

2022/23

# ANNUAL REPORT

Home  
*in* Place

HOMEINPLACE.ORG

# OUR VISION

That all people have appropriate and affordable housing and are engaged in sustainable communities.

# OUR MISSION

As a leader, our mission is providing homes, empowering people, connecting communities and influencing the future.

# ANNUAL REPORT

HOME IN PLACE 2022/23

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# OUR VALUES

1. Empowerment & Trust
2. Aspiration & Accountability
3. Innovation & Sustainability
4. Leadership & Collaboration



HOME IN PLACE IS FUNDED BY

Australian Government



# HIGHLIGHTS



Number of people  
provided with housing

16,935



Total properties  
under management

8,054



Total grants

\$19M



Total cash

\$55.8M



Total revenue

\$125.4M



Total surplus

\$26.8M



Net assets

\$611.4M

## TENANT SATISFACTION

Satisfied with  
the way  
Home in Place  
involves tenants



Satisfied with  
services that  
Home in Place  
provides



Satisfied that their  
rights as a tenant  
are upheld



Satisfied with the  
service and quality  
of repairs



Satisfied with the way  
Home in Place communicates  
and provides tenants  
with information

## TESTIMONIALS



*I feel comfortable, relaxed, supported  
and you guys are a good team.*



*I like how Home in Place staff bring their  
tenants all in to meet each other and  
that they have rapport with the tenants  
where we're not just a number. It's a real  
community. It's like an extended sort of  
like family.*



*We love living here. This home is a  
godsend. We are truly blessed. Having a  
safe and secure home has improved my  
mental health.*



*I couldn't ask for anything better. I can't  
describe it. It was so good just to walk in  
here and just feel like I was home. Being  
in a stable environment, where you've got  
nice neighbours, makes a difference.*



*I owe Home in Place for giving me  
another start. This is the best my life's  
been in so long.*



# SNAPSHOT OF OUR ASSETS

Properties managed  
in Australia & NZ

8,054

Total number owned

1,723

Locations

11

Local Government Areas

83

2022-23

## AWARDS

**UDIA Awards for Excellence in  
Urban Development**

Excellence in Affordable Housing

**FINALISTS**



**Hunter  
Business Awards**

Outstanding Community Organisation

**FINALISTS**



**Property Council Innovation  
and Excellence Awards**

Best Affordable Housing  
Development

**FINALISTS**



**Muswellbrook Chamber of  
Commerce Business Awards**

Outstanding Community  
Organisation



**HIA Australian Greensmart Awards**

Multi Dwelling Development

**NATIONAL WINNER**



# SUSTAINABLE DEVELOPMENT GOALS

The United Nations introduced the Sustainable Development Goals (SDGs) in 2015 to create a 15-year roadmap to address some of our planet's most urgent and crucial challenges including those related to poverty, inequality, climate, environmental degradation, prosperity, and peace and justice.

## WHAT WE'RE DOING TO MAKE A DIFFERENCE

Home in Place has long been committed to social, environmental and economic sustainability. Our vision of adequate housing and sustainable communities for all is underpinned by this commitment.

Home in Place played a leading role in the establishment of the Hunter Regional SDG Taskforce and currently provides its secretariat and website hosting <https://huntersdgtaskforce.org/>. Home in Place is also a member of the Procurement for the SDGs Subgroup of the Newcastle Lord Mayor's High Level SDG Group, and has provided advice on SDG alignment to other organisations.

### NO POVERTY 1

- Our housing services continue to provide vulnerable people with adequate, safe and affordable housing.
- Our support and referral services provide access to basic services, including financial support and financial welfare checks to help eliminate financial stress for low-income earners.
- Our programs provide resources and education to assist people with financial literacy and improved employment opportunities.
- This year we worked with over 100 service partners and made over 700 referrals to support and opportunity pathways.

### ZERO HUNGER 2

- We provide vulnerable people with access to basic services, including affordable food and produce, foodbanks, weekly free lunches and cooking classes.
- Home in Place provides essential support packs of food and hygiene items to tenants in need.
- Our community gardens enable tenants to grow fruit and vegetables as a source of healthy and free produce.

### GOOD HEALTH & WELL-BEING 3

- We provide access to free health screening for tenants and communities.
- We promote good health through targeted tenant events such as Men's Health Week and Mental Health Month.
- We offer free courses to teach people about mental health and suicide prevention.
- Our community gardens help increase the health, well-being and social participation of our tenants.

### REDUCED INEQUALITIES 10

- We manage specialised disability housing for people with disability across Australia and work with the residents' service providers to ensure quality outcomes.
- Our Cultural Diversity Program builds organisational and employee capacity to work in culturally responsive ways.
- Home in Place has a Reconciliation Action Plan Program in place which provides a framework for the organisation to support the national reconciliation movement. We have this year completed our 'Reflect' RAP to deliver our commitment to reconciliation to all staff, customers and stakeholders.

### SUSTAINABLE CITIES & COMMUNITIES 11

- We create and manage social and affordable housing and provide access to basic supports and services.
- We participate in national and regional development planning and advocate locally, regionally, nationally and internationally for sustainable development and for all people to have adequate and sustainable housing.
- Home in Place funds a coordinator for Hunter Homeless Connect Day, an annual event for those experiencing homelessness to have access to basic services.
- We participate as organisers, funders and contributors to international programs and events promoting sustainable places including World Urban Forums and Pacific Urban Forums. Our teams sit as representatives and participants in World Urban Campaign Events and organise Urban Thinkers Campuses to promote sustainable cities and communities.
- Home in Place sponsors the Hunter SDG Taskforce which is a group of motivated businesses, not-for-profits and government bodies who are focused on collaborating to achieve the SDGs in the Hunter Region.

### PARTNERSHIP FOR THE GOALS 17

- Home in Place has MoUs in place with over 70 support service providers to ensure tenants have access to the services and referrals they require.
- We participate in and promote effective public-private and civil society partnerships and work to strengthen national and regional development capacity and planning.
- Home in Place has achieved Gold Membership through the NSW Government's Sustainability Advantage Program.
- We collaborate with businesses, government and non-governmental organisations to deliver specific initiatives such as Hunter Homeless Connect Day, and the Affordable Housing Income Gap Report.
- We work collaboratively with organisations such as Hunter New England Health, the University of Newcastle, the City of Newcastle, Lake Macquarie City Council, and the Hunter Community Alliance to partner in events and projects that focus on reducing homelessness in our region.
- Our international collaborative efforts include active participation in the 9th and 10th World Urban Forum, UN ESCAP (Friend of Ocean City Advisory Group), World Urban Campaign, and the Eastern Regional Organisation for Planning and Human Settlements (EAROPH).
- In 2020 Home in Place collaborated with other committed businesses and organisations across the Hunter and Newcastle regions to establish the Hunter Region SDG Taskforce, this taskforce continues to operate working together to set benchmarks and establish targets for a sustainable future in our region. It is currently jointly leading (with NSW DPIE) the development of an SDG Voluntary Local Review for reporting progress on the SDGs to the United Nations.

### QUALITY EDUCATION 4

- Our Grow a Star youth mentoring and scholarship program helps young people from disadvantaged backgrounds to overcome financial and generational obstacles and to follow their academic, sporting, or cultural dreams.
- Our support and referral services can help tenants gain access to education and vocational training.
- Our employee study program provides support and funding opportunities for lifelong learning and training in technical and vocational skills.

### GENDER EQUALITY 5

- We run domestic violence awareness raising activities across all our office locations.
- We are represented on a number of community workgroups that advocate for DV services and programs.
- All operational staff undertake DV awareness training to understand the complexities and provide specialised assistance to tenants.
- We are an equal opportunity employer with 55% of our Executive Team and 33% of board positions held by women.

### AFFORDABLE & CLEAN ENERGY 7

- Our solar energy pilot project increases access to affordable and renewable energy for tenants in 40 of the social housing properties we manage.
- Home in Place is currently developing future innovations for tenants to reduce their carbon emissions through solar, decarbonising retrofit measures, and energy use monitoring trials.
- Home in Place managed the delivery of solar panels across 66 Specialist Disability Accommodation properties.

### CLIMATE ACTION 13

- Since 2012 Home in Place has continued to reduce our carbon footprint and is implementing a carbon neutral roadmap.
- Home in Place has developed a climate change mitigation/adaptation strategy and continues to review and adjust, informing priorities and programs.
- Home in Place has Gold status membership of the NSW Government Sustainability Advantage Program which commits us to climate mitigation and advocacy for decarbonisation.
- Home in Place is a member of the Community Housing Climate Action Network.
- Home in Place provides advisory services to other organisations seeking to reduce their climate impact and achieve the SDGs.

### RESPONSIBLE PRODUCTION & CONSUMPTION 12

- We have waste management and recycling practises in all of our offices and hubs and we're investigating sustainable energy options across all office locations.
- We are committed to a circular economy and have strengthened our community garden approach to support tenants to grow their own fruit and vegetables.
- We encourage our major contractors to adopt sustainable practices and have improved our procurement policy and processes to include more sustainable development related criteria.

### DECENT WORK & ECONOMIC GROWTH 8

- We create opportunities for tenants to access education and vocational training that can lead to opportunities for full and productive employment.
- Home in Place is in its third year participating in CHIA's Cadetship Program. Our current cadet commenced in January 2023, and is due to complete her cadetship in January 2024.

# PARTNERSHIPS

We would like to pay tribute to our strategic partners and the many organisations whose efforts enable us to deliver on our mission.





A large group of approximately 100 people, mostly men and women in professional attire, are posed in many rows on a green lawn. In the background, there are tall pine trees and a body of water under a clear blue sky.

## ABOUT US

**Home in Place is an enterprising and socially committed international NGO that provides social and affordable housing for low to moderate income households. With more than 8000 properties under management, Home in Place is one of the largest non-government providers of subsidised housing in Australia.**

With a track record stretching back nearly 40 years, Home in Place has extensive experience in all aspects of tenancy and property management and has successfully operated under a wide range of state and federal government initiatives and housing programs.

Our vision is for a world in which all people have access to safe, affordable and adequate housing and are actively engaged in their communities. In pursuit of that goal, Home in Place has developed an approach to service delivery which integrates tenancy

and property management within a broader network of services designed to maximise opportunities for tenants to increase their economic and social participation.

Underpinning our company vision is a belief that safe and adequate housing is a basic human right. As promoters of the right to housing we are strong advocates for structural reform to Australia's broken housing system and active participants in a variety of national and international campaigns aimed at helping achieve the United Nations Sustainable Development Goals.



# OUR EXECUTIVE TEAM



## GROUP EXECUTIVE MANAGEMENT, BOARD & COMMITTEE MEMBERSHIPS

### Greg Budworth – Group Managing Director

- Director Compass Housing Services Co Ltd
- Director Compass Housing Services Co (Queensland) Ltd
- Director Compass Housing Services Co (New Zealand) Ltd
- Director MyPlace Property Maintenance Pty Ltd
- Director 316 Maitland Road Pty Ltd
- Director 45 Pendlebury Road Pty Ltd
- Director 23-25 Young Street Pty Ltd
- Director 357-359 Mann Street Pty Ltd
- Director Tetris Finco #1 Pty Ltd

### Lyndall Robertshaw – CEO Australia

- Director PowerHousing Australia
- Director Home4Life Limited
- Director Home in Place (Victoria) Ltd
- Director 316 Maitland Road Pty Ltd
- Director 45 Pendlebury Road Pty Ltd
- Director 23-25 Young Street Pty Ltd
- Director 357-359 Mann Street Pty Ltd
- Director Tetris Finco #1 Pty Ltd
- Member – PowerHousing Australia CEO Community of Practice

### Sam Gorman – Group Executive Manager Governance

- Member – PowerHousing National Compliance Community of Practice

### Bernadette Pinnell – Global Business Director

- Chair Urban Development Institute Of New Zealand
- Member Urban Community of Practice – Australia Council for International Development
- Committee member Wellington Regional Housing Forum
- Member Australian Institute of Company Directors

### Chris Trypas – CEO New Zealand

- Member Community Housing Aotearoa (NZ) CEO Community of Practice
- Member – Urban Development Institute of NZ – Housing Industry Advisory Council
- Member – PowerHousing Australasia CEO Community of Practice
- Member – National Specialist Disability Accommodation Alliance
- Member – Auckland Community Housing Network

### Debbie Bradfield – Group Executive Manager Human Services

- Member – Industrial Relations Society NSW
- Member – Australian Human Resource Institute
- Member – PowerHousing Australia People and Culture

### Lisa Evans – Group Chief Financial Officer

- Director – Home in Place (Victoria) Ltd
- Director – Northern NSW Football
- Director – Federation of Community, Sporting and Workers Clubs
- Committee Member – Jenny’s Place

### Kent Chalmers – Group Chief Technology Officer

- Member – PowerHousing Cyber Security Community of Practice
- Member – PowerHousing National Compliance Community of Practice
- Member – CHIA NSW Data Governance
- Member – CHIA Cyber Security Workgroup

### Professor David Adamson – Manager Special Projects

- Member – Australian Institute of Company Directors
- Board Member – South Australian Council of Social Services (SACOSS)
- Senior Housing Professional Member – Australasian Housing Institute (AHI)



## Learning and Development

Home in Place views education and training as a critical component to develop our future leaders, to achieve successful workforce succession planning, and as a key element to sustain our high employee engagement.

These opportunities resulted in 149 employees being engaged in tertiary education or other forms of professional development over the past year.

Total  
training  
spend

\$179,771

Paid study days applied  
for external professional  
development

76

## Apprenticeships and Cadetships

In addition to encouraging existing staff to continue their professional development, Home in Place is committed to providing tenants with opportunities to gain valuable experience and formal qualifications.

Home in Place has been delighted to host Harley Neville as an apprentice carpenter within our MyPlace Property Maintenance division. Harley is currently in the third year of his apprenticeship and has received glowing reviews from his colleagues.

Home in Place is also a participant in the Land and Housing Corporation's cadetship program. As a host employer Home in Place provides on the job paid work experience for cadets with formal training delivered through the Community Housing Industry Association (CHIA). This year we have hosted Victoria McIntosh, who has completed a rotation in Asset Management and is now working with the East Maitland team for her tenancy rotation. We have received great feedback from both the Home in Place team and CHIA and look forward to seeing Victoria's continued success.

## Employee Engagement

Home in Place recognises the paramount importance of enhancing the employee experience to cultivate a constructive workplace culture, preserve our most valuable talent, and realise our strategic objectives. Consequently, we maintain a vigilant commitment to continually assess and refine the employee experience, with the primary objective of attracting and retaining a highly engaged workforce.

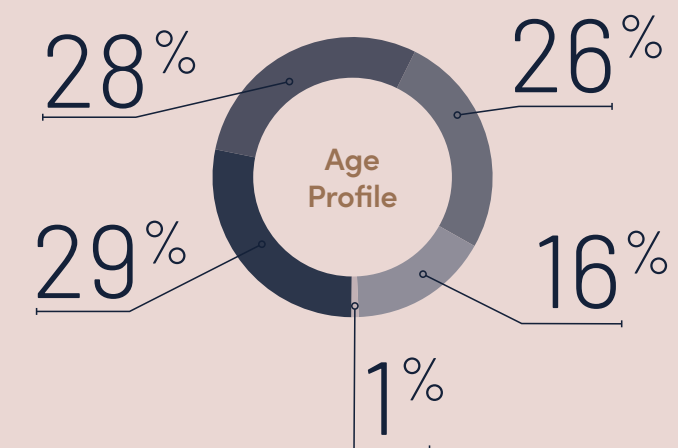
Over the past year, we have implemented several key strategies, including the streamlining of our recruitment and onboarding procedures and the establishment of a robust Employee Value Proposition. We have also reintroduced a revamped KPI bonus policy, introduced the novel benefit of birthday leave, introduced a staff recognition program and expanded our flexible work arrangements. These initiatives collectively signify our unwavering dedication to the well-being and engagement of our valued employees.

## Diversity & Inclusion



## 2023 Home in Place team Average age of employees

- Aged 50+
- Aged 41 - 50
- Aged 31 - 40
- Aged 21 - 30
- Aged 0 - 20





# FROM THE CHAIR

As we reflect on the past year, I am pleased to report that our organisation has continued to make significant strides in our mission to provide safe, affordable, and sustainable housing to those in need. Our achievements, made possible through the collective efforts of our dedicated team, partners, and supporters, are a testament to the positive impact we have on the lives of individuals and families within our community.

We remain a growth focused organisation and over the course of FY23, we saw strong growth in the Specialist Disability Accommodation portfolio with another 91 properties added over the course of the year. Home in Place continues to be the single largest provider of SDA in the country, something of which we are very proud.

Earlier in the year the board met with the executive management team to review progress against the objectives in our 10 year strategic plan. To facilitate further growth in the years ahead we have recalibrated our corporate group structure to create a governance framework that reflects our ambitions to become an international NGO. Home in Place first established an international presence eight years ago by becoming

involved in the United Nations Economic and Social Council (ECOSOC). Since that time members of our team have played significant roles in global forums including UN Habitat and the World Urban Forum.

Achieving the global ambitions set out in our ten-year strategy will involve developing greater influence through these international forums, and establishing a physical presence in more international markets. Over the course of the past year our Global Business Director Bernadette Pinnell has continued to engage with government, corporate and not-for-profit stakeholders in the United States, Canada, and the Pacific to identify potential opportunities to partner for growth. I look forward to reporting on the progress of these partnerships in coming years.



*Here at home, we are preparing to expand into new markets by becoming registered in Victoria and Western Australia, the two Australian jurisdictions not covered by the National Regulatory System for Community Housing. Once complete, this process will enable us to bring our award winning service delivery model to more people across the country.*

While this document naturally celebrates our achievements, we recognise that the challenges in the housing market are not going away. The rising cost of living, economic uncertainties, and other social factors continue to affect the lives of many in our community. We remain dedicated

to working with our partners within government, and the private sector, to find sustainable solutions that prevent the spread of housing poverty.

In conclusion I would like to thank the Australian and New Zealand governments, along with our partnering organisations for their ongoing support. My thanks also to my fellow directors for their counsel and ongoing commitment to the growth and sound governance of the organisation over the past year.

Sincerely,

**Kwesi Addo**  
Chair  
Home in Place

A stylized, handwritten signature in brown ink, likely belonging to Kwesi Addo, positioned below his printed name and title.



# GROUP MANAGING DIRECTOR'S REPORT

When people of the future look back on the first two decades of the 21st Century, I believe they will shake their heads in disbelief at the gusto with which otherwise good and sane people set about creating or allowing housing systems to develop that end up impoverishing most of their children and grandchildren's generations, creating homelessness, crippling sales and rental prices, and the social upheaval that causes. It is an issue in many countries, including Australia and New Zealand.

For both countries, the most educated generation in their respective histories now cannot afford to rent an average home, let alone buy one. The implications of a society characterised by a growing share of lifelong renters are hardly any more encouraging for those at the other end of their careers. After all, neither the age pension, nor the superannuation systems are designed for a world in which retirees are still paying rent.

*With housing stress now firmly entrenched as a middle-class problem as well, we have begun to see the issue gaining more attention from the mainstream media. Not before time.*

In Australia, state governments are beginning to respond to the challenge, although they face a herculean task. Importantly, over the past year we have also seen focus at a federal level via the creation of the Housing Australia

Future Fund (HAFF). Although relatively modest in comparison to the scale of the problem, this nonetheless represents the first time in many years that the federal government has made provision for direct investment in new housing. Hopefully, through partnerships with the community housing sector, the HAFF is able to serve as a "proof of concept" which can then be expanded in years to come. Because expansion is what is desperately required in the face of the tightest rental market on record. Vacancy rates remain extraordinarily low and rents have continued to rise sharply across our areas of operation, something that is only likely to worsen in the years ahead with dwelling construction falling to its lowest level in a decade due to high construction and financing costs.

In New Zealand, the previous government understood that increased supply was needed for social and affordable housing, among other policy initiatives. They set a courageous target, but for one reason or



another, including COVID, implementation lagged considerably. It is hoped that the new government will further utilise the community housing sector to assist in delivering on the government's program to address acute need in many parts of Aotearoa.

What all of the above makes abundantly clear is that the services provided by Home in Place are likely to become even more crucial in the years ahead. We stand ready to throw our support behind any government ambitious enough to tackle the problem head on. As is evident from the stories within this annual report, Home in Place offers a model of community housing that is about more than just accommodation.

*We have a proven track record of making positive change in the lives of our tenants, a great many of whom are inspirational people who in turn make a positive difference in their communities.*

Being a positive force for change means having the best people, and on that front, I am pleased to report that Home in Place is in great shape. Earlier in the year we held our first staff conference since 2019 during the course of which I had the opportunity to chat one-on-one with members of our team from all jurisdictions and all parts of the business. The commitment to our mission on show across the board was inspiring and I personally came away from the conference more convinced than ever



that we are on the right track and that even bigger things are coming our way. Over the past year we have established a new operational structure to set the company up to take advantage of those opportunities, in whatever shape they come. That process is already bearing fruit with impressive growth in both our Specialist Disability Accommodation and New Zealand portfolios.

The end of COVID reinvigorated our international engagement, which is becoming an increasing focus of our organisation with Bernadette Pinnell as Global Business Director. This period, Lyndall Robertshaw was appointed CEO of Australia, and Sam Gorman, was also promoted to the position of Group Executive Manager, Governance. We welcomed our new Group CFO, Lisa Evans, and Brett Sills, for the new position of General Manager of MyPlace Property Maintenance. They are doing a fine job, as are my other group executives: Chris Trypas, CEO New Zealand, Debbie Bradfield, Group Executive Manager Human Services, Kent Chalmers, Group Chief Technology Officer, and Dave Adamson, Group Chief Strategic Engagement Officer.

*As we prepare to navigate the opportunities and challenges that lie ahead, I would like to thank the entire Home in Place family for their efforts over the past financial year. I would like to acknowledge our government partners whose support makes our work possible, as well as our fellow not-for-profits whose services enrich our tenants' lives.*

I would like also to thank my fellow directors and the senior management team for their wise counsel and professionalism. I want to recognise once again, our amazing frontline and back-office staff whose efforts are what make the accomplishments detailed in this annual report possible, and, in particular, Barbara Saunders, Executive Manager, Office of GMD, and her hard-working team, for another excellent year of service.

Sincerely,

**Greg Budworth**  
Group Managing Director  
Home in Place



# REPORT CARD

KEY PERFORMANCE INDICATORS	2023	2022	2021	2020	2019	2018
TENANT SATISFACTION						
Overall satisfaction with the organisation	90%	89%	89%	93%	92%	94%
Satisfaction with way in which Home in Place involves tenants	92%	87%	89%	93%	93%	93%
Satisfaction with way in which Home in Place communicates with tenants	88%	83%	86%	88%	88%	90%
SERVICE DEVELOPMENT						
Total properties managed	8054	7846	7609	7139	6891	4639
Total properties managed in New South Wales	6782	6629	6433	6107	5982	3713
Total properties managed in Queensland	836	833	851	869	819	836
Total properties managed in Victoria	64	12	0	0	0	0
Total properties managed in New Zealand	372	372	325	163	90	90
FINANCIAL MANAGEMENT						
Cash at end of year	\$55.8M	\$45.9M	\$23.6M	\$33.2M	\$38.3M	\$9.1M
Net profit	\$26.8M	\$151.3M	\$49.1M	\$15.6M	\$17.2M	\$16.9M
Total equity	\$611.4M	\$584.6M	\$433.3M	\$384.3M	\$368.7M	\$351.4M
HOUSING MANAGEMENT & MAINTENANCE						
Arrears	0.8%	0.9%	0.70%	0.7%	1.40%	1.30%
Tenant income	\$84M	\$77.8M	\$69.4M	\$66.2M	\$46.4M	\$43.9M
Combined maintenance expenditure	\$17.6M	\$14.1M	\$21M	\$16M	\$9.9M	\$9.6M
REPAIRS AND MAINTENANCE COMPLETIONS						
Number of service requests raised	34,835	35,328	38,741	34,259	36,533	26,687
Number of service requests closed	31,034	34,421	39,212	38,898	35,259	25,945
HUMAN RESOURCES						
Number of full-time equivalent staff	270	257	241.8	188.88	183.36	136.6
Training spend	\$179,771	\$110,333	\$51,900	\$144,176	\$192,252	\$179,832

# OUR ASSETS

## PROPERTIES BY LOCAL GOVERNMENT AREA

Properties by Local Government Area (LGA)			Total
New South Wales			6782
Albury	5	Liverpool	55
Armidale Regional	4	Liverpool Plains	2
Ballina	7	Maitland	339
Bathurst Regional	1	Mid-Coast	753
Blacktown	71	Moree Plains	1
Bourke	5	Muswellbrook	476
Brewarrina	4	Narrabri	1
Broken Hill	215	Narromine	1
Burwood	4	Newcastle	999
Byron	1	Northern Beaches	2
Camden	7	Orange	12
Campbelltown	64	Parramatta	96
Canada Bay	2	Penrith	101
Canterbury-Bankstown	10	Port Stephens	43
Central Coast	862	Queanbeyan-Palerang	3
Central Darling	27	Rockdale	10
Cessnock	749	Shellharbour	16
Cumberland	9	Shoalhaven	9
Clarence Valley	1	Singleton	433
Coffs Harbour	2	Strathfield	1
Dubbo Regional	145	Sutherland	24
Dungog	31	Sydney	3
Fairfield	36	Tamworth Regional	5
Georges River	17	The Hills	10
Goulburn Mulwaree	11	Tweed	1
Gunnedah	2	Upper Hunter	161
Hornsby	13	Wagga Wagga	1
Inner West	4	Walgett	8
Kiama	1	Warrumbungle	4
Lake Macquarie	881	Wollongong	19
Lismore	2	Wyong	0

Properties by LGA		Total
Queensland		836
Brisbane	668	
Cairns	4	
Logan	75	
Moreton Bay	16	
Gold Coast	32	
Sunshine Coast	6	
Townsville	19	
Redland	5	
Ipswich	11	

Properties by LGA		Total
Victoria		64
Banyule	1	
Bayside	2	
City of Ballarat	4	
Maribyrnong	9	
Maroondah	1	
Melbourne	28	
Moonee Valley	11	
Wyndham	7	
Yarra	1	

Properties by LGA		Total
New Zealand		372
Auckland	289	
Palmerston North	46	
Whanganui	26	
Lower Hutt	11	

BY PROPERTY SOURCE	NSW	NZ	QLD	VIC	FY23 TOTAL
Capital	3402	-	413	-	3815
Fee for Service	918	-	222	64	1204
Leasehold	748	372	192	-	1312
Owned	1714	-	9	-	1723
TOTAL	6782	372	836	64	8054

PROPERTIES BY ASSISTANCE TYPE	NSW	NZ	QLD	VIC	FY23 TOTAL
Affordable Housing	887	-	9	-	896
Crisis Accommodation	16	-	-	-	16
Indigenous Housing	104	-	-	-	104
Non rental	42	-	141	-	183
Specialist Disability Accommodation	400	-	70	64	534
Transitional Housing	114	-	420	-	534
General Housing	5197	372	196	-	5765
Other Government	22	-	-	-	22
TOTAL	6782	372	836	64	8054

NUMBER OF PROPERTIES OWNED BY HOME IN PLACE		FY22	FY23
		1723	1723
NUMBER OF PROPERTIES OWNED IN NSW		1714	1714
SHGF and NRAS government initiatives		228	142
Vested title from Housing NSW		1018	1018
Vested leveraging		169	115
Boarding House New Generation		18	18
Social and Affordable Housing Fund		279	273
Other		-	148

NUMBER OF PROPERTIES OWNED IN QLD		9	9
Equity ownership		9	9

NUMBER OF PROPERTIES MANAGED ON BEHALF OF OTHER ORGANISATIONS		6123	6331
Fee for Service		947	1203
Leasehold		1289	1140
NSW LAHC		3341	3402
DCHDE		435	413
Minister for Disability Services		111	173
		7846	8054



## MYPLACE PROPERTY MAINTENANCE

**Home in Place established an in-house property maintenance division; MyPlace Property Maintenance in 2020.**

As a “Trade Based” division MyPlace Property Maintenance manages a significant and growing portion of Home in Place’s property maintenance program through a blended model of internal and subcontract resources. The property count serviced by MyPlace Property Maintenance has increased to circa 6,700 properties across the Home in Place operational areas of:

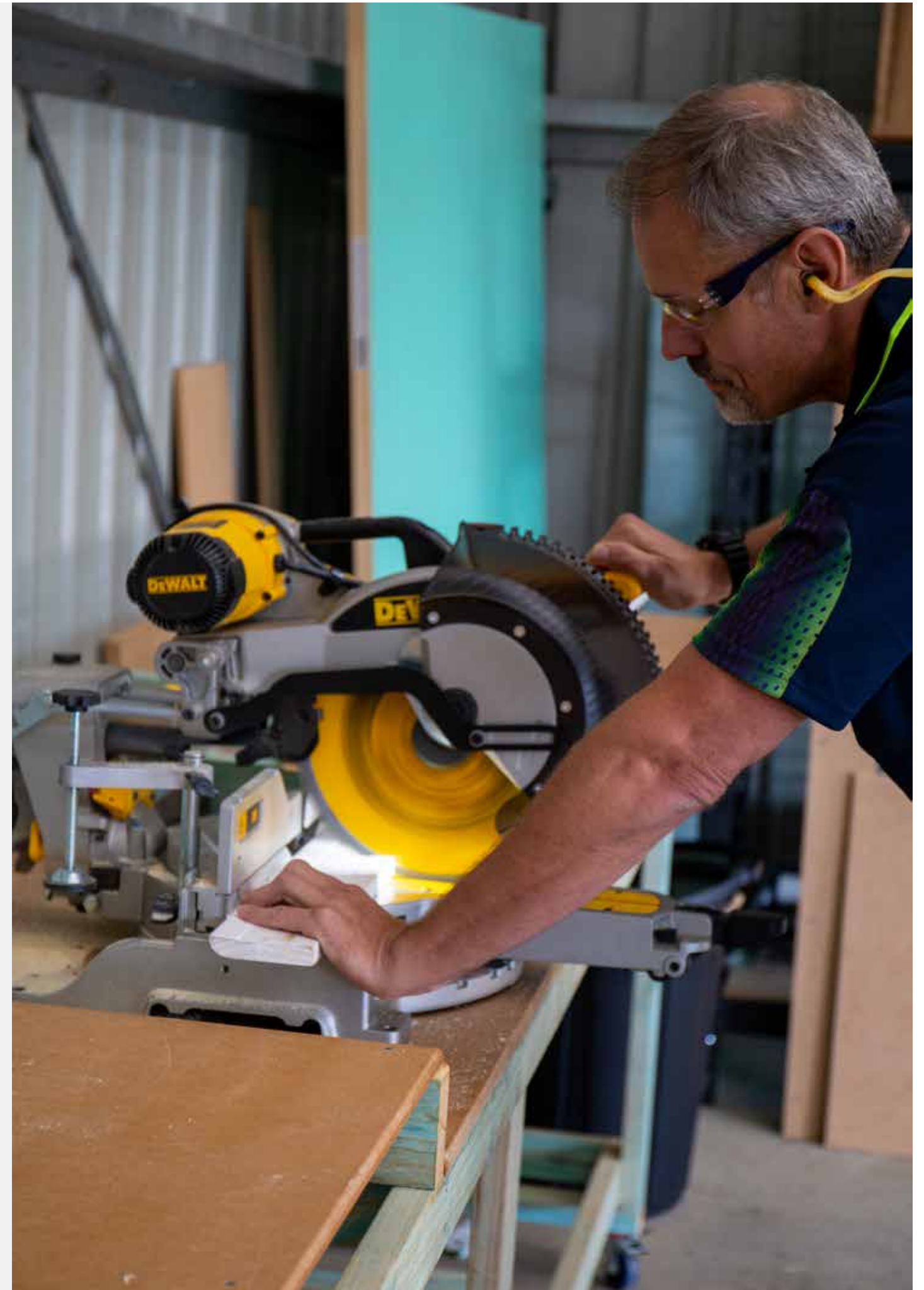
- ✎ QLD – Brisbane
- ✎ NSW – Central Coast
- ✎ NSW – East Maitland
- ✎ NSW – Lake Macquarie
- ✎ NSW – Newcastle
- ✎ NSW – Upper Hunter
- ✎ NSW – Taree

2023 saw the commencement of a significant restructure of MyPlace Property Maintenance which involved the external recruitment of several critical roles designed to enhance safety, productivity, and commercial performance across the division. As

a result, the division has undergone considerable change in approach, priorities, and process. The commitment of the teams within the division to applying the enhanced processes, have delivered growth across key performance areas including a 16% increase in the value of average weekly works completed.

The growth trajectory will continue as identified process and system enhancements are delivered across FY24. These enhancements will create substantial efficiency gains and opportunities for MyPlace Property Maintenance to expand the services it offers.

The significant focus on improvement and growth programs within MyPlace Property Maintenance will continue through FY24. The MyPlace Property Maintenance commitment to the overall Home in Place mission remains as strong as ever and will be retained as the guiding principle of all operations and growth strategies.







# ACQUISITIONS AND DEVELOPMENTS

## CORE AND CLUSTER PROGRAM

Home in Place has been awarded funding to deliver nine units under the NSW Government Core and Cluster program in partnership with Nova for Women and Children who will be undertaking the support for the tenants.

Core and Cluster is an innovative housing and specialist support model for women and children experiencing domestic and family violence. The model allows for independent living and privacy while also providing access to supports. Under the Core and Cluster model, self-contained accommodation is located next to a 'core', which provides access to services such as counselling, legal assistance, education and employment support.

The architecturally designed complex which is currently in planning will comprise two three-bedroom, four two-bedroom and two one-bedroom units as well as a three-bedroom freestanding house. This project is expected to be complete in 2024.

## QUICKSTARTS PROGRAM

Home in Place was awarded funding to deliver 15 three-bedroom townhouses under the QLD Government QuickStarts stream of the Queensland Housing Investment Growth Initiative.

QuickStarts Qld is a capital investment program accelerating planned construction and redevelopment expenditure to deliver a range of housing types to accommodate people eligible for social housing. QuickStarts Qld also targets strategic purchase opportunities to deliver social housing.

The first properties under this program were delivered in June 2023 in Booval, Ipswich.





## NATIONAL AWARD FOR HOME IN PLACE

**One of our Newcastle social and affordable housing complexes has won the HIA Australian GreenSmart Multi Dwelling Development Award at the national 2023 HIA Australian GreenSmart Awards.**

The seven storey, 16-unit apartment complex in Wickham near the Newcastle CBD achieves an impressive 7.5-star energy rating that provides comfortable living for tenants and big savings on power bills. Passive solar design contributes to the building's energy efficiency. All units benefit from north-facing aspects, deep balconies and the effective use of eaves and screening to accommodate the changing seasons. Each apartment features 5-star rated efficient water fittings and fixtures, low energy LED lighting, and solar energy to supply hot water and feed back to the grid. Commercial grade glazing to the windows and doors provides thermal efficiency and noise reduction.

The HIA Australian GreenSmart Awards recognise HIA members who deliver the latest in environmental design excellence and sustainable building practices, showing that comfort, security, innovation and value for money can co-exist with sustainability.

This is not the only accolade for the complex. It was a finalist for the Best Affordable Housing Development in the Property Council of Australia's 2023 Innovation & Excellence Awards, a finalist in the Excellence in Affordable Housing category at the UDIA Awards for Excellence in Urban Development, and also received a special commendation for its design in the Residential Architecture – Multiple Housing category of the 2023 Newcastle Architecture Awards.

The housing complex is a partnership between the NSW Government, City of Newcastle, and Home in Place. The City of Newcastle joint funded the project through the Building Better Cities program. The complex was designed by CKDS Architecture and built by North Constructions with planning support by Barr Planning.



# OUR HOUSING & OUR PEOPLE

Home in Place is Australia's leading community housing provider with more than 8000 properties and community development initiatives across Australia and New Zealand. We undertake all aspects of tenancy and property management and have a proven track record of managing a wide range of tenancies under a variety of housing programs.

## COMMUNITY HOUSING

Community housing is subsidised rental housing provided by not-for-profit, non-government organisations and is targeted at households on low incomes or who would otherwise struggle to find suitable accommodation.

At Home in Place we believe community housing is about much more than providing accommodation. It's also about building communities which is why we're dedicated to making sure our tenants have a voice and are actively engaged in their communities. In addition to professional tenancy management, Home in Place continues to be an industry leader in the provision of additional wraparound services that help sustain tenancies and delivering tenant engagement initiatives that help foster greater economic and social participation.





## TINA

**Tina says the Central Coast social housing unit she now calls home is the “best place on Earth.”**

She credits the support she has found from Home in Place and her fellow tenants with helping her to come off anti-psychotic medication and to start living life again.

Tina had been staying with her son on the Central Coast. She was two days off flying to Adelaide to live with her other son, when she got a call from Home in Place to say they had a unit in a new apartment block in Toukley built through the NSW Government Social and Affordable Housing Fund (SAHF) for her.

*“It was the biggest blessing I could imagine. I had my independence back,” Tina says. As a single person on a pension you can’t afford to rent in mainstream housing,” she says.*

After years of domestic violence and raising her four children largely by herself, Tina has never had many friends. She wasn’t allowed to have them.

The pressure of her situation led Tina to try to take her own life on two occasions. In a catatonic state she was admitted to a facility and placed on an experimental anti-psychotic drug before returning home to her children.

“I was working, devoted to raising my kids, but I was existing. I used drugs to cope with what I now know to be complex post-traumatic stress disorder.”

Tina says she has never felt as comfortable and supported as she does now. Some time after moving in, some of the other tenants invited her to join them in the community area.

*“It was wonderful to be listening to their stories and also to be heard. There are people from all walks of life in this building, with all sorts of stories to tell. We don’t judge one another. Everyone is welcome and the specialness of the people living here is unbelievable.*

“For the first time in my life I want to live. I am not existing anymore. I am living.

“The friends I have made here have shown me that we’re going to live our best life. They have given me the strength to forgive people from my past – not for them but for me.

“We don’t let each other go down wormholes. There are always knocks on the door – ‘are you OK?’”





## NATHAN

**Nathan loves his Home in Place managed social housing home at Thornton near the NSW city of Maitland.**

Since moving into the brand-new home in 2021 he feels safer, less stressed and more supported.

At age 9, Nathan contracted meningitis. The disease, which causes brain swelling, brings lifelong disabilities. He had to relearn everything – including talking and walking. Some things did not return, including his hearing.

Despite the challenges and obstacles that the disease brings, Nathan has a positive approach to life.

“I don’t complain. I just keep doing my best,” Nathan says.

Nathan didn’t enjoy living in his previous home in Newcastle.

At Thornton he has made friends despite his limited mobility. In less than two years in his new home, Nathan has made quite an impact in his community.

“I usually start off by just doing a slow lap around the complex. People come out give me a bit of a wave and say hello.

“At Christmas time, I put little chocolate Santas and stuff like that in Ziploc bags, and I just drop them off in the letterboxes. A few of the families around realise it is me; the parents thank me. The kids didn’t know who it is. I tell them it is Santa’s helper.”

One of his best friends lives over the road.

“We are always going back and forth to each other’s houses. He’s got disabilities as well. We both have support workers.”

Nathan considers himself lucky. He is grateful for his home and the support he receives from Home in Place staff.

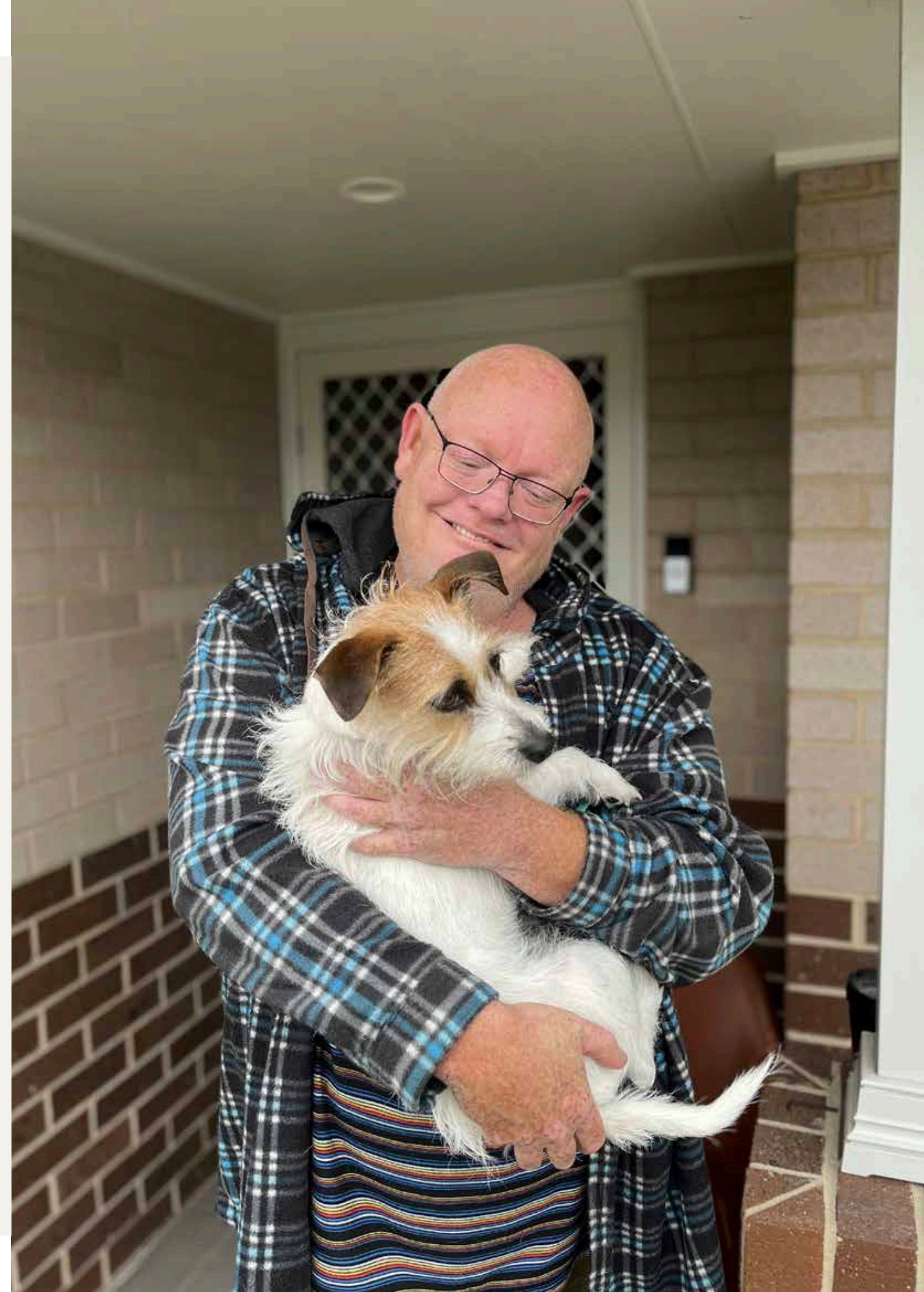
“I feel comfortable, relaxed, supported and you guys are a good team.”

He said moving in was stress free too because staff members helped him through it. The team knew the Thornton home and community was more appropriate to his needs. He is close to services and can live with his Jack Russell dog and faithful companion Izzy.

*“When I first came here, the Home in Place Tailored Support Coordinators Michael and Mia were fantastic.*

“I hadn’t even had a chance to let the dust settle, I was still moving in. Mia was here having a chat with me, asking ‘How can we help you settle in?’ ‘What services might you need?’”

Nathan’s home is one of 65 in a new social and affordable housing community built by Home in Place under the NSW Government’s Social and Affordable Housing Fund. Completed at the end of 2020, it is one of almost 500 homes that were built across 19 sites in the Hunter and Central Coast regions.





## AFFORDABLE HOUSING

**Over the past 30 years Australia has witnessed a profound change in the composition of households accessing housing assistance.**

With both public and community housing now almost exclusively reserved for the most vulnerable members of society, affordable housing products have emerged as an alternative for low-income workers experiencing housing stress in the private rental market.

By providing stable accommodation for key workers and low to moderate-income earners, affordable housing serves as an important midway point between the social housing system and the private rental market. With housing stress now a reality for millions of Australians, there is more need than ever for greater investment in dedicated, below market, affordable housing products.

Sadly, the nation's supply of affordable housing has dwindled in recent years as the National Rental Affordability Scheme has been wound up. With housing stress now a reality for a large and growing share of Australians there is more need than ever for greater investment in dedicated, below market, affordable housing products.

Home in Place's affordable housing portfolio is funded by federal and state governments under various programs including the National Rental Affordability Scheme, Debt Equity Funding, the Social Housing Growth Fund and the Social and Affordable Housing Fund. It receives additional funding directly from Home in Place through debt finance and leveraging from our asset portfolio. Home in Place also manages affordable housing for the Department of Communities and Justice under the Commonwealth funded Building Better Cities program.





## MAREE

**Maree says her affordable housing unit in inner city Newcastle is “just beautiful”. It is the second affordable housing unit managed by Home in Place that she has lived in.**

She really loves the location, which is close to her retail job, her daughter Beck and grand-dog Ralphy.

“I pushbike a lot and I am close to friends, some of whom I have met at local Meet Up groups,” Maree says.

She moved to the NSW Hunter region from the Riverina when her daughter moved to retrain as an occupational therapist nine years ago. The pair lived together for a couple of years before Maree needed to let her daughter have her own space.

“I looked around to rent and found a unit in Wickham. I was so grateful to find out it was an affordable housing unit.”

Maree says she would struggle if she wasn’t in affordable housing. Employed as a casual she’d like to work more hours or have more permanent work. But, aged 63, she finds employers tend to give shifts to younger, often cheaper, people. When married, she spent time out of the workforce to raise her children, so she doesn’t have a large superannuation account or savings behind her.

She worries for herself and other women in similar situations who need housing, especially when they are no longer working.

Maree considers herself lucky to be in affordable housing and takes great care of her unit.

*“Home in Place take good care of the unit too. They respond quickly if things need fixing.”*

When she is not at work Maree enjoys sewing, meditates, walks Ralphy and does yoga. She has recently started to get involved in some of Home in Place’s tenant engagement activities.

Having never surfed before, she took part in an International Women’s Day themed learn to surf event. Maree had been reading about fear holding people back and decided learning to surf was a fun way to take her out of her comfort zone.

*“I loved it. I was really nervous, but very proud of myself when I stood up. It was empowering, especially doing it with other women, of all ages, who had never surfed before.”*

“As you get older, people start to treat you differently so I wanted to prove to myself that I could do it. It gave me confidence.”

She says the events are a great way to connect with other tenants from all walks of life and ages.

“Everyone had a different story, but we could all relate to one another.”





## ALISON

**When Alison received notice that she had to leave her home in Metford, near Maitland, she was devastated and frightened at the prospect of she and her 15-year-old son Jake being homeless.**

She began searching for a new place to live but with low availability and rising rent prices the search was daunting.

"I applied for more than 15 properties but didn't get a look in," Alison said.

"We thought we'd have to surrender our two cats to increase the chances of getting a rental place," she said.

Just days before being out on the street, Alison was linked to Home in Place. Two days later, East Maitland Tenancy Relations Officer Kathryn phoned Alison to say she had a new social housing duplex in Gillieston Heights available.

Alison is an NDIS participant and experiences anxiety and other conditions. She said searching for a new home really took its toll on her mental health.

"I just didn't know what to do and some days I struggled to get out of bed. I cried a lot and although I am not a religious person, I prayed and prayed that we would find somewhere to live."

Alison has been homeless before, and had to live in a refuge, without her son, for several months around five years ago.

"I never want to be homeless again. It is the worst feeling in the whole wide world. You wake up and don't know what the day will bring. And every day is like that until you can find a new house."

She and Jake have now settled in into their new home, moving in in February.

She said her home is in a great neighbourhood and close to local shops. Jake hasn't had to change schools. He catches the bus to and from school from the stop up the road.

*"We love living here. This home is a god-send. We are truly blessed. Having a safe and secure home has improved my mental health. Jake is a much happier boy too. I enjoy keeping the house nice and am really proud of my home."*

After settling in, Alison arrived at Home in Place's East Maitland office to give Kathryn flowers.

"Kathryn is wonderful and has been a great support. I felt like when she showed me the property and when I got the keys I was still so gob-smacked and overwhelmed that I didn't show my appreciation properly."



# SPECIALIST DISABILITY ACCOMMODATION

Home in Place’s Specialist Disability Accommodation (SDA) team is helping more people than ever to enjoy living more independently with choice and control in specialist disability housing. It currently manages more than 1,500 NDIS housing placements.

## In the 2022-23 financial year the team:

- helped 228 residents transition into SDA homes
- listed 197 SDA homes equating to 300 new vacancies
- completed 300 person-centred customisations of SDA homes
- conducted 1154 inspections.

This year’s highlights include the expansion into Victoria and meeting all NDIS Quality & Safeguards Commission audit requirements. The team received the highest possible scores for best business practice, with no recommendations for improvement.

One reason for the continued success and growth of Home in Place’s SDA service is its person-centred approach to providing NDIS housing. The team works with people requiring SDA housing, their families, and support providers, to identify their disability housing needs and life aspirations. It also works with investors and developers to educate them about the benefits and risks of investing in and building NDIS housing, as well as appropriate locations and types of housing that will meet demand.

Matching investors with already identified participants looking for housing is a win-win model, and preferable to a “build it and they will come” approach.

To be an ongoing and effective SDA property and tenancy manager for investors and owners, the team develops and maintains strong relationships with Supported Independent Living providers (SILs). As well as protecting investors assets and maintaining relationships with SILs, regular inspections of the properties brings the added benefit of meeting residents and identifying potential customisations that can enhance their independence and satisfaction.

This year the team continued to participate in the development of the broader Specialist Disability Accommodation sector. Executive Manager Larissa Bridge was invited to join the leadership group of PowerHousing Australia’s Disability Housing Community of Practice (CoP). Home in Place was an active member of the SDA Alliance and assisted with its submission to the Australian Government’s NDIS Pricing Review.

In the coming financial year, Home in Place SDA will look at expanding into other locations such as South Australia.

## PAUL

Hospital is no place for people with a disability to live long term. Twenty-six-year-old \*Paul spent two and a half years in a NSW hospital but is now loving life in a Specialist Disability Accommodation (SDA) home in Lake Macquarie managed by Home in Place.

Paul’s mother \*Catherine says they have finally found the right type of housing and support that is helping him to become the man that he can be.

She says that the hospital was initially a good place for her son because she and her husband were really struggling to look after him.

“No mother wants to say that they can’t care for their child, but we were all suffering and at times it was dangerous for us all” says Catherine.

She says the hospital stay helped her son to feel safe, gave him routine, and they helped him with some significant issues and to eat better. But COVID-19 and a lack of affordable and suitable SDA Robust properties meant his stay was too long.

“Paul was effectively institutionalised. He became bored and was getting into trouble.”

After a few false starts with other unsuitable accommodation, he moved into his current home with two other residents a few months ago.

\* We have used different names to protect the family’s privacy and identity

## TENANT PROFILE

“He is loving it. He doesn’t tell me he wants to leave, which is something he often said before.”

Catherine’s advice for other parents of adult children with a disability – “stay positive and be patient.”

*“It is a long road, and it takes a good team to navigate the process. We are lucky we have found a good behaviouralist and a good Coordinator of Supports.”*

Catherine and her husband Ian are getting used to their son being more settled, which she says is an unusual feeling.

*“Before, our lives were always filled with chaos and drama. I was always on guard, never could relax, and was always so involved in every aspect of our son’s life. Now we have more of a mum/son relationship, and I feel like this could be his forever home. If my son is happy, I am happy.”*



## MAKERETA AND CALEB

**When Makereta and her 21-year-old son Caleb got the keys and opened the door to their new Specialist Disability Accommodation (SDA) home in Mambourin in Victoria, she cried tears of joy, exhaustion and relief.**

"The home is what I had dreamed of. It gives Caleb the quality of life I wanted him to have – for him to be comfortable and have some freedom in his life," Makereta says.

"People kept telling me it was impossible for Caleb to live in an SDA home with me and his brother Saula but with the support of our advocacy service, support co-ordinator, support workers and Home in Place, we did it," she says.

"The NDIS is supposed to be about choice and control and we were always respectfully clear about our not unreasonable needs."

Caleb has muscular dystrophy and was not expected to live past 16 so Makereta is grateful for every day they spend together. She has already lost Caleb's older brother Aminiasi, to the same disease.

"Our home is new and is totally wheelchair accessible with a huge bathroom and accessible deck and outside area for Caleb to enjoy."

Makereta's tip for other families seeking appropriate specialist disability housing is to never lose hope.

Makereta estimates she had contacted as many as 30 housing providers before finding Home in Place. She had contacted investors and developers, even looking into building her own home.

"So many people pushed us aside or didn't even call back. We were set to move into a nearby property but then the provider said we couldn't live with Caleb. Desperate, I asked our support people at Access Living Group if there was any other provider and they mentioned Home in Place who is new to Victoria.

*"I wasn't hopeful but from the first conversation I felt like I had known them for years. They were so friendly and understood where I was coming from. Supporting a child with a disability and navigating the NDIS and SDA process takes its toll mentally and physically – they appreciated that. They listened to me. I didn't get that from anyone else. Caleb would constantly say to me 'Mum its ok. Everything will be alright. Someone will listen'. He was right! I am so thankful, relieved and so happy."*



## ADDRESSING HOMELESSNESS

Homelessness is an issue that affects us all and there are countless stories of people who find themselves homeless who never in their wildest dreams thought that they would be. We need to do more than service homelessness; we need to end it.

The Australian Bureau of Statistics estimates around 122,000 Australians are homeless on any given night. Close to 300,000 people per year receive support from specialist homelessness services with a staggering one in six (16%) being children under the age of 10.

Many Home in Place tenants have experienced homelessness in one form or another. Close to 10% were homeless prior to being housed in one of our properties. Some have fled domestic or family violence. Others have experienced addiction or mental health issues. Some simply can't afford to rent privately.

Home in Place works closely with local homelessness support services in all jurisdictions to help people experiencing homelessness transition into stable long-term accommodation.

Home in Place is also a major contributor to several innovative homelessness projects designed to reduce homelessness or support those experiencing homelessness. These initiatives include the Together Home program, This Way Home, facilitation of the Big Ideas Homelessness Network, and the annual Hunter Homeless Connect Day event.

## THIS WAY HOME

**The This Way Home project continues to provide the opportunity to clients experiencing homelessness to sustain transitional tenancies as a stepping stone to move into independent long-term and secure accommodation.**

The program runs in partnership with specialist service providers, Department of Communities and Justice (DCJ) and Home in Place. Home in Place's role is to provide tenancy management and onsite coordination to tenants with complex needs, to assist them to sustain their tenancies.

This Way Home hosts nine temporary accommodation units for people requiring accommodation for up to 28 days. There are 24 medium-term accommodation units where tenants can reside for up to two years. The Project Facilitation Group includes representatives from Home in Place, DCJ, ITEC Youth, Nova for Women and Children, Wandiyali, Warlga Ngurra, St Vincent De Paul (Matthew Talbot), Jenny's Place, Baptist Care, Samaritans Foundation and Wesley Mission.

## JESSICA

**\*Jessica has survived unimaginable trauma but a new home with Home in Place is giving her another chance to rebuild her life.**

Jessica was adopted at birth. She survived physical, sexual and emotional abuse as a child and an adult and has been kidnapped at gun point. To cope with her trauma, Jessica turned to drugs and alcohol.

Today, she is 14 months sober and living with her dog in a Home in Place townhouse in NSW. She credits having a safe and appropriate home with support from Home in Place staff and other community organisations with helping her get her life back on track.

She is attending a weekly computer skills course, doing art therapy and is involved in Indigenous community and women's groups. The Salvation Army is supporting her, and she volunteers her time to drive one of their community buses.

"When I speak to my trauma therapist, she says that she can't believe, in such a short period, how far I've come," Jessica says.

Jessica first started living on the streets when she was 11 years old and endured unstable accommodation prior to finding her Home in Place home.

With support from her solicitor and staff from a local women's refuge, Jessica was able to find her home with Home in Place.

*\*We have used a different name to protect her identity*

*"I couldn't ask for anything better. I can't describe it. It was so good just to walk in here and just feel like I was home."*

"Being in a stable environment, where you've got nice neighbours, makes a difference. I'm still trying to manage many issues but I'm able to self-regulate because my environment is safe."

She says she appreciates that Home in Place staff come to check on her and enjoys the events that Home in Place organises.

"I like how that they [Home in Place staff] bring their tenants all in to meet each other and have a rapport with the tenants - we're not just a number."

*"Being able to have my dog here is a really good thing. There were times that I had to be separated from my dog, and that didn't help with my trauma. She's kept me alive. I owe Home in Place for giving me another start. This is the best my life's been in so long."*





## HUNTER HOMELESS CONNECT

As part of our ongoing contribution to the community, Home in Place has provided local charity, Hunter Homeless Connect, with a dedicated coordinator to run their annual Hunter Homeless Connect Day event since 2012. The event is a one-stop-shop of human and community services, including free health checks, legal services, haircuts, massages, immunisations, birth certificates, food, clothing and much more. It is delivered by a community coalition of government and non-government organisations and volunteers and enables people in crisis to access vital services.

The 2023 event was unprecedented in terms of attendance with 130 services on the ground and over 1400 guests coming through the gates to access support. The level of need in the community right now vastly exceeds what support services can cope with. The high level of activity

and interaction that was maintained throughout Hunter Homeless Connect Day between services and people seeking support, is a stark reminder of the dire circumstances in which many are finding themselves as the housing crisis continues to escalate.

The top four reasons for attending by guests accessing services on the day were health screening and information, housing and accommodation, legal and financial advice, and family services. Food security is also a significant issue and for the first time in 14 years, food supplies were exhausted before the event finished. There was also an 11% increase from 2022, in guests who identified as being of Aboriginal and Torres Strait Islander descent.

In addition to the event coordinator, Home in Place provided a significant number of volunteers on the day. The Home in Place team worked alongside the estimated 1500 staff and volunteers from the other services in attendance.

Home in Place Tenancy Relations Officer Donna said "It's amazing to see the pure joy and accomplishment on people's faces when they find the help that they need or have never been able to afford."



# OUR COMMUNITY

## TENANT ENGAGEMENT

Home in Place is committed to promoting tenant involvement and social inclusion within their communities. We organise a variety of social events, activities and programs that create opportunities for tenants to interact with one another and build connections, individual skills and a sense of community.

## TENANT REFERENCE GROUPS AND OUR VOICE PANEL

Our commitment to our tenants is that we will support them to live in connected and sustainable communities and assist them to maximise their quality of life. Consultation with tenants is critical to informing how we do this, which is why we have established a Tenant Reference Group in each of our branch regions.

Members of these groups meet quarterly and discuss a range of issues that impact their lives. Discussions from each Tenant Reference Group feed into the deliberations of an overarching Home in Place Tenant Inclusion Panel, called the Our Voice Panel which in turn reports to the Home in Place Board. This ensures the views of tenants are able to influence company policy and decision making at the highest levels.

This year, for the first time ever, our annual tenant expos were led by the local Tenant Reference Group in each area. Expos were held in Broken Hill, Brisbane, Central Coast, Newcastle, Upper Hunter, East Maitland and Taree. The events provided an opportunity for tenants to come together to socialise and discuss issues of importance to them. They also gave Tenant Reference Group members a chance to connect with a broader tenant base to better represent their views and issues. Attendance was excellent and we look forward to seeing the events return bigger and better next year.







## HOME IN PLACE COMMUNITY HUBS

Both the *123 Hub* in Broken Hill and *The Meeting Place* on the Central Coast provide a base for local support agencies to offer outreach services as well as providing local residents with a place to meet, socialise and volunteer.

The hubs host several tenant and community events including free lunches, school holiday programs, community garden activities and sporting programs. Importantly the hubs also offer a location for external agencies to meet with our tenants and provide services which meet their needs.

### THE MEETING PLACE – CENTRAL COAST

The Meeting Place is a community hub where local residents can access a range of outreach services and participate in activities that build individual skills and strengthen the capacity of community members, providing support to not only Home in Place tenants but also to the wider community.

The key to the success of The Meeting Place is the warm, open and inclusive environment created by our staff and the valuable contribution from our tenant volunteers.

Home in Place tenants and members of the community see the facility as a home away from home, a place to have their voice heard and know that they are welcome to drop by at any time.

The Meeting Place's long-standing social enterprise The Shack Shop, continues to go from strength to strength with over 4100 customers accessing the shop this year alone. The Shack Shop is a Home in Place initiative aimed at relieving some of the day-to-day financial pressures by providing affordable groceries to tenants and their community.

Through the Shack Shop, customers can access donated free bakery items, fruit and vegetables through SecondBite and OzHarvest and other staples and frozen goods through Foodbank.

In addition to providing affordable groceries, the shop has expanded to include an Op Shop, selling clothing and footwear.

**Other activities on offer at the hub this year have included:**

- Community Hair Project offering free haircuts
- RUOK? Day Mental Health Awareness Day and T-shirt painting
- Hearing checks
- Coffee Club
- Wesley Mission Opportunity Pathways
- Weekly What's Cooking sessions



## 123 HUB – BROKEN HILL

The 123 Community Hub is a community meeting place for residents of Broken Hill, providing a range of beneficial services and activities that strengthen the local community.

One of the big highlights at the 123 Hub this year was Dreamtime Storytelling as part of NAIDOC Week. Home in Place partnered with Broken Hill City Council to put on this event for children aged 4 – 10. The children were enthralled with the stories and had the opportunity to create their very own bookmarks to take home.

Among the other events and outreach services available from the Hub this year were:

- ✎ Teddy Bears Picnic presented by Lead Smart Broken Hill
- ✎ Sculpture at the Hub
- ✎ Fairer Fine System Yarn Up
- ✎ Be Safe Not Sorry hosted by Lifeline Broken Hill
- ✎ CatholicCare Men's Group
- ✎ BreastScreen NSW
- ✎ My Money Dream Program
- ✎ Birrang Enterprise Driver Training Programs
- ✎ Joblink Plus Employment Services
- ✎ Warra Warra Legal Service Counselling
- ✎ Social Futures NDIS Information Sessions
- ✎ Art at the Hub for vulnerable people hosted by Headspace Broken Hill
- ✎ Public Transport Information Sessions hosted by Service NSW
- ✎ Bowel Cancer Yarn





## FEONA SHARES HER VISION OF CONNECTION AND THE IMPORTANCE OF PLACE

Earlier this year, Home in Place commissioned Feona – a Broken Hill tenant and Barkindji woman – to produce an artwork on what it means to have a home and the importance of place.

Feona's artwork is about the importance of connection and the need to keep building connection. She painted the artwork at Home in Place's 123 Hub in Creedon Street Broken Hill which is also about creating a space for connection.

The impressive two metre by one metre original will hang in Home in Place's head office in Newcastle. Reproductions will be displayed in every Home in Place office and community hub in Australia.

Feona lives two doors up from the 123 Hub and is a frequent visitor. She says it is really good for the community to have the hub. "Tenants are starting to come to this hub and starting to use it a lot," Feona says. "I'm really proud of the Broken Hill crew that are putting all their effort into it and all," she says.

This is the second time the artist has been involved in creating art with Home in Place. She and fellow tenants Johnny and Warren designed and painted a two-part mural for the outside walls of units opposite the 123 Hub to celebrate its opening in 2014. The murals are an amazing, colourful and meaningful representation of the totems of the Wilyakali and Barkindji peoples.

### THE STORY BEHIND THE PAINTING

Fiona shared the story behind her painting with Home in Place staff when it was unveiled for the first time at the 2023 staff conference.

*"The main circle with two lines coming out is the connection between all of us, whether we're white, black or whatever. The other circles show the other Home in Place centres in NSW. Down the bottom we've got New Zealand, and at the top we've got Queensland; they all come in."*

"The lines show how we all join with one another; and how we keep on building our connection even further. The three houses show how Home in Place provides housing to people, for families, couples, or a single person."





# grow a star

Grow a Star is an innovative youth mentoring and scholarship program that helps young people from disadvantaged backgrounds overcome the financial or generational obstacles that are preventing them from following their dreams.

In households where finances are tight, young people often miss out on the sort of extra-curricular activities that play an important role in connecting people to their communities. Grow a Star encourages generational change by empowering young people from disadvantaged backgrounds to follow their academic, sporting or artistic dreams.

By enabling young people to pursue their passions, the program helps foster habits and behaviours that can set young people up for life. Through their connection with the program, Grow a Star participants generally exhibit improvements in

confidence and self-esteem which can have profound positive impacts on their prospects both in terms of their sporting, artistic or academic goals and their roles as members of the community in general.

Young people supported  
(since 2012)

537

Young people supported  
FY23

50

Total spend  
FY23

\$79,000





## SIENNA

**Sienna Jopp is a young Indigenous woman with a passion for rugby league, and dreams of becoming a professional in the code's national women's league.**

A Grow a Star scholarship is helping Sienna and her mum Belinda with the cost of specialist training to help her to achieve that dream.

The 14-year-old from Bellbird in the NSW Hunter Valley has been using the scholarship to help pay for the costs associated with travelling to and attending her training with the Hunter Academy of Sport, Specific Sports Training and Tim Browne's Leading Edge intensive 12-week coaching program for rugby league.

At just 14 years of age, she is very focused on her goal, training five days a week alongside completing Year 8 at Mount View High School.

As a single mother with four children, Sienna's mum Belinda was struggling to pay for Sienna's specialist training and to manage all her family's competing demands. Belinda says Sienna has the talent and potential to achieve her long-held dreams. She is grateful for the scholarship.

"This training helps Sienna to be physically healthier and is also integral for her mental health," Belinda says.

Sienna's potential is already well recognised. She recently trialled in the Newcastle Knights U/17 Lisa Fiola Squad alongside 51 other young women, and she was among the 11 that were selected to join the squad. This will be the first U/17 team that the Knights will field in 2024, with trial games happening in December 2023 and final selections taking place after this for the first round in February 2024.

It's been a journey for Sienna to reach this point, but with the support of Grow a Star, she is realising her dreams, one competition at a time.

In March 2023, Sienna successfully trialled for a position in the Hunter Combined High Schools Under 16s Girls Rugby League team. She was one of 40 young hopefuls, many of whom were a couple of years older than her, competing for a place.

In October 2023, Sienna participated in the NSW Koori Rugby League Knockout Carnival on the Central Coast, playing with the Newcastle Yowies and she was chosen to play in the Northern NSW side in the Harmony Cup in Wollongong later that month.

She also played in the PCYC Nations of Origin rugby league team, representing the Worimi people in Port Stephens. Nations of Origin is an annual multifaceted sport, cultural, education and leadership program that culminates around NAIDOC Week. Each year around 1,400 Indigenous and non-Indigenous young people represent their Aboriginal Nation in rugby league, football fives, basketball, netball and gymnastics to promote reconciliation within communities and celebrate Australia diverse Indigenous culture.

Sienna says the extra training is essential in developing her skills and fitness. She is hopeful that all of these opportunities will continue to see her work her way towards her long-term goal of playing professional rugby league in the future. She is on her way to becoming a rugby league star.





## TIGGY

**Tiggy Sadler-Barker says she would not have been able to compete at her first World Sub-Junior Powerlifting Championships in Romania in August 2023 without her Grow a Star scholarship.**

*“Powerlifting is very empowering. It gives me energy and really benefits my physical and mental health. As a woman it is cool to feel strong.”*

The 18-year-old student from Newcastle used her scholarship to help pay for accommodation and food. She was also helped by generous donations to a Go Fund Me page.

She won bronze medals in both the squat and bench competitions and came fourth overall, narrowly missing out on another medal.

Tiggy says she is incredibly grateful to Home in Place for the Grow a Star program and to Beyond Bank for funding her scholarship. Her dad found out about the program and encouraged her to apply.

“To compete at an international level for the first time was an incredible experience and to come away with some medals was even better,” Tiggy says.

She fell into powerlifting only two years ago after a chance trip to a gym. Then, she couldn’t squat 60kg but can now squat an impressive 152kg.

She wants to encourage more women and girls into the sport which she says is very inclusive and supportive.

*“I love the environment, the people and the culture of the sport.”*

Competing at this level is a big commitment. Tiggy trains about 15 hours a week while juggling part time work and her studies. She is studying at the University of Newcastle to realise her other dream of becoming a PE Teacher.

Tiggy is keen to see how far she can go in the sport. She qualified for the World Championships by setting records and winning her age and weight category (under-76kg sub-junior) at both the NSW and Australian championships.

She will again compete in the upcoming NSW Championships in Sydney in December 2023 and the National Championships in 2024.

Home in Place established the Grow a Star program to help financially disadvantaged young people realise their academic, sporting, or artistic dreams. It removes barriers by funding things such as specialist lessons or coaching, equipment or clothing, sports club registration and representative fees, some travel expenses, excursions, elective school subjects, music or dance lessons, or musical instruments.





## MAX

**A Grow a Star scholarship is helping 13-year-old Newcastle student Max to pursue his passion to learn Japanese.**

Max is an enthusiastic, gifted and talented learner but the anxieties and social difficulties that accompany his diagnosis of Autism Spectrum Disorder (ASD) make it hard for him to extend himself in his areas of interest.

He finds it difficult to warm to new experiences, people, environments and to develop trust in his teachers and mentors. For many years while his friends were learning instruments, doing art classes, catching up and playing games, and participating in sports, Max was at speech and occupational therapy appointments working hard to get to a point where he could manage his anxiety enough for a play date.

Language is the Year 8 Newcastle High School student's favourite subject and Max dreams of going to Japan.

A Grow a Star scholarship is helping Max and his mum Amy with the costs of one-on-one Japanese language and culture classes with a private teacher. Amy hopes the tutoring and the mentoring from Grow a Star co-ordinator Shane will help Max to feel confident enough to participate in a home stay or exchange program in Japan.

"Max is thoughtful and uniquely creative with an amazing sense of humour," Amy says. "The recognition and sense that his difficulties are understood through the extra tuition, could be an experience that will deepen his sense of trust in community and grow his personal confidence."

Amy came across the Grow a Star program when enquiring about affordable housing with Home in Place.

*"My mother and sister both have complex health issues and rely on me as their full-time driver and I have recently reduced my hours to care for Max. We are all feeling the financial strain, and I am extremely concerned about our housing affordability."*

She says it is difficult to fund the opportunities Max deserves, to grow his independence and socialise.

*"This is where the support of Grow a Star will be so important for Max."*





# SUSTAINABILITY

Home in Place has a long-standing commitment to social, environmental and economic sustainability and strongly believes real success in any of these can only be achieved when all three are addressed. Promoting social, economic, and environmental sustainability is an integral part of maximising the social impact that defines our success.

Our vision is for a world in which all people have appropriate and affordable housing and are engaged in sustainable communities. In pursuit of that goal Home in Place has aligned its strategic plan to the United Nations Sustainable Development Goals (SDGs). Home in Place's 10-year strategic plan has six core focus areas, each of which has a range of SDGs aligned.

Over the past year Home in Place has implemented and/or sustained a variety of actions to meet its sustainability goals. These have included:

- 1) Making sustainability education a central part of the induction process for new employees and providing relevant training and education to staff, tenants and the community.
- 2) Continuing to partner with global recycling champions Remondis and local scrap merchants to recycle items left in abandoned or vacated properties and from our maintenance warehouses.
- 3) Continuing to offer free meals and heavily subsidised groceries to tenants at our community hubs with increasing demand.
- 4) Maintaining and growing community gardens at various housing complexes across our portfolio and building educational programs delivered within the community on waste recycling, energy saving and natural disaster preparedness.
- 5) Continuing to engage the Carbon Reduction Institute to audit Home in Place's Greenhouse Gas emissions and provide a baseline to measure and track progress annually.
- 6) Continuing to work with the Hunter SDG Taskforce – a group of motivated businesses, not-for-profits and government bodies who are focused on collaborating to achieve the SDGs in the Hunter Region. Home in Place designed and hosts the website and has supported the Taskforce in its recruitment of partners. Its current focus is on the production of a

Voluntary Local Review for submission to the United Nations charting the contributions to achievement of the SDGs in the region. This has been supported financially by multiple partners funding a University of Newcastle team to assemble a complex body of data. This will also be made available as an open access, online dashboard being launched in early 2024.

- 7) Progressing a plan to install solar panels on social housing dwellings across our portfolio where possible.
- 8) Maintaining Gold Partner Status under the NSW Department of Environment and Heritage Sustainability Advantage program.
- 9) Employing technology within our properties to track and monitor energy consumption to use the data to analyse retro-fit options for our properties that can reduce greenhouse gas emissions and provide savings to our tenants.
- 10) Offering flexible work practises to staff and creating efficiencies to reduce unnecessary travel.

## SOLAR PANEL INSTALLATION

This year saw the completion of the solar panel installation across the Home4Life Specialist Disability Accommodation portfolio.

This year alone, the solar panels generated 290,722 kilowatt-hours of electricity. Whilst properties within the portfolio consumed only 250,877 kilowatt-hours of electricity.

The installation of solar panels has significantly reduced our carbon footprint. By generating clean, renewable energy, we saved 107.9 metric tons of CO2 emissions. This is a substantial contribution to mitigating climate change.

The savings in CO2 emissions can be equated to the positive impact of planting 3,400 trees.

Overall, the solar panel installation has not only reduced electricity costs and increased energy independence but also made a substantial environmental impact by reducing carbon emissions.





## COMMUNITY GARDEN

**In partnership with Royal Botanic Gardens, we have established gardens at many of our community housing and SDA housing complexes. Community gardens are an important part of our tenant and resident engagement programs. They can help residents to develop life skills and bring residents together, encouraging social inclusion and good health and well-being.**

One of our Indigenous tenants with a disability has a greater connection to his culture and country thanks to an Indigenous themed sensory garden we've installed at his Specialist Disability Accommodation (SDA) home in Wallsend, near Newcastle.

We again teamed up with the Royal Botanic Gardens' Community Greening Program to build and plant-out a vegetable and bush tucker garden at the home.

The resident, his three housemates, and residents from the adjoining SDA home, are enjoying fresh home-grown lettuce, tomatoes, herbs and bush tucker such as lemon myrtle and lilly pilli. He has another way to connect to country, and other residents have learned more about his culture.

The idea for the garden came after one of our SDA relations officers saw the resident had didgeridoo art in his room. She asked his supported living provider about how he was connecting to his culture.

The garden has art from local Indigenous artist Saretta Fielding on a message pole made from recycled hard and soft plastics.

We discussed ways to build the raised garden bed and incorporate the art in an environmentally sustainable and attractive way with our recycling partner Plastic Police®. Home in Place has been working with Plastic Police® since 2019, diverting more than 152kg of soft plastic from landfill. Plastic Police® provided the recycled plastic garden bed and Home in Place funded the message pole.



# ADVOCACY AND LEADERSHIP

Home in Place is much more than an accommodation provider. We also contribute to the social, cultural, and environmental well-being of the community by helping address the structural social and economic factors that have led to Australia's broader housing crisis. In pursuit of this goal, Home in Place has undertaken significant in-house research, partnered with peak bodies and other housing experts, and convened a series of forums, workshops, conferences and working groups focused on tackling the root causes of housing poverty.

Home in Place's advocacy work commenced back in early 2016 with the employment of Professor David Adamson OBE, a leading expert on housing poverty and urban regeneration. Frustrated by the then federal government's failure to develop a cohesive National Housing Strategy to address the burgeoning housing crisis, Home in Place took it upon itself to step into that void. In late 2016 Home in Place released Towards a National Housing Strategy. The report, authored by Professor Adamson, provided a detailed analysis of the current crisis in the Australian housing system and set out a range of options to remedy the key issues, not least of which is the enormous shortfall in social housing. The network of experts who contributed to that report grew into what subsequently became the Everybody's Home campaign. Everybody's Home now has more than 40,000 individual supporters and more than 400 organisational supporters. Home in Place's work on the national housing strategy

has subsequently been supplemented by the Community Housing Industry Association (CHIA) which in 2018 published A National Plan for Social and Affordable Housing. More recently the Australian Housing and Urban Research Institute (AHURI), published Towards an Australian Housing and Homelessness Strategy: understanding national approaches in contemporary policy. Collectively these publications have made a compelling case for a national housing strategy which addresses the key challenges in every part of the housing system.

In 2022, six years after Home in Place began its advocacy on this issue, the federal government announced it would begin developing a 10-year National Housing and Homelessness Plan. Once complete the plan will set out the key short, medium and longer term reforms needed to address the crisis. The recognition of the role of federal government in providing an overarching framework, in which the states operate in partnership, is an important step forward in addressing the severe housing inequality, which is now a hallmark of Australian society. It is also heartening to see housing being addressed as a key policy domain with the proposed Housing Australia Future Fund (HAFF), the formation of the National Housing Supply and Affordability Council, the transition of NHFIC to Housing Australia, the Social Housing Accelerator fund and the National Housing Accord. These are all vital ingredients of the solution to the current crisis.

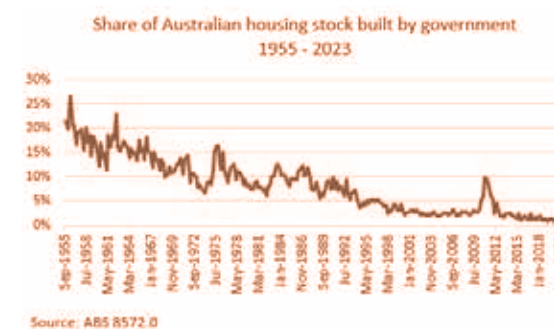


Home in Place took the opportunity this year to contribute a response to the National Housing and Homeless Plan Issues Paper released by the government, seeking input from experts on a range of key questions. Our response focused on the role of social housing and the pressing need to increase supply significantly, and called for a new era of Commonwealth leadership in the provision of homes that mirrors the past commitment to providing housing as a human right.

In a 2021 review of the state government's capacity to resolve the housing supply shortfall we identified that the supply of social housing had fallen from 6% of all homes in 1994 to 4% currently. Aggregating all state government supply proposals at that time left a shortfall of 102,883 homes, merely to house all those on current state waiting lists.

The government's commitment to a national plan is welcome. Unfortunately, its supply targets remain modest. Currently, the HAFF aims to deliver 30,000 social housing homes over the next five years, far below what is required to meet housing need. A significant scaling up of current proposals is required to meet the crisis facing those in the private rental sector, those unable to realise their ambition to buy a property and, most critically, those languishing on social housing waiting lists.

**A simple review of the past demonstrates that the Commonwealth can be a major contributor to the supply of safe and accessible housing.**





# INTERNATIONAL ACTIVITIES

Home in Place has played a key role in the Pacific Urban Partnership (PUP) since its inception. This year the PUP organised the 6th Pacific Urban Forum held in Fiji in September 2023. Members of the Pacific Urban Partnership include UN-Habitat; UN-ESCAP, Home in Place, Commonwealth Local Government Forum (CLGF Pacific), Local Governments for Sustainability (ICLEI Oceania), the University of Melbourne, and Monash University.

The Pacific Urban Forum showcases the work undertaken by governments, business and the non-profit sectors in accelerating action for inclusive, safe and climate resilient cities, towns and communities in Pacific Island countries. Organised every two years, this year was the first in person event since 2019 and attracted almost 400 attendees.

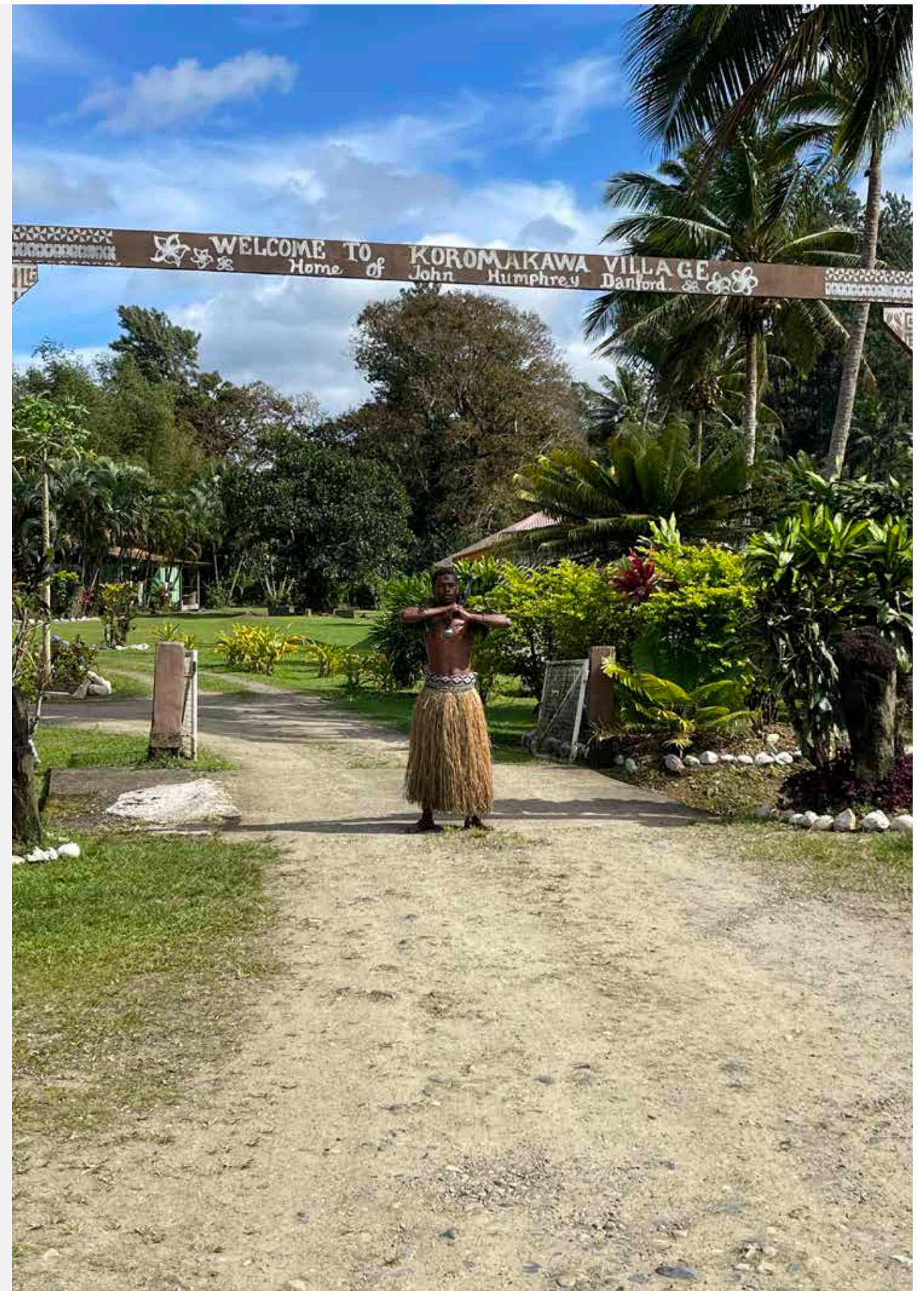
Home in Place led three sessions at the conference including:

**1. First Nations Housing Solutions** with representatives from the Aboriginal Housing Management Association, Canada, Te Mataipihī the peak body for Māori Housing Organisations in New Zealand, and the Aboriginal Housing Management Office, Australia. The session highlighted the unique housing needs of Indigenous peoples. It was a rare opportunity for sharing skills and expertise with in-person representatives from across the Pacific. In Fiji we were pleased to host the New Zealand High Commissioner in Fiji Charlotte Darlow, with Jen Deban from Te Mataipihī New Zealand. Also present was Margaret Pfoh the CEO of the Aboriginal Housing Management office in British Columbia Canada.

**2. Partnerships for Housing Delivery**  
This session outlined the strengths and risks of the public private partnership (PPP) model to deliver affordable housing in the Pacific and included invited representation by the International Finance Commission (IFC).

**3. Delivering risk informed resettlement**  
This session highlighted the nature and scale of informal settlements in Vanuatu in response to recurrent extreme weather events. The Vanuatu Government, with support from the World Bank is using LiDAR technology to create 23 new greenfield developments; using disaster and climate-risk informed urban and land management procedures as per the Vanuatu National Subdivision Policy. The plan for a 10-hectare sites-and-services' (greenfield) lower-middle income residential area subdivision to resettle people from informal settlements in Port Vila.

The Pacific Urban Forum generated interest in a Global Indigenous Housing Conference from the Pacific islands, as well Hawaii, Canada, USA, Australia and New Zealand. The theme also has support from UN-Habitat; UN-ESCAP and the US Department of Housing and Urban Development. As a result the Home in Place Global Business Director Dr Bernadette Pinnell was invited to the US Native American Housing Conference in Minneapolis to discuss the Global Indigenous Housing Conference in 2024.





# NEW ZEALAND

After a few years of COVID related adjustments, in 2023, Home in Place (New Zealand) began to look forward in preparation for exciting times ahead. The year has seen our frontline team return to 'business as usual' tenancy and asset management, meeting and working with our whānau in person has been a welcome change.

One key statistic: more than 100,000 New Zealanders self-identify as homeless. That doesn't mean they are all sleeping on the streets. Many are living in temporary accommodation, from night shelters to motels and whānau garages. It's our job, as a housing sector organisation, to build and expand our presence to help combat this crisis.

One of the key strategic goals in our 2030 plan is to grow and diversify the Home in Place (New Zealand) business, and we are pleased to report on some key milestones achieved in 2023 to meet this goal:

Home in Place was awarded \$11.2 million through the NZ government's 'Affordable Housing Fund' to assist with the purchase of 28 Affordable Rental Town Homes in Rotorua. These affordable rentals will be targeted at key workers and moderate-income families experiencing housing stress in the private rental market.

Home in Place received government funding for the purchase of six public housing units in Nelson, funded under a hybrid funded leasing model which will see us expand into the South Island for the first time, truly making us a national community housing provider.

Along with these funded projects, Home in Place has a solid list of funded developments under construction in South Auckland, Whanganui, and Palmerston North meaning that by the time 2025 rolls around our portfolio will be nearing 700 properties under management.

Key partnerships allow the business to grow. Our strong relationships with existing landlords have created the opportunity for new partners to come on board to work with our business of delivering housing stock at pace and, most importantly, for purpose.

Home in Place (New Zealand) has capacity to grow, and a 'think outside the box' mentality to deliver innovative, person-centred outcomes for whānau. With this at the core of our thinking, we are excited for the future.





# FINANCIAL STATEMENTS

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**Compass Housing Services Co Ltd t/a Home in Place**  
**ABN 84 002 862 213**

This concise financial report is an extract from the Compass Housing Services Co Ltd Annual report for the year ended 30 June 2023.

The financial statements and specific disclosures included in the concise financial report have been derived from this annual report.

The concise financial report cannot be expected to provide as full an understanding of the financial performance, financial position and financing and investing activities of the entity as the annual report. Further financial information can be obtained from the annual report and the annual report is available, free of charge, on request to the entity.

## DIRECTORS’ REPORT

The directors present their report on the consolidated entity consisting of Compass Housing Services Co Ltd and the entities it controlled at the end of, or during, the year ended 30 June 2023. Throughout the report, the consolidated entity is referred to as the group.

## DIRECTORS

The following persons held office as directors of Compass Housing Services Co Ltd during the whole of the financial year and up to the date of this report, unless otherwise disclosed:

- Paul Johnson
- Kwesi Addo
- Greg Budworth
- Barry Martin
- Paul Hughes
- Jennifer Roberts
- Susan Williams
- Caroline McMillen
- Ben Iosefa



## PRINCIPAL ACTIVITIES

During the year the principal activities of the group consisted of providing social and affordable housing in the areas of Broken Hill, Dubbo, Upper Hunter, Maitland, Central Coast, Newcastle, Taree, Cessnock and Lake Macquarie for New South Wales and in the areas of Logan and Greater Brisbane for Queensland and in Auckland for New Zealand.

Compass Housing Services Co. Ltd received funding support from NSW Department of Communities and Justice through grant subsidies for the Community Housing Leasing Program to lease properties from the private market for the provision of community housing.

Compass Housing Services Co Ltd and our wholly owned subsidiary Compass Housing Services Co (Queensland) Ltd received funding support from the Department of Housing (DoH) through grant subsidies for the Community Rent Scheme Program.

## DIVIDENDS

The company and its controlled entities (together the group) is not-for-profit group and is prevented by its constitution from paying dividends.

## REVIEW OF OPERATIONS

The consolidated operating profit for the year amounted to \$26,804,000 (2022: \$151,259,000).

## SIGNIFICANT CHANGES IN THE STATE OF AFFAIRS

There have been no significant changes in the state of affairs of the group during the year.

## EVENT SINCE THE END OF THE FINANCIAL YEAR

No matter or circumstance has arisen since 30 June 2023 that has significantly affected the group's operations, results or state of affairs, or may do so in future years.

## LIKELY DEVELOPMENTS AND EXPECTED RESULTS OF OPERATIONS

Aside from the above and in the opinion of directors there are no significant developments or expected results of operations that have occurred or are expected to occur subsequent to year end.

## ENVIRONMENTAL REGULATION

The group is not affected by any significant environmental regulation in respect of its operations.

## INFORMATION ON DIRECTORS



### PAUL JOHNSON

#### Qualifications

Retired CEO of a Financial Institution. Certified Practising Accountant. Graduate Member of the Australian Institute of Company Directors. Member of the Australian Computer Society. Diploma of Financial Services from the Australian College of Commerce and Management.

#### Experience

Involved in the Community Housing Sector as a Director since 2008. Paul is a retired Chief Executive of a financial institution with over 27 years' experience as a senior executive in the financial services and not-for-profit sectors in Australia.

#### Special responsibilities

Home in Place Board Member. Home in Place (QLD) Board Member. Home in Place (NZ) Board Member. Chair of MyPlace Property. Chair of Home in Place (VIC) Board. Chair of Australian Operations Committee. Chair of Internal Review Committee. Board Member since 2010.



### KWESI ADDO

#### Qualifications

Fellow of the Australian Institute of Company Directors. Fellow of the Governance Institute of Australia. Bachelor of Laws. Master of Business Administration - International Business (Hons). Master of International Relations. Master of Construction Law.

#### Experience

Non-Executive Director with nearly 20 years' experience in community housing. Legal practitioner with over 15 years' experience primarily in the areas of local government, commercial and construction law in private practice and in-house with global engineering consultancy firms (advising on all aspects of major infrastructure projects, including joint ventures and alliances), with additional experience in commercial and civil litigation, debt recovery and insolvency, privacy, tax and employment law.

Author in the area of intellectual property, as well as authoring 3 editions of a NSW legal text on community housing and 1 edition of a QLD legal text on community housing.

#### Special responsibilities

Chair of Home in Place. Chair of Home in Place (QLD). Chair of Governance Remuneration & Nominations Committee. Deputy Chair of Home in Place (VIC). Home in Place (NZ) Board Member. MyPlace Property Maintenance Board Member. Internal Review Committee Ex-officio Member. Board Member since 2005.



### GREG BUDWORTH

#### Qualifications

Master of Business Administration. Master of Business. Other tertiary qualifications in: Project Management, Business Management, Workplace Safety, Workplace Training. Graduate Member of the Australian Institute of Company Directors.

#### Experience

Group Managing Director of the Home in Place Group. Previous roles: Chair of PowerHousing Australia, Vice President General Assembly of Partners, and Co-Chair Civil Society Partner Group (to UN Habitat), Director Australian Institute of Housing, Community Housing Institute of Australia. Currently, Member of University of Newcastle's MBA Advisory Committee. He has previous experience in CEO and senior management roles in for-profit human services organisations, Christian ministry and NSW police force criminal investigator.

#### Special responsibilities

Home in Place Group Managing Director. Home in Place (QLD) Executive Director. Home in Place (NZ) Executive Director. Home in Place (VIC) Executive Director. MyPlace Property Maintenance Executive Director. Australian Operations Committee Member. Internal Review Committee Ex-officio Member. Director of the six SAHF related joint venture entities. Board Member since 2012.



## INFORMATION ON DIRECTORS (CONTINUED)



### BARRY MARTIN

#### Qualifications

Member of the Australian Institute of Company Directors. Diploma of Business. Certificate IV in Frontline Management. Qualifications in workplace training and assessment. Qualifications in alcohol and other drug training.

#### Experience

Board member since 2016. Non-Executive Director with experience in business development, contract management, projects, business planning and relationship management.

#### Special responsibilities

Home in Place Board Member. Home in Place (QLD) Board Member. Internal Review Committee Member. Australian Operations Committee Member. Governance, Remuneration & Nominations Committee Member. Board Member: 2011 – 2014. NSW State Advisory Committee Member: 2015 – 2016. Board Member since 2016.



### PAUL HUGHES

#### Qualifications

Bachelor of Commerce (Accounting Major). Fellow of the Australian Institute of Company Directors.

#### Experience

Over 24 years' experience as a Non-Executive Director of unlisted public companies, not-for-profits and government organisations.

Paul's leadership roles span over 30 years, with 20 years in local government senior management. As CEO of Newcastle Airport from 2005 – 2015 Paul led its evolution as a major regional economic driver.

#### Special responsibilities

Home in Place Board Member. Home in Place (QLD) Board Member. Home4Life Limited Board Member. Chair of Finance, Risk and Audit Committee. Governance, Remuneration & Nominations Committee Member. Board Member since 2017.



### JENNIFER ROBERTS

#### Qualifications

Fellow of the Australian Institute of Company Directors. Bachelor of Economics (Honours First Class). Diploma of Education. Diploma of Urban and Regional Planning.

#### Experience

Senior executive in state and local government for 20 years. 15 years as a private consultant undertaking in economic, strategy and public policy work. Experience on private and public-sector Boards and advisory groups. Extensive knowledge and skills in public sector strategy and policy development, project management, engagement and stakeholder relations. Strong experience in grant funding, economic impact assessment and project approval pathways. Significant working experience in probity, procurement and internal audit processes.

#### Special responsibilities

Home in Place Board Member. Home in Place (QLD) Board Member. Governance, Remuneration & Nominations Committee Member. Finance, Risk and Audit Committee Member. Internal Review Committee Member. International Expansion Committee Member. Board Member since 2017.



### SUSAN WILLIAMS

#### Qualifications

Member of the Australian Institute of Company Directors. Fellow Certified Practicing Accountant. Fellow of the Governance Institute of Australia. Fellow of the Chartered Governance Institute. Master of Business Administration (International Business). Graduate Diploma of Applied Corporate Governance. Bachelor of Arts (Accounting). Registered Tax Agent.



#### Experience

Non-Executive Director with significant experience in disability, aged care and community housing. Executive career including CFO and Company Secretary roles with ASX, NSX and NASDAQ listed companies, as well as private and not-for-profit organisations across a range of industries.

#### Special responsibilities

Deputy Chair of Home in Place. Deputy Chair of Home in Place (QLD). Finance, Risk and Audit Committee Member. Australian Operations Committee Member. Board Member since 2014.

### PROFESSOR (HON) CAROLINE MCMILLEN AO FAHMS

#### Qualifications

BA (Honours) and Doctor of Philosophy from the University of Oxford. MB, B Chir from the University of Cambridge.

#### Honours

Officer of the Order of Australia (AO) 2020, Fellow of the Australian Academy of Health and Medical Sciences (FAHMS), Honorary Doctorate University of Adelaide 2019, Bragg Member of the Royal Institution 2015.

#### Experience

Chief Scientist for South Australia (2018–2023), Vice-Chancellor, University of Newcastle (2011–2018), Deputy Vice Chancellor Research & Innovation, University of South Australia (2005–2011). Currently Director or member on Boards of the SA Health and Medical Research Institute, Immune Deficiencies Foundation Australia, DMTC Ltd, the Australia –Japan Foundation and is the Representative of Australia's Minister for Foreign Affairs on the Council of the University of the South Pacific.

Professor McMillen previously served on international disciplinary bodies, research policy and assessment panels and industry groups, including the NSW Productivity Council, Australia Automotive Industry Innovation Council, the Boards of the Cooperative Research Centres for Advanced Automotive Technology and for Rail Innovation, the SA Premier's Climate Change Council, and state industry and government leadership groups focused on innovation, defence, and manufacturing.

Throughout her career Professor McMillen has been committed to building collaborations between universities, government, industry, and communities that drive innovation and have a positive impact on the economic, environmental, social and cultural health of Australia.

#### Special responsibilities

Home in Place Board Member. Home in Place (QLD) Board Member. Finance, Risk and Audit Committee Member. Australian Operations Committee Member. Board Member since 2019.



### BEN IOSEFA

#### Qualifications

Bachelor of Commerce – Hons First Class (Majors: Marketing & International Business, Management & Labour Relations). Bachelor of Science – Geology & Geophysics. Member of the Australian Institute of Company Directors.

#### Experience

Non-Executive Director with 15+ years' of governance experience in all major regions of the world and across multiple sectors including clean fuels, energy, housing, property development, logistics, and automotive.

Professional director and current board member at Counties Energy, WineWorks Group, Fuso NZ, and Active Electrical Suppliers. Ben has previously been a director and chair of boards in the USA, Singapore, Iceland and the UK. He also spent more than 23 years working in an executive capacity in North America, Europe and Asia-Pacific at Methanex Corporation.

Broad experience working with national and local governments, international not-for-profits, strategy development, business and market development and commercial activities related to investments, sales, and logistics.

#### Special responsibilities

Home in Place Board Member. Chair of Home in Place NZ. Home in Place QLD Board Member. Finance, Risk and Audit Committee Member. Australian Operations Committee Member. Board Member since 2021.



MEETINGS OF DIRECTORS

The numbers of meetings of the company’s board of directors and of each board committee held during the year ended 30 June 2023, and the numbers of meetings attended by each director were:

	TOTAL MEETINGS ATTENDED		HOME IN PLACE PARENT BOARD		HOME IN PLACE QLD BOARD		HOME IN PLACE NZ BOARD		HOME IN PLACE VIC BOARD		MYPLACE PROPERTY BOARD		GOVERNANCE, REMUNERATION & NOMINATIONS COMMITTEE		FINANCE & RISK & AUDIT COMMITTEE		AUSTRALIAN OPERATIONS COMMITTEE		CLIENT & RISK COMMITTEE		FINANCE & AUDIT COMMITTEE		RISK & AUSTRALIAN OPERATIONS COMMITTEE	
	A	B	A	B	A	B	A	B	A	B	A	B	A	B	A	B	A	B	A	B	A	B	A	B
Paul Johnson	28	28	8	8	5	5	5	5	6	6	*	*	*	*	*	*	3	3	*	*	*	*	1	1
Kwesi Addo	28	29	8	8	5	5	5	5	5	6	*	*	5	5	*	*	*	*	*	*	*	*	*	*
Greg Budworth	25	25	7	7	5	5	5	5	6	6	*	*	*	*	*	*	2	2	*	*	*	*	*	*
Barry Martin	24	24	8	8	5	5	*	*	*	*	*	*	5	5	*	*	3	3	2	2	*	*	1	1
Paul Hughes	22	26	6	8	4	5	*	*	*	*	*	*	5	5	1	2	*	*	2	2	4	4	*	*
Jennifer Roberts	24	24	8	8	5	5	*	*	*	*	*	*	5	5	2	2	*	*	*	*	4	4	*	*
Susan Williams	25	25	8	8	5	5	*	*	*	*	*	*	*	*	2	2	3	3	2	2	4	4	1	1
Caroline McMillen	22	25	7	8	3	5	*	*	*	*	*	*	*	*	2	2	3	3	2	2	4	4	1	1
Ben Iosefa	27	30	7	8	3	5	5	5	*	*	*	*	*	*	2	2	3	3	2	2	4	4	1	1

A = Number of meetings attended  
B = Number of meetings eligible to attend (i.e. meetings held during the time the director held office or was a member of the committee during the year)  
\*Not a member of the relevant committee

Finance & Audit Committee (FAC)  
(Disbanded 27 February 2023)

- Members appointed:
- Paul Hughes (Chair)
  - Ben Iosefa
  - Caroline McMillen
  - Jennifer Roberts
  - Susan Williams

Client & Risk Committee (CRC)  
(Renamed to RAOC 21 November 2022)

- Members appointed:
- Susan Williams (Chair)
  - Caroline McMillen
  - Paul Johnson
  - Barry Martin
  - Ben Iosefa

Australian Operations Committee (AOC)  
(Formed 27 February 2023)

- Members appointed:
- Paul Johnson (Chair)
  - Susan Williams
  - Caroline McMillen
  - Barry Martin
  - Ben Iosefa
  - Greg Budworth

Home in Place VIC Board

- Directors:
- Kwesi Addo
  - Greg Budworth
  - Lyndall Robertshaw
- Directors appointed:
- Lisa Evans (effective 20 March 2023)
  - Paul Johnson (effective 20 March 2023) (appointed as Chair (effective 22 March 2023))

- Directors resigned:
- Lawrence O’Brien (effective 15 March 2023)
  - Damien Thomas (effective 14 October 2022)

Home in Place QLD Board

- Directors:
- Kwesi Addo
  - Paul Hughes
  - Ben Iosefa (effective 21 November 2022)
  - Paul Johnson
  - Barry Martin
  - Jennifer Roberts
  - Susan Williams
  - Greg Budworth
  - Caroline McMillen

Finance, Risk and Audit Committee (FRAC)  
(Formed 27 February 2023)

- Members appointed:
- Paul Hughes (Chair)
  - Ben Iosefa
  - Caroline McMillen
  - Jennifer Roberts
  - Susan Williams

Risk and Australian Operations Committee (RAOC)  
(Formed 21 November 2022, Disbanded 27 February 2023)

- Members appointed:
- Susan Williams (Chair)
  - Caroline McMillen
  - Paul Johnson
  - Barry Martin
  - Ben Iosefa

Governance, Remuneration & Nominations Committee

- Members reappointed to GRN 20 December 2021 for 3 year term:
- Kwesi Addo (GRN Chair)
  - Jennifer Roberts
  - Paul Hughes
  - Barry Martin

Home in Place New Zealand Board

- Directors:
- Ben Iosefa (Chair)
  - Josie Adlam (Deputy Chair)
  - Paul Johnson
  - Kwesi Addo
  - Greg Budworth

REMUNERATION REPORT

The directors are pleased to present your Compass Housing Services Co Ltd’s 2023 remuneration report which sets out remuneration information for the company’s non-executive directors.

DETAILS OF REMUNERATION

The following tables show details of the remuneration received by the directors of the group.

TOTAL REMUNERATION FOR 2022–23 INCLUDING SUPERANNUATION	
BOARD	\$’000
Paul Johnson	53
Kwesi Addo	130
Barry Martin	73
Paul Hughes	83
Jennifer Roberts	74
Susan Williams	80
Caroline McMillen	74
Ben Iosefa	111
TOTAL	678

INSURANCE OF OFFICERS

During the financial year, Compass Housing Services Co Ltd paid a premium of \$31,993 (2022: \$37,553) to insure the directors of the company and its Australian-based controlled entities, and the general managers of each of the divisions of the company.

PROCEEDINGS ON BEHALF OF THE COMPANY

No person has applied to the Court under section 237 of the Corporations Act 2001 for leave to bring proceedings on behalf of the company, or to intervene in any proceedings to which the company is a party, for the purpose of taking responsibility on behalf of the company for all or part of those proceedings.

No proceedings have been brought or intervened in on behalf of the company with leave of the Court under section 237 of the Corporations Act 2001.

AUDITOR’S INDEPENDENCE DECLARATION

A copy of the auditor’s independence declaration as required under section 60–40 of the Australian Charities and Not-for-Profit Commission (ACNC) Act 2012 is set out on page 89 and forms part of the directors’ report.



ROUNDING OF AMOUNTS

The company is of a kind referred to in ASIC Corporations (Rounding in Financial/Directors’ Reports) Instrument 2016/191, issued by the Australian Securities & Investments Commission, relating to the ‘rounding off of amounts in the directors’ report. Amounts in the directors’ report have been rounded off in accordance with that instrument to the nearest thousand dollars, or in certain cases, the nearest dollar.

AUDITOR

PricewaterhouseCoopers Australia (PwC) continues in office in accordance with section 327 of the Corporations Act 2001.

This report is made in accordance with a resolution of directors.



KWESI ADDO  
DIRECTOR

Newcastle  
31 October 2023



PAUL HUGHES  
DIRECTOR

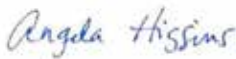
AUDITOR'S INDEPENDENCE DECLARATION



Auditor’s Independence Declaration

As lead auditor for the audit of Compass Housing Services Co Ltd for the year ended 30 June 2023, I declare that to the best of my knowledge and belief, there have been no contraventions of any applicable code of professional conduct in relation to the audit.

This declaration is in respect of Compass Housing Services Co Ltd and the entities it controlled during the period.



Angela Higgins  
Partner  
PricewaterhouseCoopers

Newcastle  
31 October 2023

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# DISCUSSION AND ANALYSIS

For the year ended 30 June 2023

## Consolidated statement of profit or loss and other comprehensive income

The consolidated group generated a profit of \$26.804 million for the year ended 30 June 2023. This represents a decrease of \$124.455 million (82.3%) from the year ended 30 June 2022 driven by a decrease in fair value adjustment to investment properties due to changes in market conditions.

The following analysis is noted on the result for the 2023 financial year:

- a) Revenue from services has increased by 10.2% due to increased tenant income driven by an increase in properties under management, increased management fees and additional grant funding.
- b) Other income increased by 39.9% largely due to interest generated on surplus cash and favourable interest rates.
- c) Fair value adjustment to investment properties of \$17.846 million was recognised during the year. The \$1.100 million difference between the fair value adjustment and the amount stated under b) "Consolidated balance sheet" below represents the increase in the Department of Housing (DoH) interest in 9 properties under the Capital Assistance Agreement for the provision of social housing. Compass has recognised the fair value increment excluding the obligation owing to the Department of Housing (DoH) in the statement of profit or loss and other comprehensive income.
- d) Tenancy and management expenses have increased by 13.2% driven by the increase in properties under ownership/management along with an increase in leasehold costs.
- e) Administration expenses have increased by 11.3%.
- f) Finance expenses have increased by 21.5% reflecting the increased interest expense associated with the NHFIC facility.
- g) Share of net profit attributable to the Home4Life joint venture of \$0.474 million was recognised in the current year compared to \$5.049 million in the prior year.

## Consolidated statement of financial position

### Assets

Total assets increased by 1.8% to \$986.172 million. The increase was primarily attributable to the following:

- a) Cash at bank increased by \$9.957 million. See further details below under Consolidated statement of cash flow sub-heading.
- b) Investment Properties increased by \$18.946 million due to the fair value increment following the 2023 revaluations presenting an 2.7% increase on the total portfolio.
- c) A decrease in right of use assets due to the recognition of \$ 11.390 million depreciation during the year.

### Liabilities

Total Liabilities decreased by \$8.830 million. This decrease was a result of:

- a) Decrease in the overall lease liability (current and non-current) by \$6.944 million.
- b) Decrease in deferred income (current and non-current) by \$3.754 million.
- c) Increased trade and other payables by \$1.955 million.

### Equity

The equity of the Group increased by \$26.804 million as a result of the profit during the year.

## Consolidated statement of cash flows

Cash at bank increased by \$9.957 million.

Cash generated from operating activities was \$21.111 million, investing activities (\$1.015 million) and financing activities (\$10.139 million).

# CONSOLIDATED STATEMENT OF PROFIT OR LOSS AND COMPREHENSIVE INCOME

For the year ended 30 June 2023

	Notes	2023 \$'000	2022 \$'000
REVENUE FROM OPERATIONS	1	125,420	113,817
Other income	2(a)	4,681	3,346
Fair value adjustment to investment property		17,846	136,274
Tenancy and property management expenses	2(b)	(75,797)	(66,933)
Administration expenses	2(b)	(34,430)	(30,921)
Finance expenses	2(b)	(11,390)	(9,373)
Share of net profit/(loss) of joint ventures accounted for using the equity method	2(c)	474	5,049
Profit for the year		26,804	151,259
Other comprehensive income		–	–
Total comprehensive income for the year		26,804	151,259

The above consolidated statement of comprehensive income should be read in conjunction with the accompanying notes.



## CONSOLIDATED STATEMENT OF FINANCIAL POSITION

For the year ended 30 June 2023

	Notes	2023 \$'000	2022 \$'000
<b>ASSETS</b>			
<b>Current assets</b>			
Cash and cash equivalents	3(a)	55,808	45,851
Trade and other receivables	3(b)	7,943	6,974
Financial assets	3(c)	6	6
Other current assets	3(d)	2,407	2,882
<b>Total current assets</b>		<b>66,164</b>	<b>55,713</b>
<b>Non-current assets</b>			
Financial assets	3(c)	9,980	10,009
Property, plant and equipment	4(a)	2,115	2,379
Right-of-use assets	4(b)	173,002	184,392
Investment properties	4(c)	727,759	708,813
Investments accounted for using the equity method	5	5,524	5,049
Intangible assets		295	289
Other non-current assets	3(d)	1,333	1,554
<b>Total non-current assets</b>		<b>920,008</b>	<b>912,485</b>
<b>TOTAL ASSETS</b>		<b>986,172</b>	<b>968,198</b>
<b>LIABILITIES</b>			
<b>Current liabilities</b>			
Trade and other payables	3(e)	13,365	11,421
Lease liabilities	4(b)	10,050	10,050
Employee benefit obligations	4(d)	3,235	2,988
Provisions	4(e)	4,226	5,691
Deferred income	3(f)	2,624	3,686
<b>Total current liabilities</b>		<b>33,997</b>	<b>33,836</b>
<b>Non-current liabilities</b>			
Borrowings	3(g)	159,163	159,163
Lease liabilities	4(b)	174,112	181,542
Deferred income	3(f)	1,198	3,890
Employee benefit obligations	4(d)	195	164
Provisions	4(e)	400	400
Other liabilities	3(h)	5,734	4,634
<b>Total non-current liabilities</b>		<b>340,802</b>	<b>349,793</b>
<b>TOTAL LIABILITIES</b>		<b>374,799</b>	<b>383,629</b>
<b>NET ASSETS</b>		<b>611,373</b>	<b>584,569</b>
<b>EQUITY</b>			
Other reserves	6(a)	115,089	115,089
Retained earnings		496,284	469,480
<b>Total equity</b>		<b>611,373</b>	<b>584,569</b>

## CONSOLIDATED STATEMENT OF CHANGES IN EQUITY

For the year ended 30 June 2023

	Asset revaluation reserve	Vested capital assets reserve	Vested surplus reserve	Retained earnings	Total equity
	\$'000	\$'000	\$'000	\$'000	\$'000
Balance at 1 July 2021	75	110,101	4,913	318,221	433,310
Profit for the period	–	–	–	151,259	151,259
<b>Total comprehensive income for the year</b>	<b>–</b>	<b>–</b>	<b>–</b>	<b>151,259</b>	<b>151,259</b>
<b>Balance at 30 June 2022</b>	<b>75</b>	<b>110,101</b>	<b>4,913</b>	<b>469,480</b>	<b>584,569</b>
Balance at 1 July 2022	75	110,101	4,913	469,480	584,569
Profit for the year	–	–	–	26,804	26,804
<b>Total comprehensive income for the year</b>	<b>–</b>	<b>–</b>	<b>–</b>	<b>26,804</b>	<b>26,804</b>
<b>Balance at 30 June 2023</b>	<b>75</b>	<b>110,101</b>	<b>4,913</b>	<b>496,284</b>	<b>611,373</b>

The above consolidated statement of changes in equity should be read in conjunction with the accompanying notes.



## CONSOLIDATED STATEMENT OF CASH FLOWS

For the year ended 30 June 2023

	Consolidated entity	
	2023 \$'000	2022 \$'000
<b>CASH FLOWS FROM OPERATING ACTIVITIES</b>		
Receipts from customers	107,581	106,456
Payments to suppliers and employees	(98,135)	(86,864)
Interest income	1,995	533
Interest and borrowing costs paid	(5,653)	(3,479)
Receipt from grants	15,323	16,575
<b>Net cash inflow from operating activities</b>	<b>21,111</b>	<b>33,221</b>
<b>CASH FLOWS FROM INVESTING ACTIVITIES</b>		
Purchase of financial assets	-	(4,745)
Payments for property, plant and equipment	(800)	(995)
Payments for intangibles	(262)	(48)
Proceeds from sale of property, plant and equipment	18	1
Payments for investment properties	-	(26,450)
Proceeds from financial assets	29	26
<b>Net cash inflow (outflow) from investing activities</b>	<b>(1,015)</b>	<b>(32,211)</b>
<b>CASH FLOWS FROM FINANCING ACTIVITIES</b>		
Principal elements of lease payments	(10,139)	(9,446)
Proceeds from borrowings	-	30,722
<b>Net cash inflow (outflow) from financing activities</b>	<b>(10,139)</b>	<b>21,276</b>
<b>Net increase in cash and cash equivalents</b>	<b>9,957</b>	<b>22,286</b>
Cash and cash equivalents at the beginning of the financial year	45,851	23,565
<b>Cash and cash equivalents at the end of the financial year</b>	<b>55,808</b>	<b>45,851</b>
<b>NON-CASH INVESTING AND FINANCING ACTIVITIES</b>		
Acquisition of right-of-use-assets	485	57,938

The above consolidated statement of cash flows should be read in conjunction with the accompanying notes.

## NOTES TO THE FINANCIAL STATEMENTS

### 1 - SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES

The concise financial statements have been prepared in accordance with the Corporations Act 2001 and Accounting Standard AASB 1039 'Concise Financial Reports'. The concise financial statements are an extract from the full financial statements. The concise financial statements and specific disclosures included in the concise financial statements have been derived from the full financial statements of Compass Housing Services Co Ltd. Compass Housing Services Co Ltd is a not-for-profit entity for the purpose of preparing the financial statements.

#### (a) Basis of preparation

These general purpose financial statements have been prepared in accordance with Australian Accounting Standards and interpretations issued by the Australian Accounting Standards Board and the Australian Charities and Not-for-Profit Commission (ACNC) Act 2012. Compass Housing Services Co Ltd is a not-for-profit entity for the purpose of preparing the financial statements.

##### (i) Historical cost convention

The financial statements have been prepared on a historical cost basis, except for the following:

- certain financial assets and liabilities, certain classes of property, plant and equipment, and investment property – measured at fair value or revalued amount.

##### (ii) Comparatives

Where relevant, amounts in the prior year may have been reclassified to enhance consistency and comparability with the current year.

##### (iii) New and amended standards adopted by the group

The group has applied the following standards and amendments for first time in their annual reporting period commencing 1 July 2022:

- AASB 2020-3 Amendments to Australian Accounting Standards – Annual Improvements 2018-2020 and Other Amendments [AASB 1, AASB 3, AASB 9, AASB 116, AASB 137 & AASB 141].

The amendments listed above did not have any impact on the amounts recognised in prior years and are not expected to significantly affect the current or future years.

#### (b) Principles of consolidation and equity accounting

##### (i) Subsidiaries

Subsidiaries are all entities over which the group has control. The group controls an entity when the group is exposed to, or has rights to, variable returns from its involvement with the entity and has the ability to affect those returns through its power to direct the activities of the entity. Subsidiaries are fully consolidated from the date on which control is transferred to the group. They are deconsolidated from the date that control ceases.

The acquisition method of accounting is used to account for business combinations by the group.

Intercompany transactions, balances and unrealised gains on transactions between group companies are eliminated. Unrealised losses are also eliminated unless the transaction provides evidence of the impairment of the asset transferred. Accounting policies of subsidiaries have been changed where necessary to ensure consistency with the policies adopted by the group.

The consolidated financial statements incorporate the assets and liabilities of all subsidiaries of Compass Housing Services Co Ltd ('company' or 'parent entity') as at 30 June 2023 and the results of all subsidiaries for the year then ended. Compass Housing Services Co Ltd and its subsidiaries together are referred to in this financial report as the group or the consolidated entity.

##### (ii) Joint arrangements

Under AASB 11 Joint Arrangements investments in joint arrangements are classified as either joint operations or joint ventures. The classification depends on the contractual rights and obligations of each investor, rather than the legal structure of the joint arrangement. Compass Housing Services Co Ltd has joint ventures.



NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

(b) Principles of consolidation and equity accounting (continued)

(ii) Joint arrangements (continued)

Interests in joint ventures are accounted for using the equity method (see(iii) below), after initially being recognised at cost in the consolidated statement of financial position.

(iii) Equity method

Under the equity method of accounting, the investments are initially recognised at cost and adjusted thereafter to recognise the group's share of the post-acquisition profits or losses of the investee in profit or loss, and the group's share of movements in other comprehensive income of the investee in other comprehensive income. Dividends received or receivable from joint ventures are recognised as a reduction in the carrying amount of the investment.

Where the group's share of losses in an equity-accounted investment equals or exceeds its interest in the entity, including any other unsecured long-term receivables, the group does not recognise further losses, unless it has incurred obligations or made payments on behalf of the other entity.

Unrealised gains on transactions between the group and its associates and joint ventures are eliminated to the extent of the group's interest in these entities. Unrealised losses are also eliminated unless the transaction provides evidence of an impairment of the asset transferred. Accounting policies of equity-accounted investees have been changed where necessary to ensure consistency with the policies adopted by the group.

(c) Revenue recognition

The group recognises revenue when performance obligations have been met, at the value of consideration to which the entity expects to be entitled in exchange for those services and that each specific criteria have been met for each of the group's activities as discussed below.

(i) Tenant income

Tenant income includes rent and other recoveries associated with providing social and affordable housing to tenants in accordance with specific clauses within lease agreements. Revenue is recognised on a straight-line basis over the lease term.

(ii) Grant income

Grant revenue is recognised in the consolidated statement of profit or loss and other comprehensive income when the group obtains control of the grant, it is probable that the economic benefits gained from the grant will flow to the group and the amount of the grant can be measured reliably. Where specific performance obligations are attached to the grant, the group recognises revenue when those obligations have been met.

When grant revenue is received whereby the entity incurs an obligation to deliver economic benefits directly back to the contributor, this is considered a reciprocal transaction and the grant revenue is recognised in the consolidated statement of financial position as a liability until the service has been delivered to the contributor, otherwise the grant is recognised as income on receipt.

(iii) Management fees

Management fees are earned from property management services provided on behalf of landlords. Revenue from these services is recognised in the accounting period in which the services are rendered.

(iv) Monthly service payment (SAHF)

The monthly service payment is a recurring payment received from the Department of Communities and Justice for the provision of services in line with the Services Agreement. Revenue from these services is recognised in the accounting period in which the services are rendered.

(v) Specialist disability accommodation revenue (SDA)

Specialist disability accommodation revenue is revenue earned for the management of properties requiring specialist access for tenants with disabilities. Revenue from these services is recognised in the accounting period in which the services are rendered.

1 - REVENUE

The company derives the following types of revenue:

	Consolidated entity	
	2023 \$'000	2022 \$'000
FROM OPERATIONS		
Tenant revenue	83,967	77,824
Grant revenue	19,027	15,992
Management fees	9,397	7,796
Monthly service payment (SAHF)	10,327	9,247
SDA revenue	2,702	2,958
Total	125,420	113,817
DISAGGREGATION OF REVENUE FROM CONTRACTS WITH CUSTOMERS BASED ON TIMING OF REVENUE RECOGNITION		
At a point in time	2,556	1,740
Over time	103,837	96,085
Excluded from scope of AASB 15	19,027	15,992
Total	125,420	113,817



# DIRECTORS' DECLARATION

In the directors' opinion:

- (a) the financial statements and notes set out on pages 13 to 47 are in accordance with the *Australian Charities and Not-for-Profit Commission (ACNC) Act 2012*, including:
- (i) complying with Accounting Standards, the *Australian Charities and Not-for-Profit Commission (ACNC) Act 2012* and other mandatory professional reporting requirements, and
  - (ii) giving a true and fair view of the consolidated entity's financial position as at 30 June 2023 and of its performance for the financial year ended on that date, and
- (b) there are reasonable grounds to believe that the company will be able to pay its debts as and when they become due and payable.

This declaration is made in accordance with a resolution of the directors.



**KWESI ADDO**  
DIRECTOR

Newcastle  
31 October 2023



**PAUL HUGHES**  
DIRECTOR

# INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF COMPASS HOUSING SERVICES CO LTD



## Independent auditor's report

To the members of Compass Housing Services Co Ltd

### Report on the concise financial report

#### Our opinion

In our opinion, the accompanying concise financial report, including the discussion and analysis, of Compass Housing Services Co Ltd (the Company) and its controlled entities (together, the Group) for the year ended 30 June 2023 complies with Australian Accounting Standard AASB 1039 *Concise Financial Reports*.

#### What we have audited

The Group concise financial report derived from the financial report of the Group for the year ended 30 June 2023 comprises:

- the consolidated statement of financial position as at 30 June 2023
- the consolidated statement of profit or loss and other comprehensive income for the year then ended
- the consolidated statement of changes in equity for the year then ended
- the consolidated statement of cash flows for the year then ended
- the notes to the concise financial statements, which include significant accounting policies and other explanatory information
- the discussion and analysis
- the directors' declaration.

#### Basis for opinion

We conducted our audit in accordance with Australian Auditing Standards. Our responsibilities under those standards are further described in the *Auditor's responsibilities for the audit of the concise financial report* section of our report.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion

#### Independence

We are independent of the Group in accordance with the auditor independence requirements of the *Corporations Act 2001* and the ethical requirements of the Accounting Professional and Ethical Standards Board's APES 110 *Code of Ethics for Professional Accountants (including Independence Standards)* (the Code) that are relevant to our audit of the concise financial report in Australia. We have also fulfilled our other ethical responsibilities in accordance with the Code.

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INDEPENDENT AUDITOR’S REPORT TO THE MEMBERS  
OF COMPASS HOUSING SERVICES CO LTD (CONTINUED)



Concise financial report

The concise financial report does not contain all the disclosures required by the Australian Accounting Standards in the preparation of the financial report. Reading the concise financial report and the auditor’s report thereon, therefore, is not a substitute for reading the financial report and the auditor’s report thereon.

The financial report and our report thereon

We expressed an unmodified audit opinion on the financial report in our report dated 31 October 2023.

Responsibilities of the directors for the concise financial report

The directors are responsible for the preparation of the concise financial report in accordance with Accounting Standard AASB 1039 *Concise Financial Reports*, and the *Corporations Act 2001*, and for such internal control as the directors determine is necessary to enable the preparation of the concise financial report.

Auditor’s responsibilities for the audit of the concise financial report

Our responsibility is to express an opinion on whether the concise financial report, complies in all material respects, with AASB 1039 *Concise Financial Reports* and whether the discussion and analysis complied with AASB 1039 *Concise Financial Reports* based on our procedures which were conducted in accordance with Auditing Standard ASA 810 *Engagements to Report on Summary Financial Statements*.

PricewaterhouseCoopers

PricewaterhouseCoopers

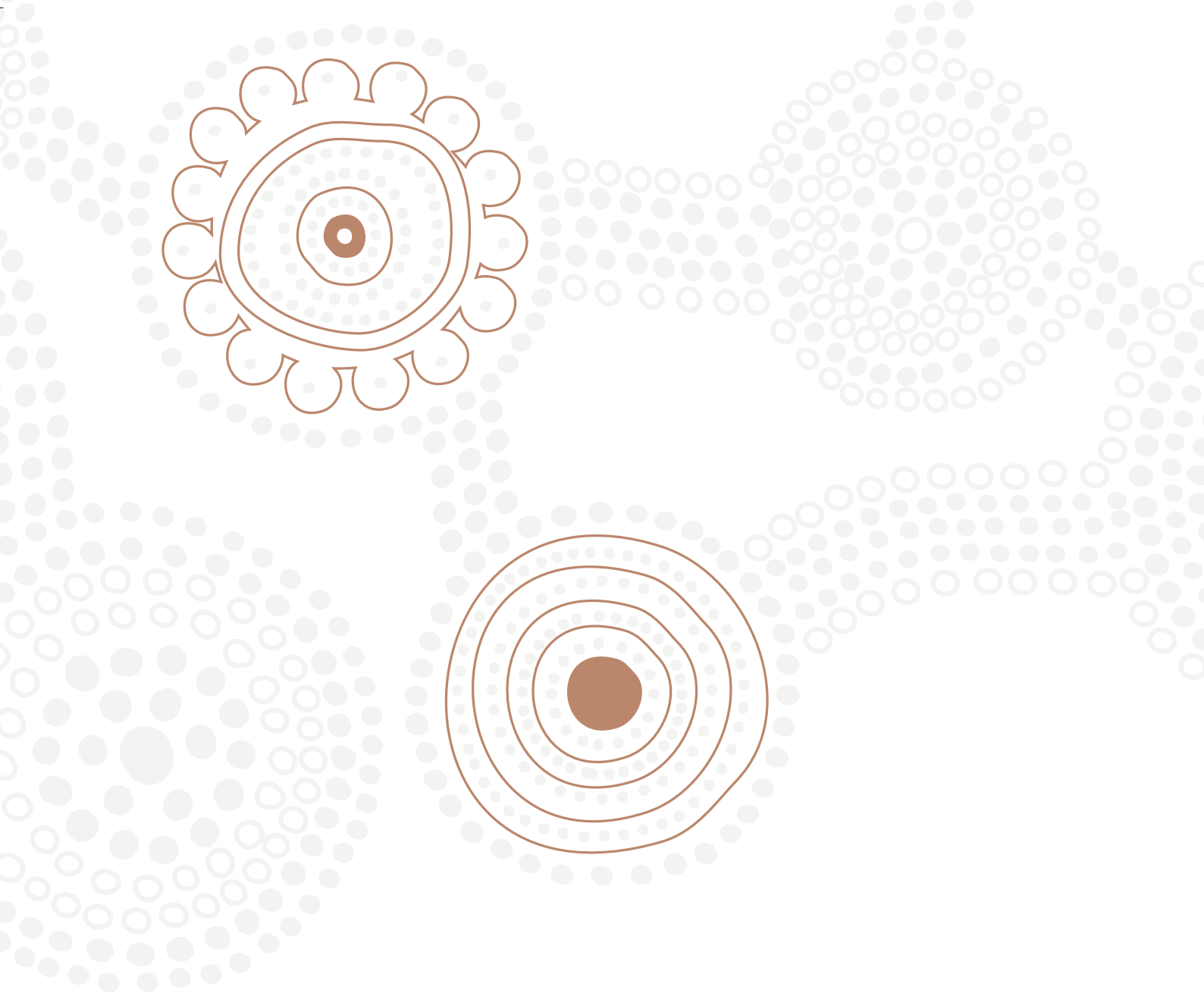
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