

2023/24

ANNUAL REPORT

A better future starts *with* Home *in* Place.

OUR VISION

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

OUR MISSION

Providing homes.
Empowering people.
Connecting communities.
Impacting futures.

ANNUAL REPORT

HOME IN PLACE 2023/24

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OUR VALUES

- | | |
|-------------------|-------------------|
| 1. Empowerment | 5. Innovation |
| 2. Trust | 6. Sustainability |
| 3. Aspiration | 7. Leadership |
| 4. Accountability | 8. Collaboration |



Australian Government



Queensland
Government



HIGHLIGHTS



Number of people provided with housing

15,970



Total properties under management

7,671



Total grants

\$29.5 MILLION



Total cash

\$80.7 MILLION



Total revenue

\$135.8 MILLION



Total surplus

\$22.6 MILLION



Total assets

\$1.03 BILLION



Net assets

\$634 MILLION

TENANT SATISFACTION

Satisfied with the way Home in Place involves tenants

91%

Satisfied with services that Home in Place provides

90%

89%

Satisfied that their rights as a tenant are upheld

85%

Satisfied with the service and quality of repairs

86%

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

TESTIMONIALS



Overall, I'm very pleased with the Home in Place community and the staff are lovely.



To all of you at Home in Place... Thank you all very much for all of the things that you have done in such a thoughtful way, they are appreciated so much more than these few words can say.



Extremely thankful that Home in Place has been able to provide a home for me and my 3 children.



I'm really happy with the service and the people that work there because I really appreciate everything that they help us with, and how friendly everyone is. I just want to say thank you for everything that they do.



I deal with Anthony at the Brisbane office and cannot talk highly enough of him and how he handles our property.

SNAPSHOT OF OUR ASSETS

Properties managed
in Australia & NZ

7,671

Total number owned

1,723

Locations

10

Local Government Areas

93

2023-24 AWARDS



2024

Australian Business Awards
Employer of Choice

2024
Australian Business Awards
HR Management



2024
Australian Business Awards
Brand Management



2024
Hunter Business Awards
Outstanding Community Organisation



SUSTAINABLE DEVELOPMENT GOALS

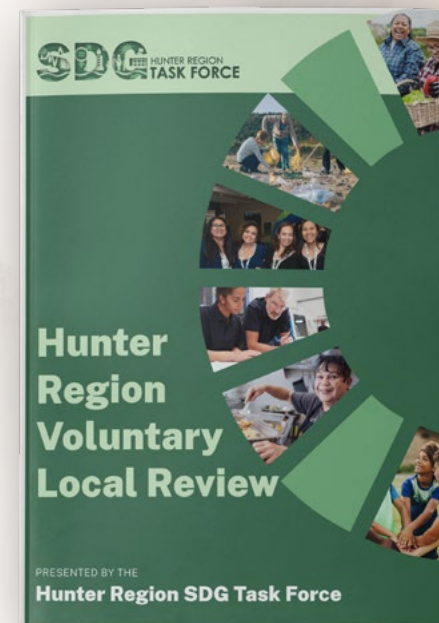
The United Nations introduced the Sustainable Development Goals (SDGs) in 2015 to create a 15-year roadmap to address some of our planet's most urgent and crucial challenges including those related to poverty, inequality, climate, environmental degradation, prosperity, and peace and justice.

Home in Place is very pleased to have been a catalyst in these developments and to provide resources and leadership alongside key partners.

Home in Place has long been committed to social, environmental and economical sustainability. Our vision of adequate housing and sustainable communities for all is underpinned by this commitment. In addition to mapping our organisation's strategic plan to the SDGs, in early 2020 Home in Place supported the development of the **Hunter Regional SDG Taskforce**. This involved providing secretariat support and developing and hosting the website.

Over the past two years our support has focused on the development of an SDG Voluntary Local Review (VLR) for the region. We have played a key role alongside the Department of the Environment of the NSW State Government, the University of Newcastle and the City of Newcastle to develop a comprehensive baseline dataset of SDG related indicators. These are presented in a physical report to the UN and an online dashboard where it's possible to interact with and interrogate the data further huntersdgtaskforce.org/hunter-dashboard.

The Hunter region is not a formal administrative jurisdiction. However, a multi-agency partnership working across local government, private and public sector organisations and the not-for-profit sector has created a VLR which combines the 10 local authority areas in the region.



Developing the indicators to be employed in the VLR involved 12 workshops with over 100 participants. Three teams of undergraduate students at the University of Newcastle have contributed to the VLR, by developing case studies of organisations in the region. Members of the Taskforce also contributed over \$70,000 to fund an expert team at the University to collate the data for the VLR. A further team at City of Newcastle Council has created the online dashboard. The primary purpose of developing the VLR has been to raise awareness of the Sustainable Development Goals and to promote related activities in the region.



PARTNERSHIPS

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





ABOUT US

At Home in Place we provide homes for those in need, and create places where people can thrive. With more than 7,500 properties under management, and a track record stretching back almost 40 years, Home in Place is one of the largest and most experienced not-for-profit housing charities in the Asia Pacific.

As a global leader in the delivery of social housing, and the fight against housing poverty, we are on a mission to create a world in which all people have adequate and affordable housing and are engaged in sustainable communities. Our special power is the ability to rally people around a proven, replicable, and agile model, that facilitates mutually beneficial outcomes for tenants, governments and investors.

Underpinning our company vision is a belief that safe and adequate housing is a basic human right. Our tenants benefit from a model of service delivery which integrates tenancy and property management within a broader network of services designed to help clients maximise their economic and

social participation. With our government and private sector partners, we have also delivered close to 1,000 new homes over the past decade, achieving profound social and economic benefits, at scale.

Home in Place may have started small and local, and it is still proudly Hunter-based, but over the past five years we have expanded rapidly to become a genuinely international NGO with properties in Australia and New Zealand and humanitarian initiatives in the Pacific islands. While housing remains our core business, these days it is the foundation on which we are building a network of socially regenerative products and services to help tackle housing poverty.

OUR EXECUTIVE TEAM



GROUP EXECUTIVE MANAGEMENT, BOARD & COMMITTEE MEMBERSHIPS

- Greg Budworth**
- Director – Home in Place (Australia) Limited
 - Director – Home in Place (Victoria) Limited
 - Director – Home in Place (Queensland) Limited
 - Director – Home in Place (New Zealand) Limited
 - Director – MyPlace Property 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**
- Member – PowerHousing Australia CEO Community of Practice
 - Director – Home4Life Limited
 - 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
- Professor David Adamson**
- Member – Australian Institute of Company Directors
 - Board Member – South Australian Council of Social Services (SACOSS)
 - Senior Housing Professional Member – Australasian Housing Institute (AHI)
- Bernadette Pinnell**
- Chair – Urban Development Institute of New Zealand
 - Member – Urban Community of Practice- Australian Council for International Development
 - Committee Member – Wellington Regional Housing Forum
 - Member – Australian Institute of Company Directors
 - Member – Pacific Urban Forum
 - Member – Housing Development Consortium Washington State USA
- Chris Trypas**
- 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**
- Member – Industrial Relations Society NSW
 - Member – Australian Human Resource Institute
 - Member – PowerHousing Australia People and Culture
- Lisa Evans**
- Director – Home in Place (Victoria) Limited
 - Committee Member – Jenny's Place
- Kent Chalmers**
- Member – PowerHousing Cyber Security Community of Practice
 - Member – PowerHousing National Compliance Community of Practice
 - Member – CHIA NSW Data Governance
 - Member – CHIA Cyber Security Workgroup
- Sam Gorman**
- Member – PowerHousing National Compliance Community of Practice
 - Member – Australian Institute of Company Directors
 - Member – Australian Housing Institute
 - Member – Community of Practice – Australian Council of International Development
 - Member – Governance Institute
 - Member – CHIA Community of Practice – Domestic and Family Violence

LEARNING & 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 **\$126,504**

Paid study leave days approved for external professional development **45**



Greg Budworth Higher Education Scholarships:

The Greg Budworth Higher Education Scholarship was first introduced in 2018 when the Group Managing Director relinquished his own study allowance in favour of providing opportunities for Home in Place employees. The scholarships are given to employees who are enrolled or looking to enrol in courses for their professional growth.

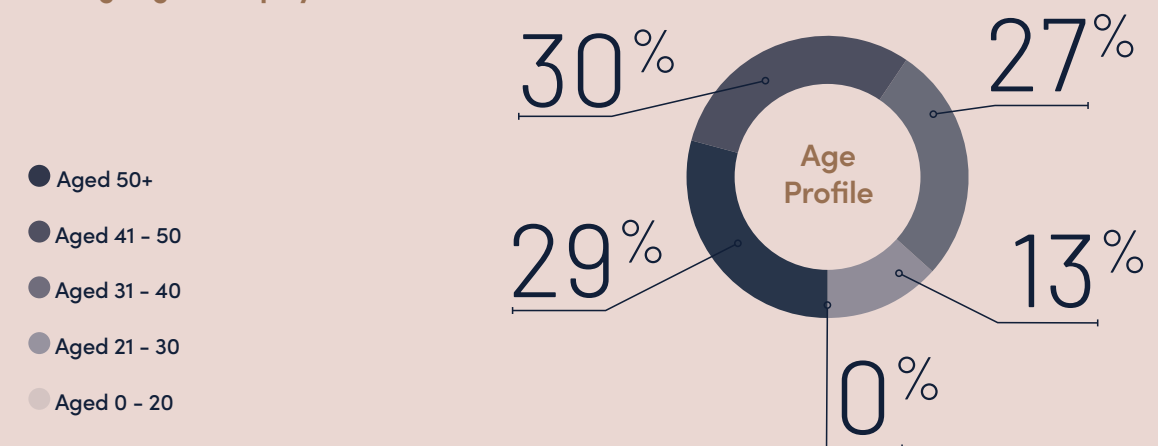
The scholarships enable the successful applicants to offset the costs associated with a tertiary qualification. This year scholarships were awarded to the following employees:

- Michael Nolan who is completing a Master of Property Development at the University of Technology Sydney
- Amy Wright who is completing a Master of Human Resource Management at the University of Newcastle
- Garry Smith who is completing a Double Diploma of Business Operations and Leadership, at the College of Adult Learning.

Diversity & Inclusion



Average age of employees



FROM THE CHAIR

This year has seen some major developments at Home in Place. I am delighted to share some key milestones from the year just gone and some goals for those that lie ahead.

In keeping with our commitment to strong governance, and as initially discussed with the Members at the General Meeting in May 2024, we have now adopted a new corporate structure that will facilitate our continued growth, both domestically and internationally. This change positions us well for the future, ensuring we can effectively meet the needs of the various communities and jurisdictions we serve.

Our international engagement has also grown, perhaps highlighted most significantly by our role in helping facilitate the Pacific Urban Forum in Fiji last September. This event was an important step in strengthening our partnerships in the Pacific and forging connections with those who share our ambition to improve urban development and housing conditions in that part of the world.

This year, we experienced a changing of the guard within our board, with the retirement of two of our longest-serving directors, Paul Johnson and Susan Williams. Both Paul and Susan have contributed immensely to our organisation over many years, and I would like to express my gratitude to them for their years of dedication and service to Home in Place. Paul and Susan will be replaced by Ms Darlene Perks and Ms Jennifer Leslie. Both Darlene and Jennifer bring a wealth of relevant experience to the board and I look forward to working closely with them in the years to come.

I would also like to take this opportunity to note the untimely passing of another long-standing director, Barry Martin. Barry first joined the board in 2008 and during his time with Home in Place was well-known and well-regarded by all

who met him. A true gentleman, Barry's wisdom and commitment left an indelible mark on our company, and he will be greatly missed.

On a happier note, I would like to acknowledge the remarkable service of our Group Managing Director, Greg Budworth, and our Australian CEO, Lyndall Robertshaw, both of whom recently celebrated 20 years with the company. Under their guidance, Home in Place has grown from a small regional charity to become one of the largest non-government social housing providers in the Asia Pacific region. Their steady leadership, and commitment to the company's mission, continues to inspire us all.

In conclusion I would also like to thank my fellow directors for their ongoing support, insights, and commitment. Your contributions have been invaluable as we navigate an increasingly complex operating environment and pursue new opportunities in new jurisdictions.

Thank you all for your continued support.

Kwesi Addo
Chair
Home in Place



GROUP MANAGING DIRECTOR'S REPORT

It seems hard to believe that it was 20 years ago that I first joined Home in Place, or Newmacq Housing as it was then known. As well as two name changes, the past two decades have seen tremendous change both in terms of the company itself and the operating landscape.

When I first joined, our portfolio was a fraction of what it is today. As of the most recent financial year, we are now managing over one billion dollars worth of assets. This is an extraordinary milestone and something I believe reflects the vision and commitment of the team. Because Home in Place is not just a company, it is a social mission. Our vision is that all people should have safe and adequate housing and be engaged in sustainable communities. It is not a vision that recognises state, or even national, borders which is why the pursuit of growth has been, and continues to be, central to our company strategy.

However, the past two decades have not been without their challenges. The steady erosion of housing affordability across the country has led to an increased demand for our services, making our role more critical than ever. At the same time, the operating environment has become increasingly complex, with evolving regulations and the growing needs of our tenants. This complexity places additional pressures on our team, and I want to recognise the incredible work our operations team does in navigating these challenges. Their resilience and commitment do them great credit.

Against this backdrop, our company has not only endured but thrived. Over the past 12 months we have achieved an impressive 8% increase in revenue, a testament to our strategic approach and the hard work of our entire team. This result has allowed us to continue to invest in community participation and tenant support services, and to pursue growth opportunities in new markets. The revenue increase reflects our ability to adapt and innovate, even in challenging times.

I am also pleased to report that this past year we became registered to operate in Victoria which marks a significant milestone for us. As one of the only two states not covered by the National Regulatory System for Community Housing, Victoria has been off-limits until this point. Obtaining registration required extensive planning, coordination, and compliance efforts, and served as a useful demonstration of our ability to navigate complex regulatory landscapes while maintaining the high standards we set for ourselves. We will be actively pursuing growth opportunities in this new frontier over the years ahead and I look forward to being able to update you on our progress in future Annual Reports.



Our advancements in child safeguarding have been another key achievement this year. The development of a standalone reporting tool has allowed for clear and comprehensive risk assessments of potential incidents and hazards. This tool has streamlined our processes, ensuring that safeguarding issues are addressed promptly and thoroughly. This work reflects our commitment to creating a safe environment for all the families we serve, and it positions us as a leader in this crucial area.

I am also delighted to report that Home in Place has been recognised for our efforts on multiple fronts. Winning the Australian Business Awards for Brand Management, HR Management, and Employer of Choice highlights the strength of our new brand, our dedication to our people, and our ongoing efforts to create an exceptional workplace culture. These awards are a testament to the hard work of our HR and marketing teams, who have worked hard to ensure that we not only attract top talent and retain and nurture our employees, but also establish and build an authoritative brand identity that reflects our company values.

In addition, we were honoured to receive the Hunter Business Award for Outstanding Community Organisation. Despite our aspirations for growth, we remain a proudly Hunter-based company, and this award underscores our deep connection to the communities we serve and the places we call home.

I want to take a moment to thank my fellow members of the executive management team for their dedication and leadership throughout these years. I would like also to thank the members of the various boards that make up the Home in Place group for their good governance, strategic direction and commitment to our cause. Finally, I would like to conclude by acknowledging the invaluable contributions of our frontline staff. You are the backbone of our organisation, and your efforts do not go unnoticed. Together, we have accomplished so much, and I look forward to continuing our work in the years ahead.

Greg Budworth
Group Managing Director
Home in Place

A handwritten signature in dark ink, appearing to read 'Greg Budworth', written over a light blue horizontal line.

OUR ASSETS

PROPERTIES BY LOCAL GOVERNMENT AREA



Properties by Local Government Area (LGA)

New South Wales

Total
6324

Albury	7	Lismore	2
Armidale	3	Liverpool	28
Ballina	8	Liverpool Plains	2
Bathurst	1	Maitland	340
Bayside (NSW)	10	Mid-Coast	756
Blacktown	14	Moree Plains	1
Bourke	5	Muswellbrook	473
Brewarrina	4	Narrabri	1
Broken Hill	163	Narromine	1
Burwood	4	Newcastle	908
Byron	1	Northern Beaches	2
Camden	5	Orange	12
Campbelltown (NSW)	16	Parramatta	25
Canada Bay	2	Penrith	18
Canterbury-Bankstown	17	Port Stephens	42
Central Coast (NSW)	866	Queanbeyan-Palerang	4
Central Darling	6	Shellharbour	16
Cessnock	747	Shoalhaven	9
Clarence Valley	1	Singleton	433
Coffs Harbour	2	Strathfield	1
Cumberland	40	Sutherland	14
Dubbo	142	Sydney	3
Dungog	31	Tamworth	5
Fairfield	10	The Hills	10
Georges River	2	Tweed	1
Goulburn Mulwaree	11	Upper Hunter	161
Gunnedah	2	Wagga Wagga	1
Hornsby	13	Walgett	8
Inner West	4	Warrumbungle	4
Kiama	1	Wollongong	23
Lake Macquarie	860	ACT	22



Properties by LGA Queensland

Total
846

Brisbane	626
Bundaberg	6
Cairns	6
Gold Coast	39
Ipswich	38
Logan	82
Moreton Bay	22
Noosa	1
Redland	4
Sunshine Coast	7
Toowoomba	12
Townsville	3



Properties by LGA Victoria

Total
113

Ballarat	8
Banyule	6
Bayside	7
Casey	1
Greater Bendigo	1
Greater Dandenong	1
Greater Shepparton	4
Maribyrnong	8
Maroondah	7
Melbourne	31
Melton	2
Mitchell	2
Moonee Valley	18
Wyndham	11
Yarra	6



Properties by LGA New Zealand

Total
388

Auckland	297
Lower Hutt	11
Palmerston North	46
Whanganui	34

PROPERTIES BY PROPERTY SOURCE	NSW	NZ	QLD	VIC	TOTAL
Fee for Service	559	227	-	108	894
Leasehold	714	192	388	-	1294
Capital	3343	417	-	-	3760
Owned	1714	9	-	-	1723
TOTAL	6330	845	388	108	7671

PROPERTIES AND TENANCIES BY ASSISTANCE TYPE	NSW	NZ	QLD	VIC	TOTAL
Affordable Housing	593	-	-	-	593
General Housing	5015	202	388	-	5605
Other Government	53	1	-	-	54
Transitional Housing	90	415	-	-	505
Non-Rental	15	-	-	-	15
Crisis Accommodation	18	-	-	-	18
SDA	492	227	-	108	827
Indigenous Housing	54	-	-	-	54
TOTAL	6330	845	388	108	7671

ACQUISITIONS & DEVELOPMENTS

**SOCIAL HOUSING
ACCELERATOR FUND**

In June 2023, the Federal Government announced its \$2 billion Social Housing Accelerator Fund. Thanks to funding delivered through this program, Home in Place is in the process of delivering 13 units of social housing in the regional NSW town of Dubbo.

The \$6.8 million project will provide much needed housing in a prime location close to the Dubbo town centre. To date we have taken possession of six units with the remaining seven currently under construction and expected to be completed by June 2025.

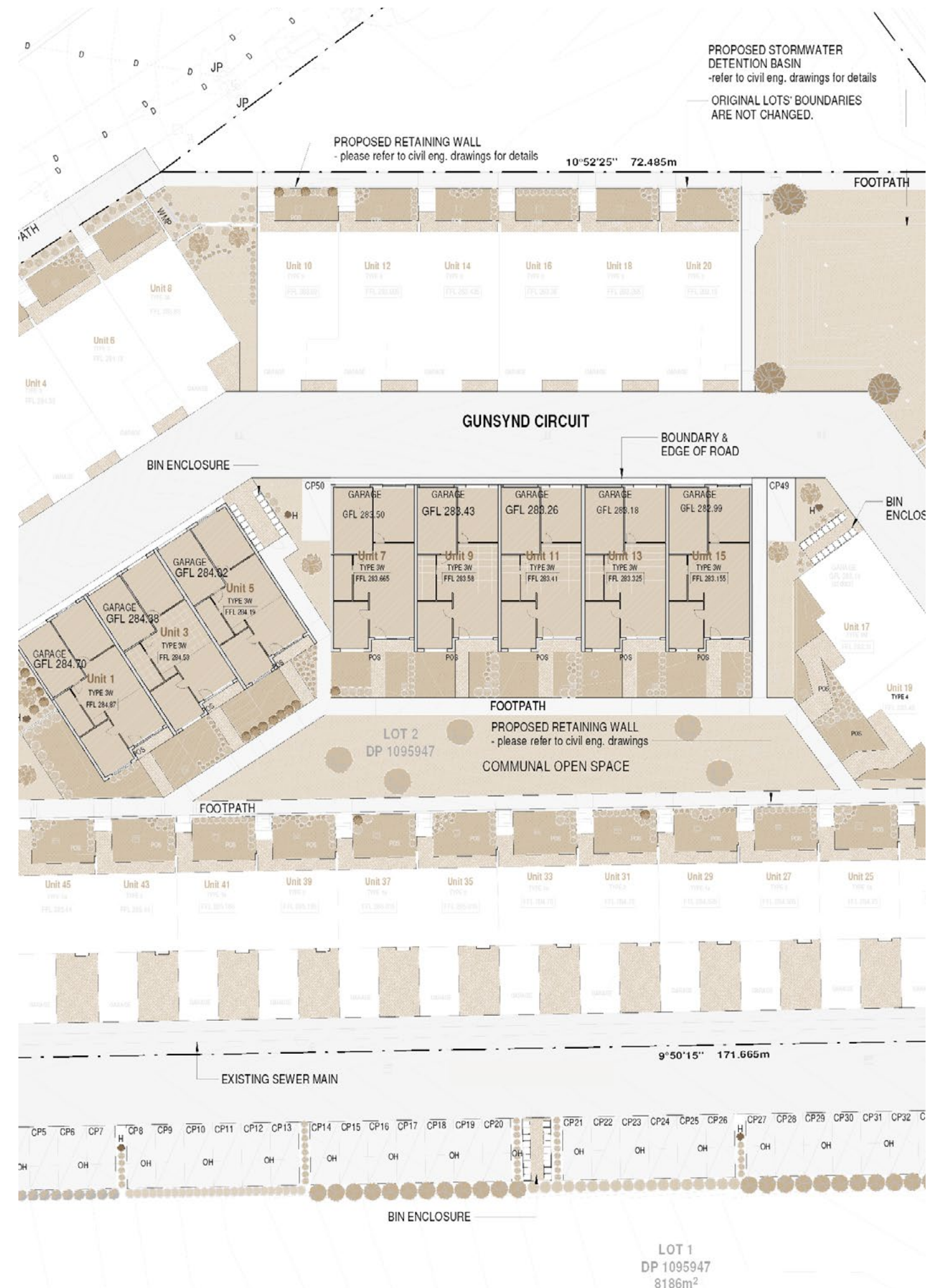
QUICKSTARTS QUEENSLAND

In 2022 Home in Place was awarded funding to acquire 15 three bedroom townhouses under the Queensland Government's QuickStarts program. To date, we have acquired 12 properties with the remaining three scheduled to be delivered by the end of this year.

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 also targets strategic purchase opportunities to deliver social housing.

Home in Place's acquisitions under this program are located in the Ipswich local government area which has seen a significant increase in demand for housing in recent years.

CORE AND CLUSTER



MY PLACE PROPERTY MAINTENANCE

GENERAL MANAGER'S REPORT

Home in Place established an in-house property maintenance division; My Place Property Maintenance (MPPM) in 2020.

MPPM manages a significant and growing portion of Home in Place Australia's property maintenance program through a blended model of internal and subcontract resources. The property count serviced by My Place 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

The program to restructure and commercialise MPPM continued into the 2023/2024 financial year with further system and process enhancements being delivered. The practical advantage of these enhancements allowed MPPM to create delivery capacity across its administrative and trade teams. This capacity is being utilised to manage and deliver a larger portion of Home in Place Australia's total property maintenance program.

The ongoing commitment of the teams within the division to applying the enhanced processes, have delivered growth across key performance areas



including an impressive 38% increase in the volume of jobs completed as compared to 2022/2023. A total of circa 16,500 maintenance jobs were completed across the year at a total value of circa \$13.3M.

The past year also saw an improvement in the safety performance of the team. There has been a marked increase in the appropriate reporting of minor safety incidents allowing trends to be identified and managed in a far more effective manner. This increased focus on incident identification and management has also delivered a reduction in injury impacts for the members of the team. With all incidents and injuries being reported in a timely manner, the Safety Team have been able to work with the employee and medical practitioners to significantly reduce adverse impacts of the injury on the employee whilst at work and more importantly within their family life.

MPPM is forecast to continue to grow across the 2024/2025 financial year. The division will continue to expand the services provided to Home in Place Australia while also looking to enter the external market. I look forward to updating you on our progress in next year's report.

Brett Sills
General Manager
My Place Property Maintenance

A handwritten signature in blue ink, appearing to read 'B Sills'.

OUR HOUSING & OUR TENANTS

CEO AUSTRALIA REPORT

It is my pleasure to provide an update on Home in Place's Australian operations over the past financial year. Over the course of FY24 the team implemented a series of significant process improvements aimed at increasing efficiency, strengthening the relationships between staff and tenants, and setting the organisation up for sustainable future growth. With the industry operating on increasingly thin margins due to rising costs, optimising our internal processes has become essential to maintaining financial viability while continuing to deliver quality services.

Over the year we have made steady progress towards our goal of delivering more homes via a range of different programs. This year we made significant headway in planning for a new complex in the Newcastle suburb of Kotara which will deliver nine units for women and families escaping domestic and family violence. Construction is expected to begin in January with completion targeted for November of 2025. I look forward to being able to provide a further update in next year's annual report.

Last year also saw the acquisition of an additional eight properties under the Queensland Government's QuickStarts program. In total we have acquired 12 properties in the Ipswich local government area under this program, with three more to be purchased in the months ahead. These acquisitions will allow us to expand our footprint in South East Queensland and help alleviate the severe shortage of affordable rentals that is now impacting even previously affordable areas such as Ipswich.

I am also thrilled to report that we have taken possession of six of the 13 properties being delivered in Dubbo in partnership with the Australian and NSW governments under the Social Housing Accelerator Fund. The remaining properties are under construction and expected to be complete by June 2025.

One of the most heartwarming highlights of the past year was the opening of our community pantry at the 123 Hub in Broken Hill. This initiative, offering free and low-cost grocery items to locals, has quickly become a vital resource for the community. We are incredibly proud of this new service, and I would like to take this opportunity to acknowledge the partnership with Foodbank, without which, it would not have been possible.

Proactive tenant engagement is central to our philosophy and I am pleased to report that our various tenant engagement events this year saw record turnouts. From tenant forums, to Christmas parties, workshops, breakfast clubs and

community lunches, the participation and enthusiasm of our tenants has been fabulous and I know our staff have got just as much from these events as the tenants. Thank you in particular to the members of our tenant reference groups and the Our Voice Panel for the invaluable role they play in ensuring our tenant engagement activities remain relevant and beneficial in all the communities in which we are privileged to operate.

I have always believed that Home in Place's commitment to tenant engagement is a big contributor to our tenant satisfaction scores being consistently above industry benchmarks. This year, once again overall tenant satisfaction exceeded 90%. This result is a testament to the hard work of our frontline staff, whose daily efforts ensure that tenants feel supported and empowered.

Of course, we could not achieve the results we do without the assistance of our partners in the development, finance, government, and social care sectors.

Whether helping to deliver new projects, or helping existing tenants sustain their tenancies, your efforts amplify our own and we remain grateful for your support.

In closing, I would like to extend my thanks to the management team and all members of our frontline operations, community participation and Specialist Disability Accommodation teams for their dedication to taking excellent care of our tenants, and to the asset management team for their outstanding work in maintaining and expanding our housing portfolio. Your efforts ensure that our properties are not just assets, but homes where individuals and families can thrive.

Sincerely,
Lyndall Robertshaw
Chief Executive Officer – Australia
Home in Place



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.



BRENDEN

Brenden hasn't felt this content in a long time. He says having a stable roof over his head and access to support services is a big reason for the good place he is in.

The 42-year-old lives in a community housing unit in the Lake Macquarie suburb of Swansea in NSW.

Brenden has already faced many challenges in his life. He has experienced mental illness and battled addiction for most of his adult life. Life took a severe turn for the worse eight years ago following a divorce.

Unable to afford a rental property as a single person, he lived in a caravan. The van became written off after he had a car accident while towing it. Brenden ended up living in his car – living “the highway life” as he calls it.

Last year, driving offences landed him in prison for six months.

“That was a real eye opener. I wouldn't say I have been an angel all my life, but I never expected to end up in jail,” he says.

“After I got out of prison, that's when I was truly homeless. Like many others who leave prison, I went straight back on the drugs. I didn't want to burden my mother by moving back in with her, so I went back to living in my car.”

Brenden ended up sleeping rough in Port Macquarie. When he came to see his mum at Christmas, he told her he couldn't go back to that lifestyle.

“I rang emergency housing and they put me in touch with the St Vincent De Paul Society's

Matthew Talbot Homeless Service. They got me temporary accommodation in a motel and started to talk to me about programs and support to tackle the addiction, mental health and other issues I was facing.

“I was very grateful to have a roof over my head, but that sort of accommodation is difficult if you are trying to get clean.”

Brenden went to live temporarily at This Way Home, a transitional housing complex in Newcastle. A partnership program of the NSW Department of Communities and Justice (DCJ), Home in Place and other service providers.

Brenden says if it wasn't for the 28 days he spent at This Way Home and the ongoing support of the Matthew Talbot Homeless Service he wouldn't have his new social housing unit. He describes Home in Place's manager at This Way Home, Emma-Jane (EJ) as “an angel”.

“EJ says I got this unit myself, but I wouldn't have got there without them. I have been at the same crossroad 20 other times in my life but I never made it happen.”

“You need to offer yourself to the program, want to do it for yourself. If you don't, you can't expect your life to change. If you do, it opens up all these awesome services that I never knew existed. Help is there for people who genuinely want it.”

“This place is a gem. It is quiet. And I am around the corner from my mum. It is comforting to have a place to come back to that is mine.”



KRISTY

Kristy has just started an aged care traineeship, her first job since having children. As well as working three days a week at a local aged care facility, she will complete a Certificate III in Individual Support.

"On the first day I was nervous and excited. The facility has a holistic, independence focused approach to resident care. I am really enjoying it," Kristy says.

"I've already got to know some of the residents. Some have a glass memory box with interesting photos inside which helps to start a conversation. One lady has photos of her riding motorbikes in her youth with her dad, who was a speedway driver."

Kristy's aged care traineeship will give her valuable experience in studying and working in a community services area and her long-term career goal is to become a drug and alcohol counsellor.

After years in a violent relationship, Kristy says she was stuck in a cycle of addiction. She has been clean for 12 months after both drug and alcohol counselling and months of detoxification rehabilitation.

My own counsellor is my inspiration. She is amazing. I think I can really help other people in a counselling role because I have lived experience. I can look at things from an addict's point of view.

Kristy is now back living in a Home in Place property close to family.

"I became a grandmother while I was in rehabilitation, so I am looking forward to spending more time with my grandson.

I am meeting challenges head on and attend a relapse prevention program. Rehab teaches you to ask for help before things become too overwhelming.

"The opposite of addiction is connection."

Earlier this year Kristy's fellow tenants nominated her for a Home in Place Tenant Incentive Scheme award.

Getting the award gives you encouragement – a feeling that you are doing a good job. It feels good to be validated, to be heard, and to be seen.



SPECIALIST DISABILITY ACCOMMODATION

Of the many problems plaguing Australia's housing system, perhaps the most egregious is the lack of appropriate accommodation for people with disabilities. In recognition of this fact, Home in Place made the decision several years ago to enter the Specialist Disability Accommodation (SDA) sector and has very rapidly become the single largest provider of SDA in the country.

Delivered as part of the National Disability Insurance Scheme (NDIS), Specialist Disability Accommodation (SDA) is a range of housing designed for people with extreme functional impairment or very high support needs. SDA dwellings have accessible features to help residents live more independently and allow other supports to be delivered better or more safely.



EXECUTIVE MANAGER OF SPECIALIST SERVICES REPORT

In the 2023–24 financial year the team:

- helped 221 residents transition into SDA homes
- completed 181 person-centred customisations of SDA homes
- conducted 728 inspections.

In the rapidly evolving landscape of Specialist Disability Accommodation (SDA) Home in Place has experienced remarkable growth and applied a proactive approach to enhancing service delivery. Over the past two years, Home in Place has successfully integrated 450 new residents into SDA homes under Home in Place management, demonstrating a commitment to not only expanding capacity but also improving participant outcomes. As a property and

tenancy manager, Home in Place has implemented strategic initiatives focused on enhancing service delivery and capacity building, emphasising the importance of upskilling our Specialist Services team by recognising that a well-trained team is essential for delivering a high-quality service.

Our growth can be attributed to a combination of strategic planning and a strong understanding of community needs. By identifying areas of high demand for disability accommodation, Home in Place was able to expand its service delivery meaningfully, ensuring that it met the diverse needs of participants. The success of our growth strategy hinged on building strong relationships with local communities,



Supported Independent Living (SIL) providers, developers, disability sector leaders, and government agencies. Engaging with these entities not only enabled smoother transitions for residents but also helped with tailoring accommodation solutions that resonate with participants’ needs.

Recognising that growth alone does not equate to success, Home in Place is now focusing on improving service delivery. We have adopted a comprehensive framework that prioritises participant engagement and satisfaction. Central to this strategy is the establishment of feedback mechanisms, allowing residents and their families to voice their experiences and suggestions. This feedback loop has proven invaluable in refining services and ensuring they align with residents’ expectations.

Looking ahead, Home in Place is committed to sustaining its growth while continuing to refine and enhance its service delivery. We plan to explore partnerships with other service providers and community organisations to broaden the range of support available to our residents. This collaborative approach will help address any gaps in services and ensure a holistic support system which maximises residents choice and control.

Sincerely,
Alexandra Phillips
Executive Manager of Specialist Services
Home in Place

JAMIESON

Jamieson and her mum Amanda used to travel to Sydney from their home in Dunedoo, near Dubbo, every second week so Jamieson could spend three to four days training in the sport of boccia and attending university.

Since Jamieson moved into a Specialist Disability Accommodation (SDA) apartment at Sydney Olympic Park in August 2023, life has become much easier for the 20 year old.

Jamieson says the travel – almost five hours each way – was exhausting.

Now she is better able to concentrate on her goal of representing Australia at the Paralympics in Paris later this year and completing her Economics degree at the University of NSW.

When Jamieson finally got the keys to her one bedroom apartment she felt overwhelming relief. She had been battling to get SDA and additional supports into her NDIS plan for two years.

"I started looking for accommodation in Sydney in my final year of high school," she says.

"It was a very frustrating process. Other people in similar circumstances had their funding approved but I had to fight and appeal for mine."

Her advice to others applying for SDA funding is to be patient and to not give up.

I had looked at the apartment a couple of times while I was waiting for funding approval. Home in Place held it for me until I could move in.

"I love living here. It is so central. I am 25 minutes away from university and I can walk to training rather than driving for five hours."

"Living here has given me so much more time."

"The people at Home in Place have been very supportive and always there to answer any questions I have had."

Paralympian in boccia

Jamieson started playing boccia six years ago. Her talent was quickly realised and she has represented Australia in the sport for four and a half years.

I went to a school boccia day in Orange when I was in Year 10. Someone said I could be really good at the sport and to come to Sydney to find out more.

Jamieson has gone on to make history by winning a silver medal in the Women's Individual BC3 boccia competition at the Paris 2024 Paralympics. It is the first time an Australian Paralympian has medalled in the women's boccia category.



LINDA, EMMA & SOPHIE

Linda, her two daughters, and the two family dogs, moved into their Specialist Disability Accommodation property in mid-2023.

Linda says it was a long and sometimes difficult journey but this home, in the Redlands on South East Queensland's bayside, was worth the wait.

The family had lived in community housing in Cairns for a number of years. While grateful for the roof over their heads, the home was not designed to meet the disabilities and support needs of Emma (26) and Sophie (21).

Linda said her girls took the big step into the NDIS but it took several years of searching before they found this home. The main stumbling block was that most SDA providers would not allow Linda to live with her daughters. Other homes could not accommodate the family's pet dogs.

Home in Place's SDA team understood and respected the family's wishes. The team stayed in touch with Linda for more than two and a half years before being able to find the right property with an owner who was happy to accommodate their needs.

"We agreed that, for now, staying together as a family was the best thing for Emma and Sophie," Linda says.

The location was important for us. We have always lived close to the water and needed a yard that was suitable for our much-loved dogs.

"This home is perfect and has such positive energy. I was so excited when Home in Place offered it to us. It is quiet and gives us privacy."

"It is wonderful to be able to live together but each have our own room and more than one bathroom. We spend a lot of time with each other, but it is nice that the girls can also have their own space."

Being purpose built for SDA it accommodates the girls' equipment and supports and it is easy to move around the home.

"Redlands is such a beautiful place and the community is lovely. We have easy access to transport, shops and services."

"Everything happened so fast but the staff at Home in Place have been so responsive and helpful. Whenever there has been an issue, they are straight on to it."

We are so grateful to Home in Place and to the property owner for allowing me to live rent free with my daughters. This is a new opportunity for our family and will open new doorways for Emma and Sophie.



AFFORDABLE HOUSING

Over the past 35 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.

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. By providing stable

accommodation for key workers and low to moderate-income earners, affordable housing products serve as an important midway point between the social housing system and the private rental market.

Sadly, the nation's supply of affordable housing has dwindled in recent years as the National Rental Affordability Scheme has been wound up. The current rental crisis gripping the nation is proof of the desperate need for more investment in this crucial part of the housing continuum.



KARYN

Karyn is now the proud owner of her own home on the NSW Central Coast thanks to being able to live in affordable housing and a government home ownership scheme

Living in a Home in Place affordable housing property for two and a half years allowed Karyn to save enough to make her dream of home ownership a reality.

She says affordable housing programs are massively important to help people to keep working and move back into the rental market or home ownership.

"Affordable housing gave me so much relief from the financial stress I was under," Karyn says.

I fell a bit unwell and had to drop from working five days a week to four. That wouldn't have been possible if I was renting privately.

Affordable housing properties, where rents are capped at 75–80% of the assessed market rate, are rented to low-income households, who would otherwise experience housing stress in the private rental market.

In addition to being able to save while living in affordable housing, Karyn was able to take advantage of a NSW Government Shared Equity Home Buyer Helper Scheme to buy her home. The scheme, which closed mid-2024,

helped key workers, single parents, older singles, and survivors of domestic and family violence, to secure a mortgage with a deposit as low as 2% and avoid expensive lender's mortgage insurance.

Before moving into affordable housing she was struggling to pay rent in the private market.

"Affordable housing is fantastic. It was a stepping-stone into controlling my own financial future. It has been very empowering."

Karyn says the current rental crisis means many people are stuck in social housing or affordable housing. She hopes her story gives some people hope or encouragement to keep working towards getting their own home.

I was sad to leave my Home in Place affordable housing place but I am glad to free it up for someone else who needs it.

Karyn has started to slowly renovate her new home. There are new floorboards to replace the old carpets and new window coverings. Her next project is to repaint the pastel green walls. Longer term, she'd like a new kitchen and laundry. For now, she is enjoying having a home of her own to share with her teenage daughter and dachshund.



MAREE

Maree is in her late 60s and has been knitting since she was ten. For the past five years the grandmother of six has been using her skills to help families with sick kids in hospital.

From her Home in Place unit in a suburb of Newcastle in the NSW Hunter region, Maree knits beanies, mittens, outfits, socks, slippers and the occasional blanket and donates them to John Hunter Children's Hospital. Her daughter-in-law also takes some items down to the Randwick Children's Hospital in Sydney every six months.

Maree is now knitting little items for premature babies as well as kids 12 months and up. She will often buy items she finds on sale to include with her parcels.

"I've lost count of the number of outfits I have made. It would be more than 100," Maree said.

"I haven't seen the babies in the clothes but knowing I am helping a family is very fulfilling," she said.

My grandkids don't need many items now, so this keeps me knitting, which I love. It keeps me busy and my mind occupied.

Each time I go up to John Hunter to drop the items off, the staff tell me how appreciative people are. A week or so later I always get a card from the hospital thanking me for the donations.

"Many families don't expect their children will be in hospital or to have to stay for as long as some do. At least they have an outfit or item to wear home. It saves having to buy something."

Maree's 22-year-old grandson was in and out of hospital receiving successful treatment for cancer when he was seven. She said this gave her an understanding and empathy for the families for whom she now knits.

Until then, I didn't appreciate just how many kids end up in hospital for cancer and other illnesses. The number has grown since my grandson was there.

Last time I was at John Hunter I asked the staff how many premature babies they were caring for. The nurse said they were busy but not full. But there were 30 babies.

Maree has been a Home in Place tenant for around 15 years and in her current home for almost four years.

"I am grateful that I have a place to call mine and I don't have to pack up and move from one place to another.

"Having a safe and affordable roof over my head helps me to help others."



ADDRESSING HOMELESSNESS

The Australian Bureau of Statistics estimates around 122,500 Australians are homeless on any given night with more than 40% being children and young people under the age of 24. Close to 300,000 people per year receive support from specialist homelessness services.

Many Home in Place tenants have experienced homelessness in the past and close to 10% were homeless immediately 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.

We work closely with local homelessness support services in all jurisdictions to help people experiencing homelessness transition into stable long-term accommodation. We are also a major contributor to the annual Hunter Homeless Connect Day which links people experiencing or at risk of homelessness with vital services.



HUNTER HOMELESS CONNECT

As part of our ongoing contribution to community, Home in Place has provided local charity, Hunter Homeless Connect, with a dedicated coordinator to run their annual Hunter Homeless Connect Day (HHCD) 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.

Attendance has grown steadily year on year, reflecting the growing level of housing insecurity in the community.

This year HHCD had 145 services on the ground and approximately 1500 associated staff attending throughout the day along with 65 volunteers. Just under 2000 members of the community attended throughout the day to access support.

The level of need in the community continues to exceed what support services can cope with, and the high level of activity and interaction that was maintained throughout the day between services and people seeking support, is a potent reminder of the dire situation that many are experiencing.





THE NEW FACES OF HOMELESSNESS

Only 6% of people experiencing homelessness are sleeping rough. The epidemic of hidden homelessness is far more widespread. As Australia's housing crisis has worsened over the years, housing insecurity and homelessness has gone from something that primarily impacts low-income earners, to something that impacts people from all walks of life. The reality is that modern homelessness touches us all.

The people at risk of homelessness could be your neighbour, your child's teacher, or your grandmother's oldest friend. It could be any one of the parents at school drop-off, or the barista at your favourite café. Decent, hardworking people doing everything they can to keep a roof over their head but finding that the housing crisis makes it almost impossible.

One of the main contributors to the crisis has been the failure of successive state and federal governments to invest in housing the way they used to. Back in

the 1950s and 60s, around 20% of all new housing was built by the government. These days it's more like 2%. Believe it or not funding for housing makes up just 0.6% of the federal budget, compared to roughly 7% for education, and 15% for healthcare.

Home in Place is calling on the federal government to immediately increase funding for social and affordable housing to at least 2% of the federal budget. You can learn more about our campaign at homeinplace.org/modernhomelessness





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.

MID COAST BREAKFAST CLUBS

The Taree and Forster breakfast clubs were established by Catholic Care Social Services and NSW Police with the aim of increasing school attendance on Fridays and providing another opportunity for residents to connect with local support services.

Home in Place became a partner of both events in June 2022. Our team make warm Milo for the children and coffee and tea for the parents and helpers while Catholic Care Social Services look after the food and BBQ.

Home in Place Community Participation Officer Michelle Palmer describes the events as the best part of her job.

"Getting to build those personal relationships with community is a really positive thing," she says.

"It's amazing to see the growth in kids. To see them go from being really shy and not wanting to engage with us to confidently coming up saying please and thank you is amazing."

NSW Police Superintendent Chris Schilt said the breakfast clubs are an opportunity to engage with the community in an informal setting.

"We're getting to have a chat to people about issues that are important to them," Chris said.

"It gives us an opportunity to understand what's going on in the community and if need be we can refer people to other services," he said.

Michelle Robinson from Catholic Care Social Services loves seeing community come out and interact.

"We can see how much families and kids enjoy coming along," Michelle said.

Between 60 and 70 people attend the monthly Taree breakfast club held at the Deakin Crescent Community Garden in the heart of Taree's Bushland Estate. Around 20 people are usually at the fortnightly Forster breakfast which is held at the Tobwabba Aboriginal Medical Centre.

COMMUNITY CLEAN UP IN THE BUSHLANDS ESTATE

Earlier this year Home in Place tenants living in the Bushland Estate and Frances Street Taree came together for two community clean up days.

It was fantastic to see how enthusiastically tenants worked together to clean up the streets and garden spaces. As well as creating a cleaner and safer environment for all, the events were a great community building exercise.

Home in Place's maintenance division My Place Property Maintenance, as well as staff from Sentinel Community Services, also assisted with the cleanup.

At the Bushland Estate 80 cubic metres of rubbish was taken away and 14, three-ton truckloads of materials, mostly metal, were able to be recycled.

Our thanks go to the following organisations who lent a hand and/or were onsite to provide support and outreach services.

- ✎ Aboriginal Housing Office
- ✎ Community Housing Ltd
- ✎ Corrective Services NSW
- ✎ Mid Coast Council
- ✎ Mid Coast Tenancy and Advocacy Services
- ✎ NSW Police
- ✎ First Aid Industrial Medical
- ✎ NSW Health
- ✎ First Steps Count Child and Community Centre.

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 community pantries providing low-cost groceries, 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.





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.

With the cost of living continuing to bite, the Meeting Place's long-standing social enterprise The Shack Shop, has remained extremely popular with members of the local 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. Over the past year the Shack Shop served more than 5000 customers.

Other activities on offer at the Meeting Place over the past year included:

- Hearing checks
- Handyman classes
- Legal outreach clinics for seniors
- Winter warmers cooking series



123 HUB – BROKEN HILL

The big news this year at the 123 Hub was the opening of our brand new community pantry which will provide local residents with access to free or low-cost grocery items.

Around 80 people turned up for the grand opening which included a Welcome to Country, BBQ breakfast and a ribbon and cake cutting ceremony. Guests also had the opportunity to preview the Pantry before it was open to the public.

With continuing cost of living pressures, the Pantry offers a conveniently located and affordable place to shop for our tenants and others who are doing it tougher than most.

We are grateful for the support of Foodbank to make the Pantry a reality.

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.

Earlier this year we once again held our annual "Lunch for the Stars" fundraiser. This year the event featured dual Olympian Jana Pittman as guest speaker and raised \$27,600 for the program.

Young people supported

90

Total spend FY24

\$126,100

You people supported
(since 2012)

627



WAHTA

Wahta is chasing the stars all the way to the the National College of Dance.

The 12-year-old loves ballet and has been dancing since she was three years old. She may have inherited the love of dance from her mum Patricia who was one of the original dancers at the iconic Indigenous dance company, Bangarra.

Wahta received a Grow a Star scholarship to attend an associate program with the National College of Dance. The program for 11 and 12-year-olds involves two intensive days, a three-day workshop, as well as a summer school.

“Wahta’s ballet teacher asked if she could do it but there was no way I could afford the fee on top of her normal weekly ballet fees,” Patricia said.

The Grow a Star scholarship has helped a lot.

Patricia is happy to support her daughter’s love of ballet and desire to be a prima ballerina. She says firstly because she loves it but also because ballet has given Wahta friendships, discipline, confidence and a desire to work hard.

However, as a single mum living in social housing, she saves and relies on scholarships to fund the classes, costumes, travel, and accommodation costs that ballet brings.

Along with Grow a Star, one of the first Indigenous dancers at the Australian Ballet Company, Ella Havelka, has supported Wahta and countless other dancers with scholarships.

Ella is one of Wahta’s idols, along with Ukrainian ballet dancer and mum of three, Alana Zelenko. She watches recordings of both dancing for hours.

April 2024 was a busy month for Wahta. She attended the two-day Claudia Dean Scholarships in Brisbane. The next day she was in Sydney for the Joan and Monica Halliday Royal Academy of Dance NSW Awards where she was a Grade 5 finalist. She was also a finalist in Grade 3 and a runner up in Grade 4. At the Australian Institute of Classical Dance AICD Awards in Sydney on April 15, Wahta was thrilled to dance in front of Newcastle prima ballerina Marilyn Jones OBE. She placed second in the 11-12 year old category.

The team at Home in Place is excited to support Wahta on her ballet journey. With dedication and support, we believe Wahta has the potential to become a true star, inspiring others with her grace and commitment.



MADDI

Maddi is only 15 but can deadlift almost three times her body weight. She weighs 52kg and recently deadlifted 140kg!

She has only been in the sport for a year. She got into it because her dad was training and didn't want to enter a competition by himself. Maddi didn't initially want to compete because she thought it would be too stressful and ruin her love of training.

"Now I love competing. I can't wait for my next competition. It is so much fun; there is so much adrenaline," Maddi says.

After competing in the NSW championships in December 2023, she qualified for the national competition and from there qualified for the World Championships in Malta where she finished 7th in her weight division.

The Year 10 student trains four days a week and says powerlifting helps take her mind off the stresses of school and other things.

It teaches you a lot about how your body works and the importance of sleep and nutrition.

Maddi attributes powerlifting with helping her to realise she would like to pursue a career in nutrition – looking at how food affects your body and its performance.

For Maddi's mum Eri the Grow a Star scholarship came at the right time to allow her and her husband to try and keep supporting *Maddi's* dream of competing on the world stage. Despite both working, with three kids, the couple struggles financially.

Entering these competitions is very expensive so to have funding to cover that cost is very helpful.



LUKE

Having only picked up the sport two years ago, Luke, a young diver from Lake Macquarie NSW, is already making waves in the world of diving.

Training with the Hunter United Diving Academy at Lambton Pool, Luke's natural talent quickly earned him a spot on the NSW School State Team during his very first competition in 2022. His determination and skill led him on to compete in the Australian Titles in Brisbane that same year.

Luke's achievements continued in 2023 at the Diving Australia National Championships in Sydney, where he secured an impressive 4th place.

Luke faces unique challenges that set him apart from his metropolitan competitors. Living in a regional area means he lacks access to a year-round diving facility, as local pools close for the winter months, preventing him from training between May and October. This significant gap in training has the potential to impede his progress, especially when competing against divers who can train all year round.

Luke's family has been incredibly supportive, making every effort to ensure he can participate in competitions and training sessions. However, financial constraints are a constant challenge. Registration and training fees quickly add up, not to mention additional costs for competitions and coaching. To help fund his diving aspirations, Luke has made sacrifices by scaling back on other sports to focus more seriously on diving.

With the support of the Grow a Star scholarship, Luke can continue to develop his skills and compete at the same level as his peers from larger cities. This scholarship not only aids in covering training expenses but also enables him to use the diving facility at Pymble Ladies College, a three-hour commute, twice a week for additional training in the winter months.

Luke describes the impact of the scholarship, saying, "It has really benefited me. It's helped me get better and compete."

In April 2024, Luke competed in the State Combined High Schools Diving competition in Sydney, Luke excelled, placing 2nd in the U14 springboard, 2nd in the U14 Knockout, 1st in Syncro Teams, and 3rd in the Open Platform. Later that month he was selected for the Australian Diving Championships in Melbourne, competing in the age group above in the U14/15 springboard 1m and 3m events.

With the support of Grow a Star and his family's unwavering dedication, Luke is poised to keep rising in the competitive diving landscape, proving that with perseverance and support, anything is possible.



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 shelter 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.

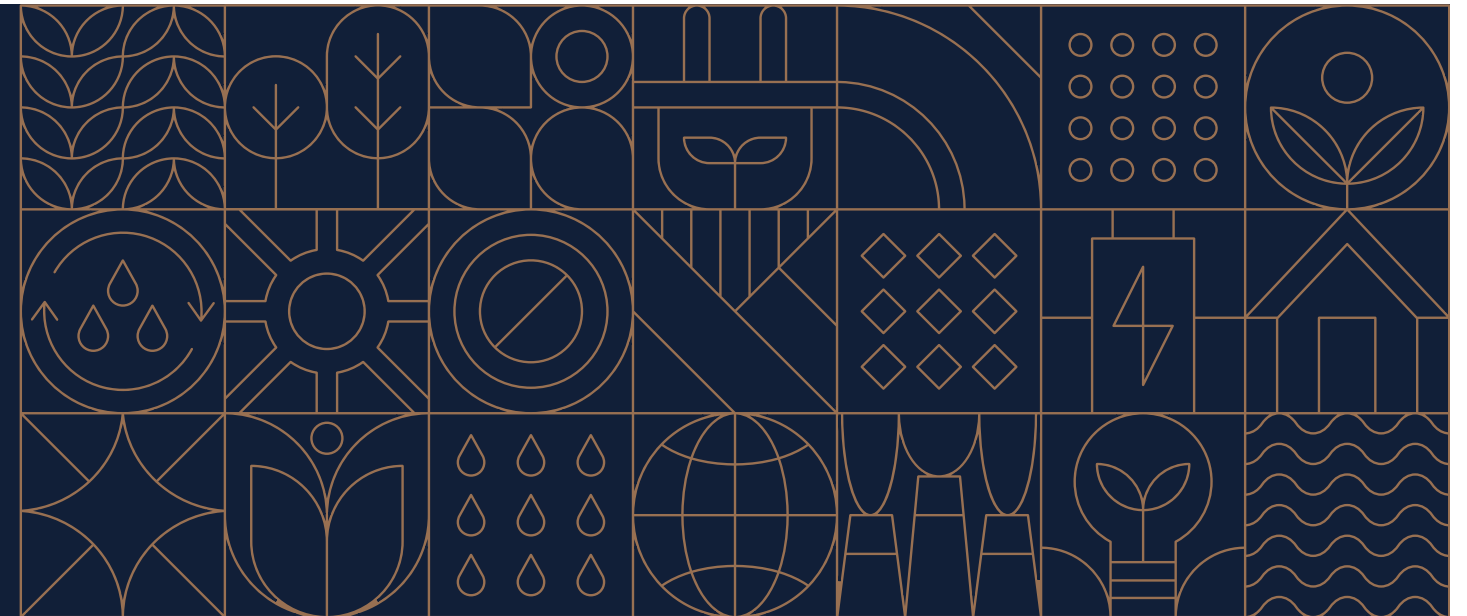
As part of this work, Home in Place is pursuing ambitious sustainability objectives chief amongst which is a commitment to achieving carbon neutrality by 2030. This commitment will be given effect through various initiatives and targets including:

- Making all offices paperless.
- Sourcing electricity from providers specialising in renewables.
- Offering more flexible working hours to reduce staff travel and commuting requirements.
- Progressively installing solar panels on social housing dwellings across our portfolio.

Home in Place's sustainability initiatives are overseen by our Executive Manager of Community Development, and are championed by senior management.

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

- Making sustainability education a central part of the induction process for new employees.
- A pilot program that saw solar panels installed on 42 social housing properties with learnings incorporated for future solar rollout.
- Installing solar panels and monitoring systems on all dwellings in our Home4Life Specialist Disability Accommodation portfolio.
- Phasing in of the "paperless office" ethos by automating double sided black and white printing.
- Partnering with recycling firms to divert dumped material from landfill.
- Offering free meals and heavily subsidised groceries to tenants at our community hubs.
- Maintaining community gardens at housing complexes and working with tenants on drought and pest resistance strategies.



- Engaging the Carbon Reduction Institute to audit and provide a carbon footprint baseline.
- Maintaining Gold Partner Status under the NSW Department of Environment and Heritage Sustainability Advantage program.
- Working with social impact consultancy Think Impact to develop a sustainability framework that will integrate tenant outcomes, ESG standards and the Home in Place group objectives relating to the SDGs.
- Collecting evidence to demonstrate compliance with the CHIA NSW ESG Reporting Standard.

SUSTAINABILITY ADVANTAGE GOLD MEMBERSHIP



Home in Place has been a member of the Sustainability Advantage Program for over ten years. This program is a business support service provided by the NSW Office of Environment and Heritage (OEH) to support organisations in improving their environmental performance, reduce costs, and add value to their business. Home in Place became a bronze member of the program in 2011 and in 2019 was awarded Gold Partner Status in recognition of our commitment to social, economic and environmental sustainability.

ADVOCACY & THOUGHT LEADERSHIP

To inform its internal policies and strategic planning, Home in Place conducts research into many aspects of social housing services. This also provides an evidence base to inform our advocacy for social housing solutions. The past year saw the completion of three major projects.

EXAMINING OVERCROWDING IN FIRST NATIONS HOUSEHOLDS

In 2022 we were awarded a research grant by the NSW Department of Communities and Justice to examine the patterns and causes of crowding in First Nations households. Reducing the incidence of crowded homes is a key target of the Closing the Gap framework which aims to ensure that at least 88% of Aboriginal and Torres Strait Islanders live in 'appropriately sized housing (not overcrowded)'.

Four Community Housing Providers (CHPs) were commissioned to research local patterns of crowding within an overall research program that also examined causes of First Nations mobility.

Our key findings

- That crowding in First Nations households is common to all international jurisdictions where First Nations housing is provided from a Eurocentric, nuclear family perspective.
- That what is often projected as cultural 'obligation' is rather a deeply embedded component of First Nations identity and episodes of sharing accommodation are important reinforcements of cultural and kinship connections. We termed this a 'way of being'.

However, we were also concerned to understand that crowding can also be a source of challenges for the family and the housing provider. The key challenges identified were:

Financial pressure associated with increased costs for food, water and energy use:

Research participants had many coping strategies but extended periods of additional residents put pressure on family budgets and increased the risk of rental and utility debt. Support for the family could include assisting Energy Accounts Payment Assistance payments, debt counselling and payment plans.



Household infrastructure pressure:

Crowding episodes often caused breakdown in toilet, washing, laundry or cooking facilities. Health risks are associated with key household infrastructure including gastrointestinal, skin and respiratory infections.

Health impacts: Whilst our participants did not report health issues as a concern, the wider international literature does raise the increased risk of transmissible diseases as a potential consequence of over-occupation that is sustained over time.

The report identified recommendations for Home in Place to be culturally conscious of the causes of crowding and adopt flexible tenancy management practices that supported tenants through a crowding episode. It also identified a decision matrix that assists staff to better assess situations and determine the correct balance between support and compliance with tenancy conditions.

SUPPORT NEEDS OF SOCIAL HOUSING TENANTS

An earlier piece of research in partnership with the University of Newcastle examined the support needs of social housing tenants. As CHPs provide services to an increasingly 'high needs' population, support to maintain tenancies is placing new demands on the sector.

In 2022-23, over 83% of allocations to public housing in Australia were to people designated as having 'greatest' needs. Of these, 54% were defined as homeless and a further 36% were at risk of homelessness. Behind these statistics are many life stories of trauma, physical and mental health challenges, disability and social isolation.

Housing providers are not funded to meet these needs but often provide support for residents to help them maintain

the tenancy. Consequently, a better understanding of support needs, and the role of the social housing provider, can equip us collectively to be more effective and efficient in the use of our scarce resources.

Our research identified a wide pattern of 'help needed' with five domains of everyday lives.

- Transport, employment and financial stress
- Housing and safety
- Health and wellbeing
- Access to services
- Life control

The highest reported 'need for help' referred to financial need, specifically 'paying for an unexpected bill'. Clearly, this is a consequence of social housing allocation to the lowest income decile of the population and expected challenges with financial issues. Of the remaining top five support needs mental health related issues dominated.

NEED	(%)
Paying unexpected bills (e.g. broken fridge)	42
Feelings of sadness or anxiety	39
Feelings of anger or frustration	34
Memory or concentration problems	33
Worrying about the future	32

On average, residents reported needing help with seven areas of their lives with First Nations tenants reporting help need with over 11 aspects of their life.

More information about this research and the recommendations it produced is available on the Home in Place website at: homeinplace.org/on-a-needs-basis-social-housing-support-and-dire-straits





Housing solutions
for all Australians

everybodyshome.com.au

SUBMISSION TO THE EVERYBODY'S HOME PEOPLE'S COMMISSION

In 2024, housing advocacy group Everybody's Home convened Australia's first People's Commission into the Housing Crisis.

The People's Commission was an opportunity for individuals and organisations across Australia to contribute to a national conversation about the housing crisis, its impacts and what can be done to fix it. The following is an extract from Home in Place's written submission to the People's Commission.

People grappling with the challenge of finding or sustaining affordable and suitable housing endure a relentless daily struggle that permeates every aspect of their lives. The financial strain of high housing costs often means that a substantial portion of their income is swallowed up by rent or mortgage payments, leaving little for necessities such as food, healthcare, utilities and education. This financial burden can force individuals and families into making tough choices, and sacrificing basic needs to keep a roof over their heads.

For low-income renters, the options available are frequently limited, pushing many into neighbourhoods lacking in amenities and far from employment

opportunities. Those unable to secure a place of their own experience additional challenges such as overcrowding with friends or relatives, or living in makeshift or improvised dwellings that are often riddled with hazards.

The instability of such living situations is a constant source of stress. Frequent moves, driven by rent hikes or the search for cheaper accommodation, disrupt lives and fracture community ties. Children are particularly hard hit as they are uprooted from schools and friends, creating cycles of disruption that can impact educational outcomes and future prospects.



The emotional and psychological toll of housing insecurity is profound. The ever-looming threat of eviction, the stress of living in substandard conditions, and the helplessness of feeling trapped in a cycle of poverty can lead to long-term psychological effects, including anxiety, stress, and depression. This emotional burden is compounded by social isolation and marginalisation, as financial constraints limit the ability to engage with the community, further deepening feelings of alienation.

The struggle for affordable and suitable housing is not just a matter of physical shelter but a profound determinant of quality of life, affecting health, happiness, and the overall sense of security and belonging.

Decades of poor policy have created one of the least affordable and most unequal housing markets in the world. This has had a deep and scarring impact on almost every aspect of Australian society. Some of the most concerning impacts include:

- The retirement system being placed at risk
 - The viability of both the age pension, and the superannuation system, are premised on the idea that people will own their own homes in retirement. However, home ownership levels have fallen precipitously, particularly amongst younger Australians, creating the likelihood that many people will continue to have significant housing expenses well into retirement.
- More demand on the already oversubscribed social housing system

- Social housing is already unique amongst government benefits in that it is the only one to which access is rationed. Current trends suggest that rationing will become even more severe in years to come.

➤ Increased household debt and broader economic stagnation

- With a household debt-to-income ratio of 190%, Australian households are among the most heavily indebted in the world. Even prior to the latest surge in dwelling prices, the share of homeowners with debts equivalent to three or more times their annual income had increased from just over 30% a decade ago, to more than 50% in 2020.

➤ Increased wealth inequality

- Although income inequality in Australia is low compared to many other western countries, the same cannot be said of wealth inequality which has continued to grow, driven primarily by house prices, Australia is rapidly splitting into a two-tier society divided between those who already own property and those who do not.

Many of these problems are attributable to governments having withdrawn from their historic role of active participants in the housing market. Throughout the 1950s and 1960s around 20% of all new homes were built by the government. In 2024, that figure has fallen to around 2%.

More information about this paper, including Home in Place's recommendations for reform, can be found online at: <https://homeinplace.org/publications-and-policies/reports-and-submissions/>

INTERNATIONAL ACTIVITIES

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.





DELIVERING SHORT-TERM AID AND LONG-TERM SOLUTIONS IN FIJI

Home in Place has partnered with Lake Macquarie based charity, Church 4 Life, to provide a container load of second-hand clothing to communities in Fiji. This collaboration provided the Pacific nation with more than 20 tonnes of quality clothing, which will clothe more than 20,000 people.

Home in Place's Group Chief Financial Officer, Lisa Evans, joined Church 4 Life Managing Director Gail Taylor on a visit to Suva, meeting with local port staff, small business owners, their employees, and recipients of the clothing. The visit also provided an unfiltered view of Fiji's growing informal settlements, which house more than 20% of the country's population. These settlements are home to thousands of working-class families, who struggle to make ends meet and are not able to be housed by Fiji's under-resourced public housing system.

The dwellings within these settlements, often constructed using reclaimed building materials, rarely have access to safe power, sewerage, and clean drinking water. They are more susceptible to the impacts of climate change and provide little personal security.

The impact on families from living in these conditions can be profound and tends to have a deleterious effect on everything from health to academic performance.

Home in Place's partnership with Church 4 Life is a small step, but a step in the right direction, in implementing our vision that all people have appropriate and affordable housing and are engaged in sustainable communities.

Since partnering with Church 4 Life, Home in Place has signed a Memorandum of Understanding with the Fiji Public Rental Board, participating in a peer-to-peer learning exchange. This partnership aims to better understand the need for affordable housing in Fiji and expand the knowledge and efficiency of both organisations in solving this need.

PARTNERSHIP WITH FIJI PUBLIC RENTAL BOARD

Home in Place has signed a Memorandum of Understanding (MOU) with the Fiji Public Rental Board to share best practice approaches to housing policy, development and management and identify future collaboration opportunities.

The MOU, signed in the presence of Fiji High Commissioner to Australia His Excellency Ajay Bhai Amrit, signifies a commitment by the two organisations to work together to improve housing outcomes and address common challenges in the housing sector. They will benefit from each other's expertise and experiences through regular meetings, workshops and site visits.

The partnership, which came about following Home in Place's participation in the Pacific Urban Forum in September 2023, is a significant opportunity for both organisations and will allow Home in Place to support the Vuvale Partnership agreement signed by the Australian and Fijian governments in 2019.



FINANCIAL STATEMENTS

FOR THE YEAR ENDED 30 JUNE 2024

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Information on Home in Place (Australia) Limited Concise financial report

This concise financial report is an extract from the Home in Place (Australia) Limited Annual report for the year ended 30 June 2024.

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 that the annual report is available, free of charge, on request to the entity.

DIRECTORS' REPORT

The directors present their report, together with the consolidated financial statements of the Group, being the Company and its controlled entities, for the financial year ended 30 June 2024.

DIRECTORS

The names of the directors in office at any time during, or since the end of, the year are:

Paul Johnson
Kwesi Addo
Greg Budworth
Barry Martin (until 22/04/2024)
Paul Hughes
Jennifer Roberts
Susan Williams
Professor (Hon) Caroline McMillen AO FAHMS
Ben Iosefa

Directors have been in office since the start of the financial year to the date of this report unless otherwise stated.

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 Limited Board Member, Home in Place (Australia) Board Member, Home in Place (New Zealand) Board Member, Home in Place (Queensland) Board Member, Home in Place (Victoria) Board Member (Chair from 22.03.2023 – 13.08.2024), My Place Property Maintenance Board Chair, Australian Operations Committee Member (Chair until 1.07.2024) and Internal Review Committee Member (Chair from 23.04.2018 – 01.07.2024). 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 and construction 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 Limited, Chair of Home in Place (Australia), Chair of Home in Place (Queensland), Home in Place (New Zealand) Board Member, Home in Place (Victoria) Board Member, My Place Property Maintenance Board Member, Chair of Governance, Remuneration & Nominations Committee and 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, Executive Director of Home in Place Limited, Home in Place (Australia), Home in Place (Queensland), Home in Place (New Zealand) and Home in Place (Victoria), Australian Operations Committee Member. Internal Review Committee Ex-Officio Member and Director of the six SAHF related joint venture entities. Board Member since 2012.



PAUL HUGHES

Qualifications

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

Experience

Over 25 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 and as the CEO of Newcastle Airport from 2005 – 2015.

Special responsibilities

Deputy Chair of Home in Place Limited, Home in Place (Australia) Board Member (Chair from 1.07.2024), Home in Place (Queensland) Board Member (Chair from 1.07.2024), and Home4Life Limited Board Member, Chair of Finance, Risk and Audit Committee, Governance, Remuneration & Nominations Committee Member and Australian Operations Committee Member (from 1.07.2024). Board Member since 2017.



JENNIFER ROBERTS

Qualifications

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

Experience

Jennifer has worked as a senior executive in state and local government for 30 years. Building on that experience, Jennifer established her own private consulting firm focusing on economic impact assessment, strategy development and project alignment with public policy. She has had a strong focus on economic development, urban economics and housing policy. Jennifer's consulting work spans the public, not for profit and private sectors. She has been highly successful in securing significant capital grant funding for her clients.

In recent years Jennifer has also focused her skills and experience on assisting private and public-sector Boards and advisory groups. Her extensive knowledge and skills in public sector strategy and policy development area, and her project management, engagement and stakeholder relations experience allows her to bring considerable value add to these boards. Jennifer has strong experience in grant funding, economic impact assessment and project approval pathways which she applies largely for community and profit for purpose entities. Her roles in government have provided her significant working experience in probity, procurement and internal audit processes. Jennifer has represented Home in Place at United Nations World Urban Forums in Malaysia and Abu Dhabi.

Special responsibilities

Home in Place Limited Board Member, Home in Place (Australia) Board member, Home in Place (Victoria) Chair (from 13.08.2024), Home in Place (Queensland) Board Member, Governance, Remuneration & Nominations Committee Member, Finance, Risk and Audit Committee Member, Chair of Australian Operations Committee Member (from 1.07.2024), Internal Review Committee Chair (from 1.07.2024). 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

Home in Place Limited Board Member, Home in Place (Australia) Board Member (up until 30.11.2023 then reappointed on 14.12.2023), Home in Place (Queensland) Board Member (up until 30.11.2023 then reappointed on 14.12.2023), Finance, Risk and Audit Committee Member (up until 30.11.2023 then reappointed on 14.12.2023) and Australian Operations Committee Member. Board Member since 2014.



PROFESSOR (HON) CAROLINE MCMILLEN AO FAHMS

Qualifications

BA (Honours) and Doctor of Philosophy, University of Oxford. MB, B Chir, 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 Royal Society of Victoria, Immune Deficiencies Foundation Australia, DMTC Ltd, the Australia-Japan Foundation and is appointed as 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 and national disciplinary bodies, research policy and assessment committees and industry focussed organisations, 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, health, defence, and manufacturing. Throughout her career Professor McMillen has been committed to building collaborations across universities, government, and industry to drive innovation with a positive impact on the economic, environmental, and social health of Australia.

Special responsibilities

Home in Place Limited Board Member, Home in Place (Australia) Board Member, Home in Place (Queensland) Board Member, Deputy Chair of Home in Place (Victoria) (from 13.08.2024), Finance, Risk and Audit Committee Member and 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. Graduate 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 housing, energy & sustainability, property development, logistics, and automotive.

Professional director and current board member at Counties Energy, Wine Works 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 Limited Board Member, Home in Place (Australia) Board Member, Home in Place (Queensland) Board Member, Chair of Home in Place (New Zealand), Finance, Risk and Audit Committee Member, Governance, Remuneration and Nominations Committee Member (from 1.07.2024) and Australian Operations Committee Member (until 1.07.2024). Board Member since 2021.

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.

Home in Place (Australia) Limited received funding support from NSW Department of Community and Justice through grant subsidies for the Community Housing Leasing Program to lease properties from the private market for the provision of community housing.

Home in Place (Australia) Limited and our wholly owned subsidiary Home in Place (Queensland) Ltd received funding support from the Department of Housing (DoH) through grant subsidies for the Community Rent Scheme Program.

REVIEW OF OPERATIONS

The consolidated operating surplus of the Group amounted to \$22,594,000 (2023: \$26,804,000).

MEMBERS’ GUARANTEE

Home in Place (Australia) Limited is a company limited by guarantee. In the event of, and for the purpose of winding up of the company, the amount capable of being called up from each member and any person or association who ceased to be a member in the year prior to the winding up, is limited to \$ 5, subject to the provisions of the company’s constitution.

At 30 June 2024 the collective liability of members was \$ 90 (2023: \$ 90).

SIGNIFICANT CHANGES IN STATE OF AFFAIRS

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

FUTURE DEVELOPMENTS AND RESULTS

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 MATTERS

The Group’s operations are not regulated by any significant environmental regulations under a law of the Commonwealth or of a state or territory.

ROUNDING OF AMOUNTS

The Group has applied the relief available to it in ASIC Corporations Instrument 2016/191 and accordingly certain amounts in the consolidated financial report have been rounded off to the nearest thousand dollars.

REMUNERATION REPORT

The directors are pleased to present your Home in Place (Australia) Limited’s 2024 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 2023–24 INCLUDING SUPERANNUATION	
BOARD	\$'000
Paul Johnson	97
Kwesi Addo	160
Barry Martin	75
Paul Hughes	101
Jennifer Roberts	90
Susan Williams	87
Caroline McMillen	90
Ben Iosefa	127
TOTAL	827

MEETINGS OF DIRECTORS

During the financial year, meetings of directors (including committees of directors) were held. Attendances by each director during the year were as follows:

	TOTAL ATTENDED		HOME IN PLACE PARENT BOARD		HOME IN PLACE (QLD) BOARD		HOME IN PLACE (NZ) BOARD		HOME IN PLACE (VIC) BOARD		MY PLACE PROPERTY MANAGEMENT BOARD		GOVERNANCE, REMUNERATION & NOMINATIONS COMMITTEE		FINANCE, RISK & AUDIT COMMITTEE		AUSTRALIAN OPERATIONS COMMITTEE		INTERNAL REVIEW COMMITTEE	
	A	B	A	B	A	B	A	B	A	B	A	B	A	B	A	B	A	B	A	B
Paul Johnson	41	41	11	11	5	5	7	7	6	6	1	1	-	-	-	-	5	5	6	6
Kwesi Addo	32	34	10	11	4	5	7	7	6	6	1	1	4	4	-	-	-	-	-	-
Greg Budworth	43	45	9	11	5	5	7	7	6	6	1	1	4	4	6	6	5	5	-	-
Barry Martin	25	25	8	8	4	4	-	-	-	-	-	-	3	3	-	-	4	4	6	6
Paul Hughes	24	26	10	11	5	5	-	-	-	-	-	-	4	4	5	6	-	-	-	-
Jennifer Roberts	22	26	10	11	3	5	-	-	-	-	-	-	4	4	5	6	-	-	-	-
Susan Williams	21	27	8	11	4	5	-	-	-	-	-	-	-	-	5	6	4	5	-	-
Caroline McMillen	27	29	9	11	5	5	-	-	2	2	-	-	-	-	6	6	5	5	-	-
Ben Iosefa	32	34	11	11	4	5	7	7	-	-	-	-	-	-	5	6	5	5	-	-

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

Finance, Risk & Audit Committee (FRAC)
(Formed 27 February 2023)
Members appointed:

- Paul Hughes (Chair)
- Ben Iosefa
- Caroline McMillen
- Jennifer Roberts
- Susan Williams (expired 27/11/2023; reappointed 14/12/2023 until AGM)

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 (ceased 22/04/2024)
- Ben Iosefa (from 1/07/2024)

Home in Place (New Zealand) Board
Directors:

- Ben Iosefa (Chair) reappointed 27/11/2023 until 2026 AGM
- Josie Adlam (Deputy Chair) reappointed 27/11/2023 until 2026 AGM
- Paul Johnson
- Kwesi Addo
- Greg Budworth

Australian Operations Committee (AOC)
(Formed 27 February 2023)
Members appointed:

- Paul Johnson (Chair until 1/07/2024)
- Susan Williams (expired 27/11/2023; reappointed 14/12/2023 until AGM)
- Caroline McMillen
- Barry Martin (ceased 22/04/2024)
- Ben Iosefa (ceased 1/07/2024)
- Greg Budworth
- Jennifer Roberts (Chair from 1/07/2024)

Home in Place (VIC) Board
Directors:

- Kwesi Addo
- Greg Budworth
- Lyndall Robertshaw (ceased 1/03/2024)
- Lisa Evans
- Paul Johnson (Chair from 22/03/2023 – 13/08/2024)
- Caroline McMillen (appointed 1/03/2024)
- Jennifer Roberts (Appointed 8/07/2024 and Chair from 13/08/2024)

Home in Place (QLD) Board
Directors:

- Kwesi Addo
- Paul Hughes
- Ben Iosefa
- Paul Johnson
- Barry Martin (ceased 22/04/2024)
- Jennifer Roberts
- Susan Williams (expired 27/11/2023; reappointed 14/12/2023 until AGM)
- Greg Budworth
- Caroline McMillen

INDEMNIFICATION AND INSURANCE OF OFFICERS AND AUDITORS

During the financial year, Home in Place (Australia) Limited paid a premium of \$36,068 (2023: \$31,993) 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.

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 93 and forms part of the directors’ report.

Signed in accordance with a resolution of the Board of Directors:



KWESI ADDO
DIRECTOR

Newcastle
28 October 2024



PAUL HUGHES
DIRECTOR

AUDITOR'S INDEPENDENCE DECLARATION



Auditor’s Independence Declaration

As lead auditor for the audit of Home in Place (Australia) Limited for the year ended 30 June 2024, 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 Home in Place (Australia) Limited and the entities it controlled during the period.



Angela Higgins
Partner
PricewaterhouseCoopers

Newcastle
28 October 2024

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CONSOLIDATED STATEMENT OF PROFIT OR LOSS
AND OTHER COMPREHENSIVE INCOME

For the year ended 30 June 2024

	Notes	2024 \$'000	2023 \$'000
REVENUE	2	135,758	125,420
Other income		6,310	4,681
Fair value adjustment to investment property		10,482	17,846
Tenancy and property management expenses		(81,436)	(75,797)
Administration expenses		(39,105)	(34,430)
Finance expenses		(11,241)	(11,390)
Share of net profits of equity-accounted associates and joint ventures		1,826	474
Surplus before income tax		22,594	26,804
Income tax expense		–	–
Surplus for the year		22,594	26,804
Other comprehensive income for the year, net of tax		–	–
Total comprehensive income for the year		22,594	26,804

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 2024

	Notes	2024 \$'000	2023 \$'000
ASSETS			
Current assets			
Cash and cash equivalents		80,692	55,808
Trade and other receivables		9,975	9,286
Other financial assets		6	6
Other current assets		2,519	2,522
Total current assets		93,192	67,622
Non-current assets			
Other financial assets		9,943	9,980
Property, plant and equipment		3,977	2,115
Investment properties		745,537	727,759
Investments accounted for using the equity method		7,350	5,524
Intangible assets		135	295
Right-of-use assets		165,415	173,002
Other non-current assets		1,120	1,333
Total non-current assets		933,477	920,008
TOTAL ASSETS		1,026,669	987,630
LIABILITIES			
Current liabilities			
Trade and other payables		18,271	13,451
Lease liabilities		11,330	10,536
Provisions		6,143	4,226
Employee benefit obligations		3,819	3,235
Deferred income		14,077	4,007
Total current liabilities		53,640	35,455
Non-current liabilities			
Borrowings		159,163	159,163
Lease liabilities		169,361	174,112
Employee benefit obligations		171	195
Provisions		400	400
Other liabilities		9,264	5,734
Deferred income		703	1,198
Total non-current liabilities		339,062	340,802
TOTAL LIABILITIES		392,702	376,257
NET ASSETS		633,967	611,373
EQUITY			
Accumulated surplus		518,878	496,284
Other reserves		115,089	115,089
Total equity		633,967	611,373

The above consolidated balance sheet should be read in conjunction with the accompanying notes.

CONSOLIDATED STATEMENT OF CHANGES IN EQUITY

For the year ended 30 June 2024

	Asset revaluation reserve	Vested capital assets reserve	Vested surplus reserve	Accumulated surplus	Total
	\$'000	\$'000	\$'000	\$'000	\$'000
Balance at 1 July 2023	75	110,101	4,913	496,284	611,373
Surplus for the year	–	–	–	22,594	22,594
Balance at 30 June 2024	75	110,101	4,913	518,878	633,967
Balance at 1 July 2022	75	110,101	4,913	469,480	584,569
Surplus for the year	–	–	–	26,804	26,804
Balance at 30 June 2023	75	110,101	4,913	496,284	611,373

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 2024

	2024 \$'000	2023 \$'000
CASH FLOWS FROM OPERATING ACTIVITIES		
Receipts from customers	117,761	107,581
Payments to suppliers and employees	(101,823)	(98,135)
Receipt from grants	29,518	15,323
Interest income	3,250	1,995
Interest and borrowing costs paid	(5,601)	(5,653)
Net cash inflow from operating activities	43,105	21,111
CASH FLOWS FROM INVESTING ACTIVITIES		
Payments for property, plant and equipment	(6,342)	(800)
Payments for intangibles	(2,908)	(262)
Proceeds from sale of property, plant and equipment	–	18
Proceeds from financial assets	37	29
Net cash inflow (outflow) from investing activities	(9,213)	(1,015)
CASH FLOWS FROM FINANCING ACTIVITIES		
Principal elements of lease payments	(11,560)	(10,139)
Proceeds from borrowings	2,552	–
Net cash used in financing activities	(9,008)	(10,139)
Net increase in cash and cash equivalents held	24,884	9,957
Cash and cash equivalents at beginning of year	55,808	45,851
Cash and cash equivalents at end of financial year	80,692	55,808

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

DISCUSSION AND ANALYSIS OF THE FINANCIAL STATEMENTS

For the year ended 30 June 2024

Consolidated statement of profit or loss and other comprehensive income

The consolidated group generated a surplus of \$22.594 million for the year ended 30 June 2024. This represents a decrease of \$4.210 million (15.7%) from the year ended 30 June 2023.

The following analysis is noted on the result for the 2024 financial year:

- a) Revenue from services has increased by 8.2% due to increased tenant income driven by an increase in properties under management resulting in increased tenant revenue.
- b) Other income increased by 34.8% largely due to interest generated on surplus cash because of favourable interest rates.
- c) Fair value adjustment to investment properties of \$10.482 million was recognised during the year. The \$0.954 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 nine properties under the Capital Assistance Agreement for the provision of social housing and two properties under the Quickstarts Program. Home in Place 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 7.4%, driven by the increase in properties under ownership/management along with an increase in leasehold costs.
- e) Administration expenses have increased by 13.6%.
- f) The share of net profit attributable to the Home4Life joint venture of \$1.826 million was recognised in the current year compared to \$0.474 million in the prior year.

Consolidated statement of financial position

Assets

Total assets increased by 4.0% to \$1,026.669 million. The increase was primarily attributable to the following:

- a) Cash at bank increased by \$24.884 million. See further details below under Consolidated statement of cash flow sub-heading.
- b) Investment Properties increased by \$17.778 million due to the fair value increment of \$11.436 million following the 2024 revaluations and \$6.342 million property acquisitions presenting a total 2.4% increase on the total portfolio.
- c) A decrease in right-of-use assets of \$7.587 million.

Liabilities

Total liabilities increased by 16.445 million. This increase was a result of:

- a) Increase in deferred income (current and non-current) by \$9.575 million.
- b) Increase in trade and other payables by \$4.820 million.
- c) Increase in other liabilities (Department of Housing (DoH) ownership share of investment properties) by \$3.530 million.
- d) Increased provisions \$1.917 million.
- e) Decrease in the overall lease liability (current and non-current) of \$3.957 million.

Equity

Resulting from the profit achieved during the year, the equity of the Group increased by \$22.594 million.

Consolidated statement of cash flows

Cash at bank increased by \$24.884 million. Cash generated from operating activities was \$43.105 million, investing activities \$(9.213) million and financing activities \$(9.008) million.

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 30 June 2024

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 Home in Place (Australia) Limited. Home in Place (Australia) Limited is a not-for-profit entity for the purpose of preparing the financial statements.

1 - BASIS OF PREPARATION

The financial statements are general purpose financial statements that have been prepared in accordance with the Australian Accounting Standards and the *Australian Charities and Not-for-profits Commission Act 2012*. Home in Place (Australia) Limited is a not-for-profit entity for the purpose of preparing the financial statements.

The financial statements have been prepared on an accruals basis and are based on historical costs modified, where applicable, by the measurement at fair value of selected non-current assets, financial assets and financial liabilities.

Comparatives are consistent with prior years, unless otherwise stated.

The financial statements are presented in Australian dollars which is the parent entity’s functional and presentation currency.

2 - REVENUE

	2024 \$'000	2023 \$'000
FROM OPERATIONS		
Tenant revenue	92,499	83,967
Grant revenue	19,943	19,027
Management fees	20,084	19,724
SDA revenue	3,232	2,702
Total	135,758	125,420
DISAGGREGATION OF REVENUE FROM CONTRACTS WITH CUSTOMERS BASED ON TIMING OF REVENUE RECOGNITION		
At a point in time	3,004	2,556
Over time	112,811	103,837
Excluded from scope of AASB15	19,943	19,027
Total	135,758	125,420

3 - EVENTS AFTER THE END OF THE REPORTING PERIOD

No matters or circumstances have arisen since the end of the financial year which significantly affected or may significantly affect the operations of the Group, the results of those operations or the state of affairs of the Group in future financial years.

DIRECTORS' DECLARATION

In the directors' opinion:

- 1. The attached financial statements and notes thereto comply with Accounting Standard AASB 1039 'Concise Financial Reports'; and
- 2. The attached financial statements and notes thereto have been derived from the full financial report of the Group.

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



KWESI ADDO
DIRECTOR

Newcastle
28 October 2023



PAUL HUGHES
DIRECTOR

INDEPENDENT AUDITOR'S REPORT



Independent auditor's report

To the members of Home in Place (Australia) Limited

Report on the concise financial report

Our opinion

In our opinion, the accompanying concise financial report, including the discussion and analysis, of Home in Place (Australia) Limited (the Company) and its controlled entities (together, the Group) for the year ended 30 June 2024 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 2024 comprises:

- the Consolidated Statement of Financial Position as at 30 June 2024
- 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 related notes
- the discussion and analysis.

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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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 28 October 2024.

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 AAS 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

Angela Higgins

Angela Higgins
Partner

Newcastle
28 October 2024



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