so much.



***Chair Roberta Buchanan***



***CEO Lesley Dredge***

# 2 STRATEGIC PLAN

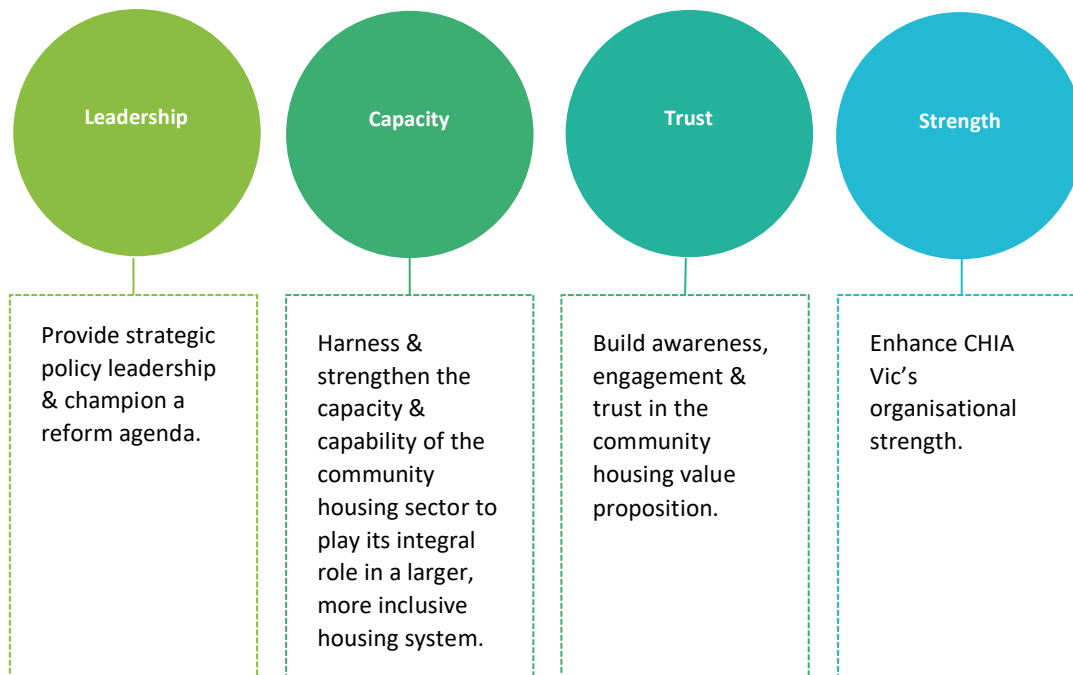
In 2019, CHIA Vic launched our new strategic plan, setting the organisation’s vision, mission and key priorities for the next three years.

**Our vision: ‘A thriving Victoria where everyone has the safety, security and dignity of a home – the foundation for opportunity.’**

**Our mission: ‘To lead and enable a diverse and dynamic community housing sector that is integral to the housing system.’**

The plan, Building the Foundation for Opportunity, was developed using the Theory of Change principles, which involve setting a goal, then working backwards to achieve it. In our case, the goal is to achieve our mission: ‘A thriving Victoria where everyone has the safety, security and dignity of a home – the foundation of opportunity.’

The plan identified four key priorities, which we report against in this 2018/19 annual report:

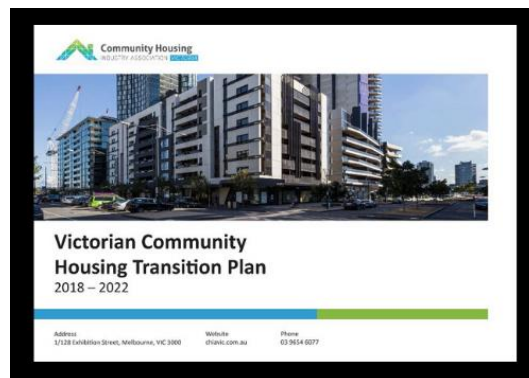


- You can read more about the objectives and outcomes by downloading the four-page Strategic Plan at [chiavic.com.au/about](http://chiavic.com.au/about)

# 3 STRATEGIC POLICY LEADERSHIP AND CHAMPION REFORM AGENDA

## 3.1 Augment CHIA Vic's policy development capability through members, partnerships and networks

In the previous financial year, CHIA Vic consulted widely with members and other key industry stakeholders to develop a four-year Industry Transition Plan that sets the community housing sector up for success as it works towards ensuring all Victorians have a safe, affordable and appropriate place to call home. CHIA Vic, our members and stakeholders have been progressively working through the actions highlighted in the plan, as resourcing permits.



You can view the plan at [chiavic.com.au/industry-plan](http://chiavic.com.au/industry-plan)

CHIA Vic engages with our membership and stakeholders on an ongoing basis, via regular member forums, meetings and networking events. We also hold masterclasses on emerging issues and innovations and seek input from the sector when advocating on their behalf, for example on energy efficiency projects, the NDIS, the National Regulatory System for Community Housing review. Our sector group meetings enable those with a niche interest to meet and discuss topics and issues of interest.

### State election platform

In the lead-up to the November 2018 Victorian State Election, CHIA Vic developed an evidence-based election platform calling on the major parties to commit to supplying an additional 3,000 social housing properties a year for the next decade. This ask was reinforced through the organisation's involvement in an alliance of housing and homeless organisations, charities and social service organisations that developed and signed [The Whittlesea Declaration](#). The declaration called on the government of the day to commit to providing housing on a scale equivalent to a new Whittlesea every year for the next 10 years.



## 3.2 CHIA National



CHIA Vic membership automatically includes membership of the national Community Housing Industry Association (CHIA), which is reflective of our close working relationship with CHIA. Through regular input into the state and national CHIA peak meetings, we have had input into advocacy on a national level and have supported the national Everybody's Home campaign. This campaign calls on the Federal Government to commit to fixing the housing system with actions including the development of a National Housing Strategy, an increase in Commonwealth Rent Assistance and a plan to end homelessness by 2010.

### National Community Housing Standards (NCHS)

CHIA Vic began working with CHIA National on a project to revitalise the National Community Housing Standards (NCHS) so they can be used as a tool for improvement by the industry.

A survey of the community housing sector demonstrated there was interest in developing an affordable housing standard that would enable organisations to be evaluated by professional, independent and experienced assessors who could make clear recommendations for improvement and share best practice to raise organisational performance.

A pilot to test the accreditation process is scheduled to begin in September 2019.

### Masterclasses

#### Planning and Development Masterclass

Internationally recognised expert in affordable housing research, policy, economics and strategy, Dr Judy Stubbs presented a well-attended masterclass for our members on planning and development. In addition to an understanding of the key principles of designing and managing quality, effective multi-tenure developments, the masterclass gave participants an understanding of community opposition to affordable housing developments and provided them with practical skills to increase support by locals for these types of developments. (See a story on Judy's work on page 5 of the Summer Edition of CHIA Vic News)



*Dr Judy Stubbs*

#### Affordable housing property developments masterclass

CHIA National and CHIA Vic combined forces to bring Canadian housing expert Derek Ballantyne to Victoria deliver a masterclass for community housing organisations on how to finance affordable housing developments. Derek has extensive experience in the development and management of housing, as well financial models for housing and operations and innovative approaches to attract new sources of capital to housing. The masterclass covered topics including: the language of finance for property development; how to structure finance; special purpose vehicles, joint ventures; how to capture value in different types of partnership structure; and, appraising and managing risk.



*Derek Ballantyne*

## Sector groups

CHIA Vic fosters networking and collaboration between community housing organisations that face similar opportunities and challenges by hosting regular sector group meetings:

### ***Transitional Housing Managers Sector Group***

This very active group met 10 times during the year with a key focus being on the Department of Health and Human Services' (DHHS) review of the Transitional Housing Management (THM) program.

The group also considered other topics, such as: DHHS maintenance; DHHS leasing program for transitional properties; replacement of faulty Vulcan and Pyrex heaters and distribution of compensation to tenants; reporting critical incidents; the impact of the National Disability Insurance Scheme (NDIS); changes to the Residential Tenancies Act; THM tenants and Commonwealth Rent Assistance.

### ***Transitional Housing Tenancy Co-ordinators***

This group met twice during the year and discussed DHHS maintenance, changes to the Residential Tenancies Act, Owners Corporation experiences and the impact of the NDIS on tenants with mental health issues.

### ***Co-operative Housing Sector Group***

This active group discussed key issues impacting on co-ops during the year, including:

- [Gas heater issues](#)
- [Victorian Housing Register](#), including identifying co-op ready applicants and allocating in the VHR
- [Solar Homes](#) and other solar grant programs
- Opportunities for growth, including management transfers and other funding sources
- [Victorian Property Fund](#) capital grants for growth
- Rent setting processes
- Co-op policies
- Fire prevention responsibilities
- General lease terms and conditions

### ***Rooming House Sector Group***

Main topics for consideration in the financial year for the rooming house sector were:

- Rooming House rules
- Rent setting models
- [Amendments to the Residential Tenancies Act](#)
- [Victorian Housing Register](#)
- [Gas heater testing and replacement](#)
- [Hoarding](#)
- Fire safety

### ***Registered Housing Associations group***

The Housing Associations continued to meet regularly during the year with their primary focus being on how to increase social and affordable housing. They developed a joint growth proposal for co-investment by the sector and government and presented it to government for consideration.



## 3.1 Be a true partner of government in solving the housing supply challenge

CHIA Vic is recognised as the voice of the community housing industry in Victoria and provides input to government via regular consultations, submissions, input into pilot programs and through organising member consultations with government representatives.

### Submissions

In the lead up to the 2019 Victorian State Budget, CHIA Vic provided input via a submission to the Treasurer, Tim Pallas MP, requesting he build on the re-elected government's momentum and tackle the bleak picture for those in housing need.

We were also involved in forums and in creation submissions to the review on the National Regulatory Scheme for Community Housing; provided a submission to the Housing Registrar on Corporate Groups and to the City of Melbourne in relation to the West Melbourne amendment C309.

### Mental health submission

CHIA Vic made a submission to the Royal Commission into Mental Health that called on the commission to include housing – particularly social and affordable housing – in its inquiry, and to consider the interactions between housing and mental health. The submission included reference to CHIA Vic's research paper: Impacts of a changing mental health sector on community housing tenants.

This paper looked into the impact of the NDIS on the community housing sector and subsequent loss of mental health supports outside the NDIS ecosystem. Up to 6,500 community housing tenants in Victoria may be living with severe mental ill-health and most are unlikely to be eligible for services under the NDIS. This is creating significant support gaps for people with mental ill health.

### DELWP Inclusionary Housing pilots

CHIA Vic worked with the Department of Environment, Land, Water and Planning (DELWP) on the design and tendering of the inclusionary housing pilots to increase understanding and awareness of the DELWP team, and interested developers, in the community housing operating model. We also worked with DELWP to raise awareness of the community housing sector's ability to add value in the context of Affordable Housing Agreements.

### Transitional Housing Management Program Review

DHHS's review of the Transitional Housing Management (THM) program continued during the year, with a focus on consulting with the homelessness sector and service users. In early 2019, DHHS appointed several members of CHIA Vic's THM Sector Group to its newly formed Reference Group. The group was tasked with considering and providing advice on future directions for the program, particularly in relation to assessment and allocation arrangements, the support models for clients, property and tenancy models, exit pathways for clients into stable housing, data collection and evaluation, government oversight and expected outcomes for clients.

### Residential Tenancies Amendment Act 2018

After three-and-a-half years of public consultations, during which CHIA Vic attended numerous meetings and briefings and produced eight submissions on the sector's behalf, the Residential Tenancies Amendment Act was passed on September 6, 2018.

Overall, CHIA Vic was happy with the changes, which include additional protections for staff and contractors; many changes recommended by the Family Violence Royal Commission; and, the ability for the Minister to declare a building owned by a registered housing agency to be a rooming house.

The amendments remove the 120-day notice to vacate for no specified reason and allow a notice to vacate only at the end of the initial fixed term for tenants on a fixed term rental agreement.

All the provisions of the Amendment Act have to be proclaimed by July 1, 2020, but the State Government is doing this in stages. They have already enabled leases to be longer than five years and limited rent increases to once a year for new rental agreements only. It is currently working on proclaiming changes around pets. Most community housing organisations (CHOs) have pet agreements in place already so the impact should be minimal.

The rest of the changes are unlikely to be implemented before June 2020 as they require the development of a whole range of regulations and Consumer Affairs Victoria (CAV) guidelines. CHIA Vic will be involved in all the relevant consultations.

## Representation

CHIA Vic worked with key stakeholder groups to foster closer ties and promote understanding of the community housing sector's business model and capacity, as well as advocating on the sector's behalf. Groups included:

- Transitional Housing Management Review Reference Group
- Community Services Industry Planning Group
- Human Services and Health Partnership Implementation Committee (HSHPIC)
- VCOSS Peaks and Statewide Network
- Mental Health Victoria Policy Network
- Victorian Housing Register Leadership and Working Groups
- The Family Violence Housing Assistance Implementation Taskforce
- VCAT Residential Tenancies Users Group
- The Department of Premier and Cabinet NDIS Housing Advisory Group
- The Launch Sites Senior Leadership Group

## Affordable Housing Industry Advisory Group (AHIAG)

CHIA Vic represents the community housing sector on the Affordable Housing Industry Advisory Group, which comprises of representatives of Victoria's leading residential development and affordable housing peak bodies and private and not-for-profit development and financing organisations and industry advisers. The group's aim is to inform and influence government housing policy.

The group ran several masterclasses during the year to increase knowledge of the new Affordable Housing Agreements by strategic, statutory and social. CHIA Vic presented at the masterclasses to provide attendees with an overview of the community housing sector and its operating model.

# 4 HARNESS & STRENGTHEN CAPACITY

## 4.1 Participate in the development of the Aboriginal Housing and Homelessness Framework and respond to the needs of members who house Aboriginal people in Victoria

Aboriginal disadvantage in terms of housing in Victoria is stark, with 18.4 per cent of Aboriginal Victorians receiving homeless services as compared to 1.8 per cent of all Victorians and only 43 per cent of Aboriginal Victorians being homeowners compared to 68 per cent of the general population. CHIA Vic is committed to assisting to close the gap by supporting Aboriginal housing cooperatives with their identified training and support needs and through project work.



### Aboriginal Cultural Safety project

CHIA Vic has begun a project, with funding from the Department of Health and Human Services, to develop a community housing Aboriginal cultural safety framework and associated resources to improve housing outcomes for Aboriginal Victorians. The project aims to embed Aboriginal cultural safety, accountability and monitoring in all aspects of community housing. Through a collaborative process with the sector and key stakeholders the project will provide a structure for reviewing practice and reforming the way housing organisations engage with and address the needs of Aboriginal Victorians; provide tools and resources to support implementation; and advise on actions arising through the project that will contribute to regulatory standards that enable Aboriginal cultural safety.

### Aboriginal housing cooperatives

We have been working with Aboriginal Housing Victoria (AHV) and the Aboriginal housing co-operatives on ways to support these small regional and rural organisations to operate successful housing programs with training in tenancy management and assistance to drive the costs down for tenants through energy efficiency measures. This has included arranging for all of AHV's co-ops to become members of CHIA Vic, enabling them to access all the benefits of membership including the RTA and VCAT Helpline.

CHIA Vic was also successful in applying for funding from the Lord Mayors Charitable Foundation to develop business cases for solar/energy efficiency measures to be implemented on up to 200 co-op properties, in conjunction with AHV.

## 4.2 Review and adopt current training and development offering to meet the needs and priorities of a growing sector

Assisting the community housing sector to grow its capacity and reach via training is one of CHIA Vic's key deliverables. In addition to our extensive tailored training programs, which are continually reviewed and updated, we also developed a Workforce Capability Framework during the year.

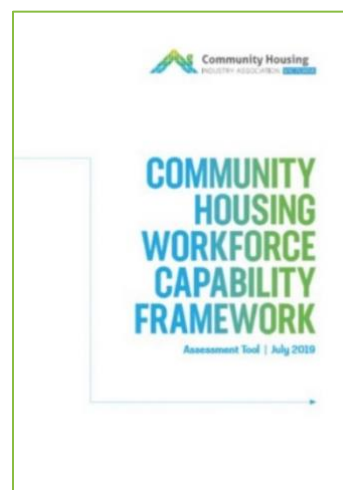
### Workforce Capability Framework

CHIA Vic has developed a Workforce Capability Framework and Assessment Tool to assist the community housing sector develop the labour pool required to ensure current and future needs are met.

The framework, funded by the Department of Health and Human Services, has the potential to inform and target future workforce development initiatives, including training, by identifying existing common, shared and unique capabilities and any unmet capabilities across the sector's workforce. A companion Assessment Tool has been developed to make it easy for organisations to use the framework.

Following on from the framework, we have started a project to look at the training and development needs of the sector and how CHIA Vic can enhance our training and professional development offerings.

View the framework and assessment tool at [chiavvic.com.au/projects/workforce-capability](http://chiavvic.com.au/projects/workforce-capability)



### Training

CHIA Vic runs an extensive suite of industry-specific professional development and training (link to <https://crm.chiavvic.com.au/training/>) that is developed in consultation with members and other stakeholders. Evaluation of individual courses is ongoing as is how effectively the program prepares our members to tackle the critical issues and changes affecting the community housing sector.

During 2018/19, we ran 74 training courses, attended by 990 people.

#### New courses included:

- National Disability Insurance Scheme and housing in Victoria
- Managing complex cases for housing workers
- Managing vicarious trauma
- Promoting sustainable tenancies
- Accounting Standard updates
- Complaints training
- Stress management
- Professional boundaries training

View our training schedule at [crm.chiavvic.com.au/training](https://crm.chiavvic.com.au/training)

#### Attendee feedback:

“Thought provoking training: Enjoyable and useful.”

“Great to get context of current changes/ initiatives. Thank you.”

“The trainer was extremely engaging, and the training was very valuable.”

## NDIS training

With funding from the Department of Health and Human Service, CHIA Vic developed a subsidised training program of face-to-face training on the National Insurance Disability Scheme (NDIS) for the community housing sector, in recognition of the impact of the scheme on a large social housing cohort. Courses were created with the aim of assisting Housing Workers to understand the access and planning process for the NDIS, as well as eligibility and the types of supports that tenants may be able to secure under the scheme.



An eLearning option is currently being developed to increase accessibility of NDIS training to community housing workers, particularly those in rural and remote areas.

In addition, CHIA Vic created an [online hub](#) with NDIS information and resources for those working in community housing. The webpages cover how the scheme works, how to support tenants to access the NDIS, how to talk to tenants about the NDIS and information on Specialist Disability Accommodation and Supported Independent Living.

You can view the NDIS hub at [chiavic.com.au/ndis](http://chiavic.com.au/ndis)

## 4.3 Engage with and support the sector to identify and implement leading practice and understand industry reforms and developments

To keep our finger on the industry's pulse and ensure we are delivering on behalf of the sector, CHIA Vic regularly engages with our membership on the latest industry reforms, innovations and developments. This proactive approach means the sector is well prepared to take advantage of new developments. In 2018/19, this included assisting members to develop all required policies, to understand their options around the availability of low-cost loans, and providing an opportunity for them to give feedback on the review of the National Regulatory System for Community Housing.

### Developing policies for success project

Following the Victorian' Housing Registrar's publication of the *Guidance Note: Agency Publication of Online Policies* in February, CHIA Vic began a project to assist members to ensure they were compliant with Performance Standard 1. This standard requires all agencies to be fair, transparent and responsive to tenants, residents and all other clients (and applicants) and to make their policies publicly available in a variety of formats, including online.

This project involved hosting a policy forum and drafting 14 communiqués to members over an 11-week period; and contacting individual member agencies multiple times to check on their progress and offer support, advice and guidance. This support included drafting [template policies](#) to cover Inspections, Tenant Damage (tenant recharge) and Neighbours, to add to the [suite of six templates](#) that had previously been created to assist with the VHR opt-in process.

CHIA Vic also developed and distributed checklists for members to use prior to the end of financial year deadline. By the deadline, all registered agencies had either established websites and had published all available policies, or they had been approved for an extension. The Housing Register subsequently began a regulatory audit of compliance and worked in consultation with members to resolve issues.

## Low Cost Loans

With Victorian community housing organisations in the enviable position of potentially having access to low cost loans through both the Commonwealth and State Government programs, CHIA Vic ran an information session led by an experienced Chief Financial Officer to explore the benefits and differences between the National Housing Finance Investment Corporation's Bond Aggregator and the Victorian Government's low-cost loan and loan guarantee programs.

## Members forum: Review of the National Regulatory System for Community Housing (NRSCH)

At a members' meeting in February, CHIA Vic called for member input into the NRSCH review discussion paper in the lead up to CHIA Vic developing a submission on the operation of the scheme and how it could be improved, on the sector's behalf. The program included CHIA National CEO Wendy Hayhurst; Housing Registrar staff Bernard Gastin and David Schreuder; and, Hayley Parkes – General Counsel Housing Choices.

## 4.4 Understand and respond to the needs of members in regional and rural Victoria

As a statewide peak, CHIA Vic offers members in regional and rural Victoria equitable access to key services by providing an on-call VCAT/RTA telephone helpline and an Employee Assistance Program that provides free face-to-face or phone counselling throughout the state. In 2018/19, CHIA Vic also began a project to deliver NDIS training online to make it easier for members and stakeholders in the regions to take part.



### Employee Assistance Program (EAP)

CHIA Vic's free and confidential counselling service, the Employee Assistance Program (EAP) was well used by members, and their families, during this financial year with 78 new referrals, including four family members.

You can view the program flyer at [chiavic.com.au/wp-content/uploads/2017/08/EAP-brochure-for-employees.pdf](http://chiavic.com.au/wp-content/uploads/2017/08/EAP-brochure-for-employees.pdf)

### CHIA Vic Residential Tenancies Act and VCAT Help Line

This valued and well-utilised CHIA Vic service received 195 enquiries from members, relating to procedural matters, possible courses of action and directing members to relevant parts of the Residential Tenancies Act and VCAT Act.

The most common queries were about the impact of the Residential Tenancies Amendment Act, which passed in September 2018. Members were keen to know whether changes were already in effect, when all the changes would take effect, and how the changes would impact on their tenancy management practices.

Problematic behaviour by tenants continued to be a major issue. Where necessary, members were referred to legal firm Russell Kennedy for free or discounted legal advice. The issues raised by members inform the content of our training courses and contribute to our feedback via the VCAT Residential Tenancies User's Group.



**Mark Smoljo,**  
**VCAT/RTA Helpline**

## 4.5 Support members to explore opportunities for shared procurement and service opportunities

Assisting our membership to conserve valuable time and money, CHIA Vic explores opportunities to share resources and services. In 2018/19, this including developing a suite of energy efficiency projects to enable members to implement energy saving measures that would reduce the costs for tenants and improve building quality.

### Solar Homes

CHIA Vic and Boom! coordinated the installation of solar panels at and 22 apartment buildings that housed 698 households, plus 94 standalone properties, utilising funding from the Victorian Property Fund and rebates from the Victorian Government's Solar Homes program.

The community housing properties were managed by five organisations: Community Housing Limited, Housing Choices Australia, South-East Housing Cooperative, Unison and South Port. The total cost of the solar upgrades supported by the Solar Homes rebate contract was \$1,149,730.32, with a total rebate amount of \$467,118.50.



**You can read a tenant case study at [chiavic.com.au/energy-efficiency-activities](https://chiavic.com.au/energy-efficiency-activities)**

### Exploring financing options for energy efficiency upgrades

An ongoing issue for community housing organisations seeking to improve the energy efficiency of their properties is that whilst they bear the cost of the upgrades, it is the tenants who benefit from reduced energy bills. With support from the [Lord Mayor's Charitable Foundation](#), CHIA Vic worked with the Victorian community housing sector to identify financing options and business models that would allow the organisations to share the cost of their investment in clean energy solutions with tenants.

A key outcome was the exciting possibilities offered by a third-party entity with a revolving funding, which could own and/or manage energy upgrades on behalf of the community housing sector. The sector was interested in pursuing this further, and CHIA Vic has sought further legal advice, focusing on the viability of a third-party provider to own/manage and finance these energy upgrades.

Further grant funding has been sought to support more in-depth analysis of the viability of a third-party vehicle, including outlining possible ownership structures, governance and business designs and opportunities for a revolving blended finance fund.

# 5 BUILD AWARENESS & TRUST

In addition to regular meetings, trainings and forums, CHIA Vic communicates with members using a variety of platforms and outlets including via the website, social media, magazines, monthly eBulletins and email updates as required.

## Magazines

We produced three editions of our 18-page, full-colour magazines detailing industry news, views and innovations.



**You can view the magazines at [chiavic.com.au/news-2/magazine](http://chiavic.com.au/news-2/magazine)**

## Website

Our website received strong visitation during the year with new pages created with information targeted to our members and stakeholders. These included pages on the new Affordable Housing Agreements (AHAs), made possible by the Victorian Government's changes to the Planning and Environment Act 1987. The AHA's webpages include information outlining the benefits of AHAs to developers and local governments along with contacts for Community Housing Organisations who are keen to partner on development projects. See [chiavic.com.au/affordable-housing](http://chiavic.com.au/affordable-housing)

Other new pages detailed information on the [National Disability Insurance Scheme \(NDIS\)](http://chiavic.com.au/ndis) at [chiavic.com.au/ndis](http://chiavic.com.au/ndis), including tools and templates, key terminology, training and resources; plus, a section on our [energy initiatives](#), including examples of energy efficiency upgrades undertaken by members, funding sources available to community housing organisations and sector-led projects and resources, such as the BOOM! Platform and financing options for energy efficient upgrades.

## Email newsletters

We distributed 17 email newsletters through the year were distributed to about 1200 subscribers (click [here](#) to subscribe to our eBulletin). The eBulletins keep members on top of the latest sector news, events, resources, policy changes and career opportunities. The regular eBulletin is distributed in the first week of the month, with additional editions as required to keep members updated of breaking news.

## Media releases

We also distributed six media releases on topics ranging from our election platform for the Victorian State Election through to lessons from Canada on tackling homelessness.



## 5.1 Enabling strong and respectful relationships that leverage the full potential of the community housing sector

A lack of understanding of the community housing industry and what it can offer can be a barrier to enabling strong and respectful relationships with key stakeholders and the public. CHIA Vic has been working on initiatives to promote the benefits of community housing, and a greater understanding of the sector and how the broader housing industry can engage with it.

### Social Outcomes project

The first stage of the Social Outcomes project has transformed the community housing sector's ability to measure and deliver positive outcomes for its tenants by creating a framework that quantifies secure housing's impact on key domains.

With funding support from the Lord Mayor's Charitable Foundation, the project has created a framework to better understand and respond to the experiences of their tenants, and to inform funders, decision makers and the wider community about the role of community housing in the lives of tenants and strengthening our communities.



See [chiavic.com.au/projects/outcomes](http://chiavic.com.au/projects/outcomes)

### Understanding the big picture

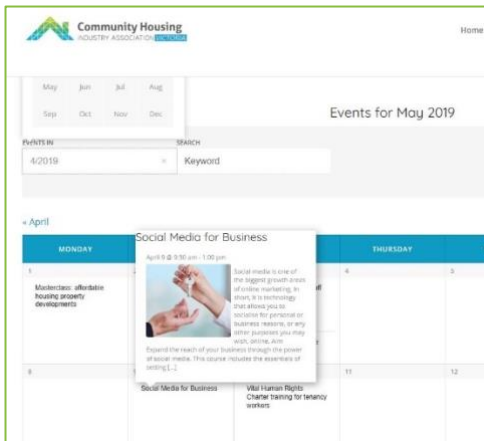
To give key stakeholders an insight into social housing, CHIA Vic ran a free, half-day session, 'Understanding the Big Social Housing Picture and the role of Community Housing' to educate them about the sector with the aim of encouraging greater, and more thoughtful engagement. The session was well attended by 34 of our funders and friends, including:

- Consumer Affairs Victoria
- Department of Environment, Land, Water and Planning
- Department of Justice and Community Safety
- Development Victoria
- Department of Health and Human Services
- Department of Treasury and Finance
- Justice Connect
- Lord Mayor's Charitable Foundation
- Municipal Association of Victoria
- Victorian Public Tenants Association

The course explained the distinctive elements of the Australian social housing system and its problematic social and economic context.

# 6 ENHANCE CHIA VIC'S ORGANISATIONAL STRENGTH

## 6.1 Develop and implement a revenue growth and diversification strategy



CHIA Vic began taking online payments and bookings for training and events in January 2019 on our website. By providing the ability to pay online via credit card, or to register and receive an invoice for a direct bank transfer, we have streamlined the process of registration and payment for members and set the stage for enhanced communication and marketing and reduced administration time and related costs.

## 6.2 Skilled, supported, resourced and engaged workforce with the right people in the right job at the right time

CHIA Vic's team undertook professional development during the year to enhance their skills.

All team members attended a half-day Project management course which provided the team with an overview of the entire project management process, as well as the tools required to successfully manage a project to enhance its ability to successfully plan, organise, control, document, and review projects with the minimum risk.

The team also attended a Social media for business session, with the aim of ensuring all team members were able to identify opportunities to use social media to further the organisation's vision and mission.

# 7 TREASURER'S REPORT

The CHIA Vic Board is pleased to report that the organisation has achieved another year of financial growth with 2018/19 revenue of \$1,344,934, some \$335,725 (33%) higher than the prior year. The growth in revenue is the result of CHIA Vic securing funding on behalf of the sector for projects that will assist member organisations and the tenants they support.

Our success in securing project funding in recent years has been exceptional, with project revenue increasing from \$159,680 in 2016/17 to \$699,773 for the reporting period. Credit must go to Lesley Dredge and her team for identifying and delivering on these projects, notwithstanding the limited staffing resources available to the organisation.

Our commitment to provide training and professional development opportunities for the sector and others that partner with community housing organisations remains a key component of our strategic plan. For 2018/19, training income increased by 7% to \$209,882. Finally, recurrent funding from the Victorian Government (Department of Health and Human Services) remains a core pillar to ensure the viability of our organisation. We thank our government partners for their on-going support, their core recurrent funding of \$327,395 was a 3% increase on the previous year.

Total expenditure for the year was \$1,336,141, which was \$331,739 higher than the prior year. However, when excluding the significant increase in project expenditure and other specific one-off items in both years (i.e. projects, seminars, conference and marketing), costs have been exceptionally well managed with staffing and overhead expenditure of \$553,983 only \$7,838 (1%) higher than the prior year. This is an exceptional outcome considering the time and effort associated with managing the significant increase in projects over the period.

The bottom-line result for the financial year was a surplus of \$8,793; broadly in line with the \$4,807 achieved last financial year.

Whilst our cash balance has increased to \$1,037,295 at year-end, the increase primarily reflects monies held for projects that were finalised and settled after year-end. The more relevant net asset position of \$215,815 highlights that CHIA Vic is financially viable, but we do rely on all stakeholders, but especially member organisations and the State Government to maintain a robust and viable future.



**Michael Deschepper,**  
**Treasurer**

# 8 BOARD MEMBERS 2018/19

There was some movement on the CHIA Vic Board during the financial year with three new faces bringing their skills and experience to the benefit of the organisation: Bevan Warner (Launch Housing); Shane Austin (Salvation Army) and Steven Morrissey (SouthEast Housing Cooperative).



*Shane Austin*



*Steven Morrissey*



*Bevan Warner*

They joined Board Members Chair Roberta Buchanan; Deputy Chair Jeanette Large; Secretary Trudi Ray; Treasurer Michael Deschepper; and, Ordinary Board Members Haleh Homaei; Chris Glennon, Terry Burke; and, Stephen Nash. Retiring during the year were Judy Line (Women's Housing), Heather Holst (formerly Launch Housing, current Commissioner for Residential Tenancies), Sarah Toohey (formerly Unison Housing, current Advisor to the Housing Minister), Shari McPhail (formerly Community Housing Limited, now with DHHS).

**You can view all our Board members at [chiavic.com.au/about](http://chiavic.com.au/about)**

We would like to thank the retiring Board members for their contribution to shaping the future of the community housing sector in Victoria.

# 9 INCOME & EXPENDITURE

	2019 \$	2018 \$
<b>INCOME</b>		
Funding	327,395	318,323
Projects	699,773	292,641
Training Income	209,882	195,327
Member Fees	77,881	69,765
Sponsorship	17,334	13,178
Conference Income	-	108,025
Interest received	12,669	11,950
<b>TOTAL INCOME</b>	<b><u>1,344,934</u></b>	<b><u>1,009,209</u></b>
<b>EXPENDITURE</b>		
Administration Expense	6,941	9,451
Communications	10,037	9,161
Conference	128	38,515
Consultancy	24,695	17,370
Depreciation	3,927	4,357
Employment Expenses	410,700	399,410
Marketing & Promotion	17,378	55,031
Office Expenses	4,377	10,460
Rent	69,737	68,665
Repair and Maintenance	11,992	13,323
Seminars, Training & Projects	764,652	364,711
Staff Development	8,724	9,474
Travel & Accommodation	2,853	4,474
<b>TOTAL EXPENDITURE</b>	<b><u>1,336,141</u></b>	<b><u>1,004,402</u></b>
	<b>8,793</b>	<b>4,807</b>
<b>Net Surplus/(Deficit) Attributable to the Association</b>	<b><u>                    </u></b>	<b><u>                    </u></b>

# 10 ASSETS & LIABILITIES

	Note	2019 \$	2018 \$
<b>CURRENT ASSETS</b>			
Cash and Cash Equivalents	2	1,037,295	476,747
Trade and Other Receivables	3	200,649	39,086
Prepayments	4	<u>1,230</u>	<u>7,235</u>
<b>TOTAL CURRENT ASSETS</b>		<b><u>1,239,174</u></b>	<b><u>523,068</u></b>
<b>NON CURRENT ASSETS</b>			
Plant and Equipment	5	<u>14,258</u>	<u>5,741</u>
<b>TOTAL NON-CURRENT ASSETS</b>		<b><u>14,258</u></b>	<b><u>5,741</u></b>
<b>TOTAL ASSETS</b>		<b><u>1,253,432</u></b>	<b><u>528,809</u></b>
<b>CURRENT LIABILITIES</b>			
Trade and Other Payables	6	533,819	52,432
Income Received in Advance	7	436,599	204,493
Provisions	8	<u>60,678</u>	<u>44,266</u>
<b>TOTAL CURRENT LIABILITIES</b>		<b><u>1,031,096</u></b>	<b><u>301,191</u></b>
<b>NON-CURRENT LIABILITIES</b>			
Provisions	8	<u>6,521</u>	<u>20,596</u>
<b>TOTAL NON-CURRENT LIABILITIES</b>		<b><u>6,521</u></b>	<b><u>20,596</u></b>
<b>TOTAL LIABILITIES</b>		<b><u>1,037,617</u></b>	<b><u>321,787</u></b>
<b>NET ASSETS</b>		<b><u>215,815</u></b>	<b><u>207,022</u></b>
<b>EQUITY</b>			
Accumulated Funds		215,815	207,022
<b>TOTAL EQUITY</b>		<b><u>215,815</u></b>	<b><u>207,022</u></b>

# 11 INDEPENDENT AUDITOR'S REPORT

COMMUNITY HOUSING FEDERATION OF VICTORIA INC  
TRADING AS  
COMMUNITY HOUSING INDUSTRY ASSOCIATION (VIC)  
REGISTRATION NUMBER A0034348N  
INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS

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## Opinion

I have audited the accompanying financial report of Community Housing Federation of Victoria Inc trading as Community Housing Industry Association (VIC) (the Association), which comprises the balance sheet as at 30 June 2019, and the income statement, statement of changes in equity and cash flow statement for the year ended on that date, a summary of significant accounting policies and other explanatory notes and the statement by the members of the Committee.

In my opinion, the financial report of the Association is in accordance with the *Australian Charities and Not for Profits Commission Act 2012* and the *Associations Incorporation Reform Act 2012*, including:

- i. giving a true and fair view of the Association's financial position as at 30 June 2019 and of its performance for the year ended; and
- ii. complying with Australian Accounting Standards as per Note 1, the *Australian Charities and Not for Profits Commission Act 2012* and the *Associations Incorporation Reform Act 2012*.

## Basis for Opinion

I conducted my audit in accordance with Australian Auditing Standards. My responsibilities under those standards are further described in the *Auditor's Responsibilities for the Audit of the Financial Report* section of our report. I am independent of the Association in accordance with the ethical requirements of the Accounting Professional and Ethical Standards Board's APES 110 Code of Ethics for Professional Accountants (the Code) that are relevant to my audit of the financial report in Australia. I have also fulfilled our other ethical responsibilities in accordance with the Code.

I believe that the audit evidence I have obtained is sufficient and appropriate to provide a basis for my opinion.

## Emphasis of Matter - Basis of Accounting and Restriction on Distribution

I draw attention to Note 1 to the financial report, which describes the basis of accounting. The financial report has been prepared to assist Community Housing Federation of Victoria Inc trading as Community Housing Industry Association (VIC). to meet the requirements of the *Australian Charities and Not for Profits Commission Act 2012* and the *Associations Incorporation Reform Act 2012*. As a result, the financial report may not be suitable for another purpose. My opinion is not modified in respect of this matter.

## Responsibilities of Management and Those Charged with Governance for the Financial Report

Management is responsible for the preparation and fair presentation of the financial report in accordance with the financial reporting requirements of the applicable legislation and for such internal control as management determines is necessary to enable the preparation and fair presentation of a financial report that is free from material misstatement, whether due to fraud or error.

In preparing the financial report, management is responsible for assessing the Association's ability to continue as a going concern, disclosing, as applicable, matters relating to going concern and using the going concern basis of

accounting unless management either intends to liquidate the Entity or to cease operations, or has no realistic alternative but to do so.

Those charged with governance are responsible for overseeing the Association's financial reporting process.

#### **Auditor's Responsibilities for the Audit of the Financial Report**

My objectives are to obtain reasonable assurance about whether the financial report as a whole is free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with Australian Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of the financial report.

As part of an audit in accordance with Australian Auditing Standards, I exercise professional judgement and maintain professional scepticism throughout the audit. I also:

Identify and assess the risks of material misstatement of the financial report, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our my opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.

Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the registered entity's internal control.

Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the responsible entities.

Conclude on the appropriateness of the responsible entities use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the registered entity's ability to continue as a going concern. If I conclude that a material uncertainty exists, I am required to draw attention in my auditor's report to the related disclosures in the financial report or, if such disclosures are inadequate, to modify my opinion. My conclusions are based on the audit evidence obtained up to the date of my auditor's report. However, future events or conditions may cause the registered entity to cease to continue as a going concern.

Evaluate the overall presentation, structure and content of the financial report, including the disclosures, and whether the financial report represents the underlying transactions and events in a manner that achieves fair presentation.

I communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal controls that I identify during my audit.

**Auditor: Frederik Ryk Ludolf Eksteen ASIC Registration Number: 421448**

**Address: Collins & Co, 127 Paisley Street, FOOTSCRAY VIC 3011**

**Signature:**



**Date: 7 October 2019**



# 12 THANKS TO OUR SUPPORTERS

As a not-for-profit peak body, CHIA Vic relies on our strong membership base and the financial support of our major sponsors to be able to provide the vital services, support, training, advocacy and project work required by our sector. We would like to thank the following organisations for their assistance in 2018/19:

## OUR 2018/19 SPONSORS



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**DC**  
**David Cherry and Associates**  
PSYCHOLOGISTS AND  
TRAINING CONSULTANTS

Go to [davidcherry.com.au](http://davidcherry.com.au)



CHIA Vic acknowledges the support of the Victorian Government.