

**The Peak Industry Body for  
Community Housing Providers in SA**



**Community Housing Council of SA Inc  
(CHCSA)**

**Annual Report  
2014-2015**



## CHCSA 2015-2016 Members

We would like to take this opportunity to welcome the following organisations to our AGM and thank them for their continued support to the Community Housing Council of SA.

Access 2 Place Housing	Mile End Housing Co-operative Inc
Accessible Housing Association	Minda Incorporated
Acre Housing Co-operative Inc	Northern Suburbs Housing Community Inc
Adelaide Benevolent Society	Paraplegic & Quadriplegic Association of SA Inc
Anglican Community Care Housing Assoc	Paris Flat Housing Co-operative Ltd
Anglicare Housing SA	PEACH Housing Co-operative Inc
Arkadia Housing Co-operative Inc	Penny Lane Housing Co-operative
Common Equity Housing SA Ltd	Phoenix Housing Co-operative Inc
Common Ground Adelaide Ltd	Portway Housing Association
Community Housing Ltd	Riversgate Housing Association Inc
Co-operative Housing in Adelaide Inc	Salisbury Housing Co-operative Inc
Copper Triangle Housing Association Inc	Salvation Army Housing
Cornerstone Housing Ltd	Southside Housing Co-operative Inc
Developing Alternative Solutions for Housing	Stretton Housing Co-operative
Eco Housing Co-operative Inc	SYP Community Housing Association Inc
Flinders Housing Inc	Unity Housing Company Ltd
Habitat for Humanity Australia SA	Wesley Country Housing Inc
Hillview Lutheran Services to the Disabled Inc	YOCHI Incorporated
Hills Housing Co-operative Inc	
Hindmarsh Housing Co-operative Inc	
Housing Plus SA Incorporated	
Intellectual Disability Accommodation Assoc Inc	
ISHA Co-operative Inc	
Julia Farr Housing Association	
Junction Australia	
MERZ Housing Co-operative	
Mid Murray Homes for the Aged	



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# Chairperson's Report

**Geoff Barber**  
**CHCSA Chairperson**

On behalf of the Community Housing Council SA's (CHCSA) Board of Management I provide members with this Chairperson's Report.

This year has seen significant change and maturing of the South Australian community housing industry.

Community housing providers are increasingly well-placed to support the delivery of South Australian government's social and economic policy objectives, as well as provider's own aspirations to improve housing affordability particularly for those on very low, low and moderate incomes. Additionally, there has been a strengthened effort to develop social and economic participation for tenants as a result of more stable housing circumstance.

Our members continue to develop a strategic competitive advantage in delivering and conceiving social housing solutions in terms of price, quality and connections to local communities. We need to continue to build upon this as a basis for social reform.

The first year of operations for the National Regulatory System for Community Housing demonstrates that community housing providers in South Australia are generally well-governed, well-managed and financially secure. For many providers the introduction of regulation has required significant work to understand the system and to align practice. I recognise that some providers have decided to merge operations to better meet the stewardship requirements with the regulatory framework and/or to operate at a chosen scale.

During the year the Council has supported the South Australian community housing industry to develop large providers and a range of specialist/niche providers. Including an industry where Tier 1 and 2 providers can develop and manage social housing at scale and/or provide specialised housing solutions to specific high need tenant demographic or regions, and where Tier 3 providers can continue to provide local social housing solutions. CHCSA has hosted a range of targeted forums during the year to provide information and engage members on current issues.

This year has seen major departmental portfolio changes within the South Australian Government. The move to place community housing within Renewal SA provides a new context for our industry to contribute to the states urban renewal objective in a multi-provider system. This change will provide community housing provider's greater scope to innovative in delivering new social housing solutions. This aspiration requires a robust, healthy and expanded housing system that is more diverse.

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# Chairperson's Report

During the year, board has advocated for this to be realised through:

- 1) Commitment to meeting the previously agreed target of 35% property transfer to community housing.
- 2) Including a portion of title transfer.
- 3) Accelerating the transfer program to bring in much needed housing subsidy to SA.
- 4) Reforming the housing system as a whole of government partnership.

CHCSA will continue to work in collaboration with key stakeholders on strategic policies and initiatives that influence the size and scope of the community housing industry. Currently, the board is planning how it will involve its members in the development of a strategy which will provide a framework for further industry led development.

Nationally, the Council has been involved in discussions about the growing affordable housing crisis and the Federation Reform white paper. There have been conversations about the growing National Disability Insurance Scheme (NDIS) housing needs. We have seen the de-funding of the Community Housing Federation of Australia (CHFA) by the Commonwealth Government and the establishment of a new era of national advocacy by federation members through the establishment of a National Industry Body, the Community Housing Industry Association (CHIA).

In advancing community housing in SA, I would like to acknowledge the work of our preceding chairperson, Maria Palumbo, who resigned in June 2015 to take up a senior position within Renewal SA. I also recognise the work of current CHCSA Board and Committee members who voluntarily contribute their time to grow a stronger and vibrant industry.

The board acknowledges and appreciates the work of the Executive Officer, Carmel Rosier and her small team. Carmel continues to bring to the position her commitment, passion and professionalism.

Affordable, appropriate housing continues to be a key attribute in assisting people to live a good life. It is the daily efforts of members, staff and volunteers which assist this to be possible in South Australia. We recognise members' efforts to make something unique and allow the industry to shine.

**Geoff Barber**  
**Chairperson, CHCSA Board of Management**



# Executive Officer's Report

**Carmel Rosier**  
**Executive Officer**

The past year has been a constructive and positive one for the community housing industry in South Australia. This is not to diminish the significance of the hard work and stressful times many people have experienced. The change process brings with it both opportunities and losses and managing both is a key to ongoing success.

The achievements of the past year however have put community housing providers in an excellent position to grow the number of community houses in the State. The need to respond to a severe shortage of social and affordable housing has been the catalyst for the change we are all experiencing.

The repeal of the *South Australian Co-operative and Community Housing Act 1991* (SACCH Act) and the implementation of the *Community Housing Providers (National Law) (South Australia) Act 2013* has resulted in; community housing providers registering under the National Regulatory System for Community Housing (NRSCH) and entering into new agreements with the South Australian Housing Trust (SAHT).

Providers in South Australia are to be congratulated for their successful registration under the NRSCH and their capacity to meet the timelines imposed by the new legislation. This was not always easy, as a number of things that were planned to occur much earlier in the process, have been delayed. Providers showed their resilience and capacity to respond in a complex environment which meant the legislative timelines were met.

All community housing providers will be required to sign the new Master Community Housing Agreement (Agreement). This Agreement has been the topic of significant consultation and while it was anticipated that these would have been signed and negotiated this year, it is now anticipated that they will be signed in late 2015 or early 2016. Delays in finalising the Agreement have created a degree of uncertainty in an environment of significant change, and providers should be congratulated for their skill and resilience in managing this uncertainly.

Negotiations regarding the draft Agreement with Community Partnerships and Growth and latterly Renewal SA have been very constructive. There has been a genuine partnership to ensure the new Agreement is the sound basis for the growth and strengthening of the community housing industry in SA.

The changes as a consequence of the SACCH Act have been particularly tough for housing co-operatives as they were required, to both register under the NRSCH and incorporate under mainstream legislation. As volunteer managed organisations, this has taken many volunteer hours by dedicated housing co-operative members who should be congratulated, for their great efforts in getting the work done and successfully registering and incorporating.

This year saw the announcement of the first tranche of property transfers under the Better Places Stronger Communities program. The properties were transferred to Junction Australia and Anglicare. In total around 1,000 properties were transferred to these providers, with 610 public housing properties in the Mitchell Park transferred to Junction Australia and 480 transferred to Anglicare in the Elizabeth Grove and Elizabeth Vale areas.

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# Executive Officer's Report

The Government has announced that there will be further property transfers. The position of the CHCSA has been that transfers must include a portion of title transfer if the transfers are to maximise growth opportunities. Growing the number of social housing dwellings in SA is an imperative therefore any property transfers must support a growth agenda. The community housing industry looks forward to working with Renewal SA to grow the number of social and affordable dwellings in the State.

The *Triennial Review of the South Australian Housing Trust* was tabled in Parliament this year and the CHCSA welcomes the recommendations that relate to a managed transition to a multi-provider system. Much of the work providers have done in the past year means they are well placed to play their part in a multi-provider system both in the State and nationally. The CHCSA is very committed to working with the Government to develop a 10 year community housing industry development strategy as the review recommends.

This year five CHCSA members were State finalists in the *Australasian Housing Institute Professional Excellence in Housing Awards Program*. They were; ac.care for excellence in social housing, Mary McInnes of Frederic Ozanam Housing for outstanding achievement, Unity Housing for leading housing development project, Habitat for Humanity for leading innovation and Junction Australia for leading asset management. Congratulations to the finalists.

I would like to extend my thanks to the CHCSA Board of Management which has worked very hard on behalf of members over the past 12 months. All Board members have very busy lives and they most graciously and generously volunteer many hours of time and just importantly their skill, knowledge and intellect to support the community housing industry in South Australia. I would also like to thank the Board members for their support and help to me over the past year which has been fantastic.

Special thanks to Maria Palumbo for her role in leading the Board of Management. Maria was the Chair during a time that required the CHCSA to be deft and skilled in its handling of emerging issues; there was a need to position the community housing industry for growth. Maria's leadership in this regard has positioned the CHCSA well to ensure members are able to prosper in the current environment. Maria resigned from the Board to take up a role with Renewal SA and on behalf of members I extend our very best wishes to her.

During the year we farewelled four Board members - Evette Johnson, Jonathan Lardner, Dean Galanos and Helen James. All were significant contributors to the role of the Board and the community housing industry. I would like to thank Evette Johnson in particular who has been a significant contributor to the CHCSA over many years and in many roles. Thank you Evette for the many hours of volunteer work you undertook on behalf of the CHCSA membership which has been greatly appreciated.

Thanks also go to the Minister for Social Housing, the Hon Zoe Bettison who once again has shown she is an accessible, approachable and helpful minister. Like many of my colleagues I have very much appreciated the opportunity to attend roundtables led by Minister Bettison to address current and topical issues.

Thanks also to all of the staff in Community Partnerships and Growth (now Renewal SA) for their help and assistance over the past 12 months which has been invaluable.

Thank you to all of the CHCSA's members who contribute so willingly to the work of the CHCSA. Many thanks.

**Carmel Rosier**  
**Executive Officer**



# Policy Committee Report

**Jen Duggin**  
**Chairperson, Policy Committee**

Consistent with the complexity of the environment in which the community housing industry operates and the significant change it is experiencing, the topics that the Policy Committee concentrated on this year were similar to those we considered in 2013-2014.

There was a significant machinery of government change during the year with the role of Community Partnerships and Growth moving from Housing SA to Renewal SA. Quite appropriately when changes such as this occur, there is a need for the new agency to ensure that current projects and work align with the new agency's strategic directions.

Renewal SA's key role is to accelerate urban renewal through ongoing partnerships with the private sector and the community housing industry. It is also responsible for increasing the supply of affordable housing within the State. Partnership with the community housing industry is integral to the growth of social and affordable housing in South Australia.

The machinery of government changes required the Master Community Housing Agreement to be reviewed in light of Renewal SA's very strong growth agenda. Consultation was broad on the Master Community Housing Agreement and the CHCSA through the Policy Committee, was able to represent the views of the Tier 1, Tier 2 and Tier 3 community housing providers.

Recognising both the complexity of the Master Community Housing Agreement and the need for it to be fit for purpose the CHCSA took specific legal advice on the agreement. The Policy Committee strongly supports the engagement of legal professionals to provide expert advice on behalf of members. As this is industry wide advice there is a need for individual providers where appropriate to seek their own legal advice that is specific to their organisation.

It was pleasing that the majority of changes or improvements suggested for the Master Community Housing Agreement have been adopted. Community housing providers are now anticipating that these agreements will be negotiated in late 2015 or early 2016.

Thanks to those in Community Partnerships and Growth and now Renewal SA for their role in finalising this complex document. It will form the basis of a strong and growing community housing industry for the benefit of all South Australians.

The change to the policy framework where Government provides guidance policies as opposed to prescriptive policies has been well received by community housing providers. Briefer policies however need to be right and user-friendly. The Policy Committee provided significant feedback on the proposed core operating policies to ensure they were unambiguous and appropriate.



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# Policy Committee Report

The Policy Committee recognises that there will be a need to monitor and review the policy framework and the policies to ensure they are fit for purpose. The Policy Committee looks forward to working with Renewal SA over the coming twelve months to refine and adapt the policies if that becomes necessary.

The Critical Client Incident Policy has also demonstrated the complex environment in which community housing providers operate. The development and implementation of this policy requires working across agencies. The Policy Committee is very confident it can manage this complexity and looks forward to working across departments and agencies in the best interests of tenants. This will involve working with more than one stakeholder department/agency to develop policies that are consistent across community services organisations across the State.

Once again the Policy Committee reviewed the CHCSA constitution and made recommendations for changes. Given the dynamic environment in which community housing providers operate the Policy Committee suggests that all community housing providers review their rules on an annual basis.

Thank you to the members of the Policy Committee who have given so generously of their time, skill and intellect to respond to the policy changes the industry is experiencing. The Policy Committee has also shown itself to be very flexible by holding meetings to respond to deadlines outside of its control and this flexibility is very much appreciated.

In closing I would like to thank the members of the Policy Committee for their commitment in what has been a busy year. Thanks go to Noreen Morphett, Karen Rawlings, Moira Brown, Soo Lu-Bow, Tony Roach, Valerie Pate and Carmel Rosier.

The work that has been done over the past 12 months has provided a sound basis for the ongoing development and growth of community housing for which everyone should be very proud. Thank you.

**Jen Duggin**  
**Chairperson, Policy Committee**



# Associations' Forum Report

**Noreen Morphett**  
**Chairperson, Associations' Forum**

This year has been a busy or should I say a very, very busy year for all of us involved in community housing. It is an exciting time for community housing and there is a definite air of optimism that the changes we are implementing will mean more and improved housing for those who are living in housing stress. As mission driven organisations we are committed to ensuring that all South Australians have access to housing that is affordable and appropriate. This mission drives the passion and energy members bring to the work they do every day.

Once again the Associations' Forum has provided an opportunity for members to come together and learn from each other and learn from the guest speakers that attend the forums. The opportunity to meet, network and talk is one of the great benefits of the forum. This has particularly been the case as we've worked through the National Regulatory System for Community Housing, changes to legislation and considered the draft Master Community Housing Agreement.

The opportunity to form a collective view on these important matters and present them as a community housing industry is a great strength of the membership. The collegiate and collaborative manner where members work together for the benefit of all is something we should all be proud of.

## Guest Speakers

Once again the Associations' Forum was privileged to have a range of great guest speakers. Ben Sarre from Habitat for Humanity started the year with an inspirational presentation on the work that Habitat for Humanity is doing in South Australia, nationally and internationally.

Peter Stewart, CEO of PARAQUAD SA (now PQSA) provided members with an excellent insight into the work and role of PQSA while highlighting contemporary best practice in the delivery of housing for people with a disability. This was a very useful presentation for members in light of discussions around the National Disability Insurance Scheme.

Community housing providers are regularly required to deal with conflict so it was great that Chris Jefferys of Mediation SA was able to attend a forum and, provide an overview of the role and services of Mediation SA. Chris encouraged members to use the services of Mediation SA as mediation is a proven way of successfully dealing with conflict. Chris was also able to provide members with access to the resources that Mediation SA has available which was a significant benefit.

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# Associations' Forum Report

Simone Thrippleton of Uniting Care Wesley Port Adelaide gave an insightful presentation about the *beyondblue* NewAccess program, which provides coaching for people with stress, anxiety or depression. Members were very keen to hear about this service as they recognise that support services such as these can be integral in sustaining tenancies. All members recognise the importance of early intervention strategies so it was great to hear from Simone.

As community housing becomes more complex there is an increasing need for IT systems and software to support the delivery of services. Bruce Rogers, Business Development Manager, SDM Housing Software provided members with an overview of the strengths of SDM Housing Software and how it could be utilised by community housing providers. As IT systems and software evolve members continue to be interested in what is available in the market place.

Planning services and then measuring the outcomes is also becoming increasingly important in all areas of service delivery. Members were very pleased to hear from Gill McFadyen, Chief Executive of Community Centres SA regarding the introduction of Results Based Accountability (RBA) in community centres. Gill's explanation of RBA as a tool that drives disciplined continuous improvement that is accountable and results focussed resonated with members.

The Tenants Information and Advisory Service (TIAS) is an important stakeholder in the delivery of rental accommodation in South Australia. The Associations' Forum invites TIAS to attend a forum each year. This year members were able to talk through with staff from TIAS the changes that had occurred with the move to the South Australian Civil and Administration Tribunal (SACAT). Engaging with TIAS offers a valuable opportunity for community housing providers to find ways to support their tenants in sustaining their tenancy.

Insurance is always a hot topic of conversation amongst community housing providers so it was great to have representatives of AON, Allianz Australia and Community Partnerships & Growth to discuss the changes to insurance for the coming year. This provided opportunities for the insurer and community housing providers to work together as effectively as possible to decrease insurance costs for the benefit of all.

A strong partnership with Government has always been a strength of community housing. Once again the Associations' Forum was pleased to have a number of people from Housing SA and Community Partnerships and Growth attend meetings. Carol Shard, Director, Service & Practice, Housing SA attended a forum to talk about Housing SA's new service model. Community housing providers work closely with Housing SA, therefore a good understanding of Housing SA's service model plus strong relationships with Housing SA staff, are integral to providing people with the best possible advice and service.

The Community Housing Customer Register (CHCR) is an important facet of service delivery so it was great to have Yvette Stuyt, Manager, Business Systems and Reporting attend a meeting and talk through the issues members were experiencing with the CHCR. Members find the benefit of face to face meetings where issues can be talked through, is invaluable for problem solving and developing solutions in everyone's best interest. This meeting proved to be no exception with a number of issues resolved with simple solutions that resulted in a much more efficient system.

Members were also please to hear from Alison Kimber, Community Partnerships and Growth who attended a meeting to talk with members about the transition of CPG to Renewal SA. Alison has now moved to another role within the Department of Communities and Social Inclusion. On behalf of members I would like to thank Alison for all her work in leading the growth and development of the community housing industry so that it is now the professional growing industry we have today.

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# Associations' Forum Report

## Chintaro Workshops

Members who use Chintaro decided there would be significant benefit in having regular workshops with staff from Chintaro to work through issues, learn from other members and suggest improvements. Chintaro was very receptive to this proposal and have agreed to attend twice yearly workshops. The first workshop was seen as a great success as much for the learning from Bruce Foote of Chintaro as the learning and helpful advice from other members.

## Twice Yearly Meetings with SACAT

Representatives of the Associations' forum now meet twice yearly with the SACAT which is proving to be most beneficial. Members greatly appreciate the open and helpful manner that the SACAT brings to these meetings and the time they very generously give. The forum is very keen to build on these meetings and develop a strong and collaborative approach that means tenants and providers experience a well functioning and efficient SACAT.

Thanks need to go to everyone who participated in making the forums the success they have been in a very, very busy year. Many thanks to members for their energy and enthusiasm over the past year as is the x-factor that makes the forums the success they are.

On behalf of members I would like to thank Carmel and Tania for all the work they do to make the forums run smoothly.

**Noreen Morphett**  
**Chairperson, Associations' Forum**



# Education & Training Report

The Community Housing Council of SA Inc holds regular Public Information Sessions and Introduction to Community Housing Courses with both day and evening times available.

## Public Information Sessions

The Public Information Session is open to all members of the general public and is a 2 ½ hour session that provides an overview of community housing in South Australia. This allows attendees to make an informed choice on the best form of community housing that suits their needs.

With a focus on Volunteer Member Tenant Managed Organisations (formerly known as Co-operatives), attendance at one of these sessions is a compulsory Government requirement for people wishing to register their interest in this type of community housing. Registration of Interest Forms, are only available to attendees who attend the Public Information Session and wish to proceed with the registration process for Volunteer Member Tenant Managed housing.

These sessions have been revised over the past 12 months to ensure the content is current and delivered in a precise, easy to understand manner. By attending a Public Information Session you can expect to receive:

- An overview of the types of community housing available and how to apply;
- An overview of the obligations of members & tenants of a Volunteer Member Tenant Managed Organisation;
- Detailed instruction on the correct way to complete the Registration of Interest form.

The Public Information Session was previously offered in both a central and southern location but due to insufficient numbers the sessions in the southern location are no longer being held.

During the 2014/2015 financial year, the CHCSA delivered a total of 19 Public Information Sessions (7 at the southern location and 12 in the central location). Participants registered to attend these sessions totalled 385 with 236 participants completing the session and being offered a Registration of Interest form. During this financial year it was noted that there was a significant difference between the number of people registered and the number of people who attended, as a result new initiatives were introduced to confirm attendance by SMS in addition to the confirmation letters sent by post or email. This has seen an increase in the number of attendees over the past 6 months.

## Introduction to Community Housing Course

The Introduction to Community Housing (ICH) Course is delivered over 3 consecutive weeks with each session comprising of 2 hours duration.



## Education & Training Report

This is an in-depth course that encourages participants' involvement to understand the different aspects of community housing. It explores the inner workings and functions of housing organisations including management structures, meeting procedures, legislation and legal responsibilities.

The Introduction to Community Housing Course is led by trainers who have extensive experience in the industry as they themselves live in a Volunteer Member Tenant Managed organisation. Completion of the ICH Course is a pre-requisite for some Volunteer Member Tenant Managed organisations in South Australia.

The CHCSA is adopting a proactive approach to this in the future and will be contacting all of the organisations to offer their members the opportunity to complete this course as a refresher to the legislation, rules and regulations of being involved in a Volunteer Member Tenant Managed organisation.

During the 2014/2015 financial year, the CHCSA delivered a total of 7 Introduction to Community Housing Courses (1 at the southern location and 6 in the central location). Participants registered to attend these sessions totalled 81 with 59 participants completing all 3 sessions and being issued a Certificate of Attendance.

As with the Public Information Sessions new initiatives were introduced in regards to confirming attendance via SMS in addition to the letters sent by post or email. The CHCSA has also been proactive in sending 3 different types of letters to people who have registered and not attended or for people who have completed the Public Information Session but not registered for an Introduction to Community Housing Course. These letters have been received with good response and have helped to increase numbers in recent months.

The CHCSA has continued to provide regular feedback to Community Partnerships & Growth on a monthly basis in regards to attendance, feedback and future dates for both the Public Information Session and ICH Course.

The CHCSA would like to take this opportunity to thank their casual trainers – Soo Lu-Bow, Melinda Rackham and Tony Moore for delivering this course content to attendees. Thanks also to Marie Sloan for her commitment to updating the content of both the Public Information Sessions and Introduction to Community Housing Course. Finally, thank you to Frances Richards and Renewal SA for their continued support and assistance in the delivery of these sessions.

**Tania Driver**  
**CHCSA Administration Assistant**



# Treasurer's Report

**Kerry Gray**  
**CHCSA Treasurer, Board of Management**

I am pleased to present the CHCSA Treasurer Report for the year ending 30 June 2015.

The CHCSA Board of Management was required to manage the finances for this financial year bearing in mind that funding was for a single year only.

The Department of Communities and Social Inclusion (DCSI) advised the CHCSA that it would extend the funding agreement, for three years, subject to the successful negotiation of a revised service agreement later in the second half of the financial year. The CHCSA has progressed these discussions and negotiations and expects a revised service agreement to be implemented in January 2016.

With this in mind, the Board of Management made provision in the 2014-2015 budget so that it was able to respond to; any changes required as a consequence of a revised service agreement and the significant change the community housing industry is experiencing.

For the 2015 financial year the CHCSA has performed well against its budget returning a surplus and it maintains a strong cash position. The finances of the CHCSA position it very well to support the development and growth opportunities for community housing over the coming years.

The Financial Statements have been audited without qualification.

**Kerry Gray**  
**Treasurer, CHCSA Board of Management**



# **Audited Statements**

**Community Housing Council of SA Inc.**  
**ABN 38 885 520 654**

## **Annual Report – 30 June 2015**

The following 16 pages contain the details of the Audited Statements as prepared by  
Steven A Russo, Auditor, PKF Kennedy