



THE NATIONAL VOICE FOR
COMMUNITY HOUSING

ANNUAL REPORT 2019/20



Community Housing
INDUSTRY ASSOCIATION



Contents

2 - 3	Chair's Message
4 - 5	CEO Report
6 - 7	Highlights 2019/20
8 - 9	SHARP summary
10	Governance
11 - 13	Financials
14 - 15	Independent Auditor's Report
16 - 17	Covid Initial Response
18 - 19	Your Fees at Work in 2019/20
19	Working together
20	Thanks to Our Members

ABOUT CHIA

CHIA is the peak body representing not for profit community housing organisations (CHOs) across Australia.



The industry provides one in five of Australia's social rental properties, complementing public housing.



Our 170 plus members include the largest (managing over 10,000 dwellings) to those with less than 100 homes.



CHOs manage a \$40 billion-plus portfolio of more than 100,000 homes, housing people on low and moderate incomes who find it hard to access affordable and appropriate tenancies in the private market.



Our members provide a diverse range of housing for Aboriginal people, people with disabilities and the formerly homeless



CHIA is the peak body representing not for profit community housing organisations (CHOs) across Australia.

CHIA's vision is to foster a world-class community housing industry in Australia.

Our purpose is to lead, represent and advocate for the Australian community housing industry at a national level.



Community Housing
INDUSTRY ASSOCIATION

Suite 309/410 Elizabeth Street, Surry Hills NSW 2010

E info@communityhousing.com.au

W communityhousing.com.au

TWITTER @CHIA_News

Subscribe to CHIA's eNewsletter at communityhousing.com.au and stay in touch with the latest sector news and events.

ACN 604 344 112 | ABN 303 886 802 58

Chair's Message



ANDREW HANNAN

Chair, CHIA

The global COVID-19 pandemic has reinforced the value of safe, secure and affordable housing, and strong communities, with homes being key to meet public health objectives and workplace requirements, and communities playing an essential role in supporting vulnerable members of society. I would like to acknowledge the outstanding work of CHIA member organisations. Be they large or small, member organisations have had a critical role in Australia's response to COVID-19 across all States and Territories, across metropolitan, regional and remote areas, working in partnership with Governments at all levels, to for example:

- develop rapid and innovative responses to address street homelessness,
- ramp up the development and/or management of social and affordable rental homes,
- develop new programs and services to support vulnerable tenants, and
- create increased pathways into home ownership.

CHIA's vision is to foster a world-class community housing industry in Australia. We do this through delivering on our purpose, being able to lead, represent and advocate for the Australian community housing industry at a national level. We work closely with and complement the work of State and Territory community housing industry peaks in providing support to a typically common membership base, and work closely with related industry bodies, always with a focus on delivery for CHIA's membership.

CHIA has continued to build on its achievements in the 2019-2020 year. Our membership showcases the diversity of the sector and CHIA represents well over 150 full members nationally, large, small and all points between.

CHIA has continued to build on its advocacy work from previous years and a centrepiece of this has been the lobbying around its SHARP economic stimulus program: Social Housing Acceleration Renovation Program. This was launched together with National Shelter, Everybody's Home and Homelessness Australia in March this year, and attracted significant media attention. The calls for increased funding for social housing continue to grow louder, not just from CHOs, and whilst the recent Federal Budget may not have had the emphasis on housing we wished for, CHIA remains committed to pursuing the case for a Federally-driven stimulus package. It is pleasing to see the concepts adapted and now being applied in certain States, most notably Victoria's recently announced Big Housing Build program.

In our most recent members survey in 2019, most respondents believed that CHIA should focus its efforts on being a 'national voice' that represents all community housing providers, national policy and funding issues, lobbying Commonwealth Government and providing services and support for CHOs. This year we've made 11 submissions to government, produced nine reports and proposals. These are listed on page 19 but some highlights include a joint submission to the Infrastructure Australia Audit 2019 with National Shelter, Homelessness Australia and PowerHousing Australia; the Federal pre Budget Submission and the recent Parliamentary Enquiry into Homelessness.

Following the apocalyptic bushfire season that affected so many regions, COVID-19 has of course been and continues to be a major challenge across the sector. CHIA provided comprehensive resources and regular updates as well as consulting with members to form a response for Government (CHIA's response to the COVID-19 outbreak). In addition to this CHIA has provided solutions such as CHIA's Pandemic Emergency Community Housing Leasing Program (PECHLP) and its joint proposal with Homelessness Australia, the Rapid Housing Response Fund in April.

CHIA has continued to work closely with NHFIC on its Capacity Grants program, providing a number of resources for the sector including a series of interstate 'refresher' workshops on the program and NHFIC finance

and modelling tools. Whilst outside the scope of this report CHIA is delighted that the program has recently been extended for a further twelve months through to September 2021 and we will continue to administer the work.

Beyond our SHARP stimulus program development and advocacy, the major focus, and one which has the potential to be an absolute game changer for the sector, is our work on longer term policy solutions that target the unlocking of large scale institutional investment, complementing government contributions. This work has recently been given a major boost through our founding member role with the newly formed National Affordable Housing Alliance (NAHA), which brings new and influential parties together and will further increase the reach and voice that CHIA would otherwise have in advocating for our members.

I have no doubt CHIA's ongoing policy input and advocacy will maintain the public focus on the need for increased affordable housing supply. Teamed with the Commonwealth's renewed interest in the sector, we can all look forward to seeing the delivery of sustainable and comprehensive solutions that work towards our shared goal of ensuring all Australians are able to afford safe, secure and appropriate housing.

CHIA would have been unable to make these significant contributions to our sector without our experienced Board Members, our colleagues in our state peaks and of course CHIA's members across the country. I'd like to take the opportunity to express my thanks to them all for their support.

A special thank you to Michael Lennon and John Nicolades, as past Chair and Deputy Chair / Acting Chair respectively, for your leadership of the Board of CHIA, and for your passion and drive for the work of our member organisations and CHIA's role in supporting our members. I would like to acknowledge the service of Michael, John and Geoff Barber, all founding Directors of CHIA from its 2016 inception, and wish Michael and Geoff the very best having resigned from the Board during this year, with John remaining in a Director capacity. I would also like to acknowledge the service of past Directors Jillian Cable, Jennie Vartan and Hayley Parkes.

I would like to acknowledge the outstanding work of Wendy Hayhurst as the Chief Executive Officer, who brings strong expertise, drive and a work ethic second to none. Thanks also to Joanna Forman forably supporting Wendy as Business Manager, and enabling Wendy to remain externally focussed.

Finally, thank you to our members for your support and feedback that enables us to continuously improve how we deliver for you, and for the role you all play in supporting vulnerable members of our society.

ANDREW HANNAN | Chair, CHIA

Our founding member role with the new National Affordable Housing Alliance will increase our ability to gain traction on a major focus area, which is the unlocking of large scale institutional investment, complementing government contributions... this would be an absolute game changer for our members seeking to grow new supply.

ANDREW HANNAN | Chair, CHIA



CEO Report



WENDY HAYHURST
CEO

2020 has been a year like no other for all of us. After our catastrophic bushfire summer the COVID-19 pandemic turned everything upside down, causing so much harm to individuals and posing huge challenges for the social housing sector, as well as the rest of the economy.

While the purpose of our Annual Report is to focus on the whole year, it is almost as if that brief early 2020 intermission between bushfires and pandemic took place in another century. For me, travelling round the country to meet members and colleagues, speaking at conferences and events, and representing the sector with parliamentarians in Canberra have been replaced by endless zooms.

But while much has changed about the way CHIA has conducted its business, the business itself hasn't. Both the bushfires and particularly the pandemic have shone a bright light on the problems our members, community housing organisations, want to fix. While many state governments have stepped up to respond to the public health risk posed by street homelessness, at the time of writing there has been little new action to fix the longer term need for social and affordable housing.

Making the case to the for expanded provision to the Commonwealth Government has consumed much of CHIA's time and resources. Back in May, and with input from our members and the support of colleagues from Homelessness Australia, National Shelter and the Everybody's Home Campaign, CHIA put forward the Social Housing Acceleration and Renovation Program (SHARP). Our independent research commissioned from SGS Economics demonstrated that the 30,000 unit program would support between 15,500 and 18,000 FTE jobs in each of its four years of operation. The ideal way to build the post COVID recovery - quick to start, targeted at where stimulus is most needed, job creating both in the construction and the post completion stages, and meeting a pressing social need. While SHARP hasn't yet been adopted by the Commonwealth Government there has been a gradual crescendo of support that has extended far beyond the usual suspects.

Of course, no short-term social housing stimulus will be sufficient to address the current shortfalls or meet future housing need. This year we have continued to develop a proposal for a longer-term policy framework that would attract institutional investment into community housing. Working with the Constellation Project, Swinburne University and Industry Super Australia we are a long way down the track on an initiative we hope will persuade the Commonwealth Government to do their bit to unlock large scale investment in social and affordable housing.

CHIA has also led or collaborated in research to underpin the argument for why it is in the interests of Governments to invest in social and affordable housing. With support from our members and colleagues we have commissioned a cost / benefit analysis of social and affordable housing and taken a lead role in the cross-sector Housing and Productivity Research Consortium which is examining the economic rationale for greater government attention to tackling Australia's housing affordability challenge.

The pandemic has strengthened collaboration and this year I have been fortunate to work with colleagues in the homelessness sector, Shelters and the state community housing peaks.

We've also broadened our collaboration and while the National Affordable Housing Alliance was established in early October 2020, this was the culmination of many meetings and discussions during 2019/20. This powerful and broadly-based grouping brings CHIA together with the Property Council of Australia, the ACTU and the Housebuilding Industry Association, among others. It will advocate for social and affordable housing investment extending through and beyond the current recession.

CHIA has also commissioned work to assess the impact of COVID on the tenants, staff and businesses of its members. The early signs are that community housing organisations have demonstrated resilience, rapidly adjusted to new ways of working and found ways to support tenants and staff.

On a more routine level CHIA is pleased to be working with the Department of Veterans' Affairs on resources to support ex Australian Defence Force members in social and affordable housing and with the National Housing Finance and Investment Corporation (NHFIC) to administer its capacity building fund (this year ably supported by John Stott and Tony Gilmour from the Housing Action Network). And the pandemic has not stemmed the flow of submissions to government initiatives, the most significant this past year being the Federal Inquiry into Homelessness.

There are many people to thank for their support of CHIA. From the Constellation Project which has

contributed considerable time and resources to the CHIA members who have generously contributed time and more money to our projects. And I would also like to extend personal thanks to some individuals who have helped me navigate this strange year; in no particular order – Stephen Anthony and Gemma Pinnell at Industry Super, Sue Cripps, Vivienne Milligan, Carrie Hamilton and Adrian Pisarski.

Finally, my sincere thanks to the CHIA Board Chair, Andrew Hannan, Deputy Chair Rebecca Oelkers and the rest of the Board. It has been a pleasure to have your input and support throughout the year.

Michael Lennon, Hayley Parkes and Geoff Barber all stood down from the CHIA Board this year. Michael made a fantastic contribution as former chair, and Geoff had been there from the CHIA's start and is one of those responsible for it taking off. Hayley contributed her superior governance skills before moving on to the Victorian government. We wish them all the best.

And last but not least, an especial thank you to Jo Forman our business manager without whom CHIA would not function. She has done an amazing job.

There is a big affordable housing challenge out there. CHIA and its members are ready to work with Government, our colleagues in the housing world and the private sector to do all we can to meet the challenge. May 2021 see progress.



**During COVID...
community housing
organisations
have demonstrated
resilience, rapidly
adjusted to new
ways of working
and found ways
to support tenants
and staff.**

WENDY HAYHURST | CEO

Highlights 2019/20

Infrastructure Australia Audit 2019: Joint submission from CHIA, National Shelter, Homelessness Australia and PowerHousing Australia. November 8, 2019

Covid-19 tracking survey
(supported by CHL, NAHC and Department of Communities & Justice NSW)

Statement on COVID-19 and housing providers, 23 March 2020

CHIA's response to the COVID-19 outbreak, 30 April 2020 (with member consultation)

Building the Recovery: Call for an investment in social housing, 5 May 2020 (SHARP)

Parliamentary Inquiry Into Homelessness in Australia, 12 June 2020

Economic Impacts of Social Housing Investment (SHARP modelling, SGS Economics & Planning) June 2020 (supported by Bridge, Hume Housing & QShelter)

Joint call with ACOSS and other organisations for the The National Low Income Energy Productivity Program (NLEPP) proposal 19 June 2020

CHIA and The Dept of Veterans Affairs finalised a significant initiative. This project develops tools and resources to help community housing organisations respond to veterans at risk of homelessness.



including 23 organisations registered as Tier 1 organisations under NRSCH or Victorian Housing Associations (larger organisations)

15 (22%)
of respondents manage housing in more than one jurisdiction (including 8 Tier 1 & Vic HA organisations)

9 (13%)
of the 67 organisations, manage only social housing & none manage only affordable housing

CUSTOMER SERVICE

63 (94%) (SEE QUESTION 8 GRAPH)
community housing organisations identified expenditure made specifically to meet the challenges caused by the COVID-19 crisis



39 (58%)
of respondents closed some or all their offices in response to COVID-19



Nearly half of all respondents took steps to make it easier for customers to contact them online

HUMAN RESOURCES

COMPARED TO BEFORE 24 MARCH 2020

45 (67%)
of all 67 respondents allowed frontline staff to work from home



OTHER HIGHLIGHTS



PHOTOS FROM TOP TO BOTTOM:

Wendy Hayhurst, CEO CHIA and Professor Ken Gibb.

L-R: Gary Knight, Program Director, The Salvation Army; Terrence Le Property Analyst, The Salvation Army; Manuel Siliprandi, Director, NHFIC; Wendy Hayhurst, CEO, CHIA; Rowena Johnston, Director, Credit, NHFIC; Andrew Steere, Director, Leadenhall.

NOV 2019

CHIA's **2019 AGM**, in Canberra, with Professor Ken Gibb, Director at UK Collaborative Centre for Housing Evidence (CaCHE) and Chair of Sanctuary Scotland Housing Association as a guest speaker. CHIA's then Chair Michael Lennon retired.

DEC- MARCH

CHIA organises a series of 3 refresher workshops for the **NHFIC Capacity Grants** in Sydney, Melbourne & Brisbane with close to 100 attendees overall

DEC 2019

Member consultation: pre **Budget Submission**

APRIL 2020

Member webinar with EY '**Practical steps for the Community Housing Sector**' (COVID-19 related)

MAY 2020

CHIA releases its **SHARP proposal for investment into social housing**, along with Everybody's Home, Homelessness Australia and National Shelter

MAY 2020

CHIA participates in **More Different Futures: Housing after 2020**, a Policy Scotland initiative

JUNE 2020

CHIA organises an online talk: **Housing, the Economy and Productivity**. Presenters included Terry Rawnsley (SGS Economics & Planning), Professor Bill Randolph (CityFutures), CHIA'S CEO Wendy Hayhurst and special guest Professor Duncan McLennan (University of Glasgow), with Adrian Pisarski, EO National Shelter chairing the event.

OCT- JUNE

CHIA organised a series of **Capital Aggregation sessions**, for different stakeholders, including the Registrars and Industry Super members.

CHIA participated in the **Constellation Project**

JUNE 2020

CHIA re-launched the **Community Housing Chairs Leadership Network** with ongoing online sessions



SOCIAL HOUSING ACCELERATION AND RENOVATION PROGRAM (SHARP)

BUILDING THE RECOVERY - SECURING JOBS AND SOCIAL OUTCOMES

At this difficult time the Government's emergency measures to support businesses and workers will bring much-needed relief to many Australians. Equally, it's imperative that we plan now for a government-driven stimulus program to kickstart our country's post-crisis recovery. This will be vital in getting people back into jobs fast, and also in enhancing building company confidence to retain workers.

Government can capitalise on historically low bond rates through an infrastructure investment boost that will deliver long-term economic benefits and, by focusing on housing, begin to redress the intensifying shortfall in social rental provision across Australia.

Under the SHARP, backed by state/territory contributions, Australian Government investment would enable the delivery of at least 30,000 additional social housing units and renovation to high environmental standards of many thousands more existing properties. The program should aim for 75% of new homes to be completed within three years.

Our calculations show a new build/acquisition program of this order will require total government investment of circa \$7.2 Billion. A renovation budget of an additional \$500M would improve quality of life for tens of thousands of existing social renters, as well as bringing back into use many homes out of service awaiting works.

SHARP OBJECTIVES

Increase the supply of social housing, predominantly within mixed-tenure developments.

Meet needs – new housing targeted at households who are homeless, at risk of homelessness or otherwise enduring unsuitable housing.

Stimulate the building maintenance and construction industry.

Support employment in regional and metro areas across Australia. (6% of jobs in Australia are housing construction related)

Enhance social housing environmental performance and cut tenants' energy bills.

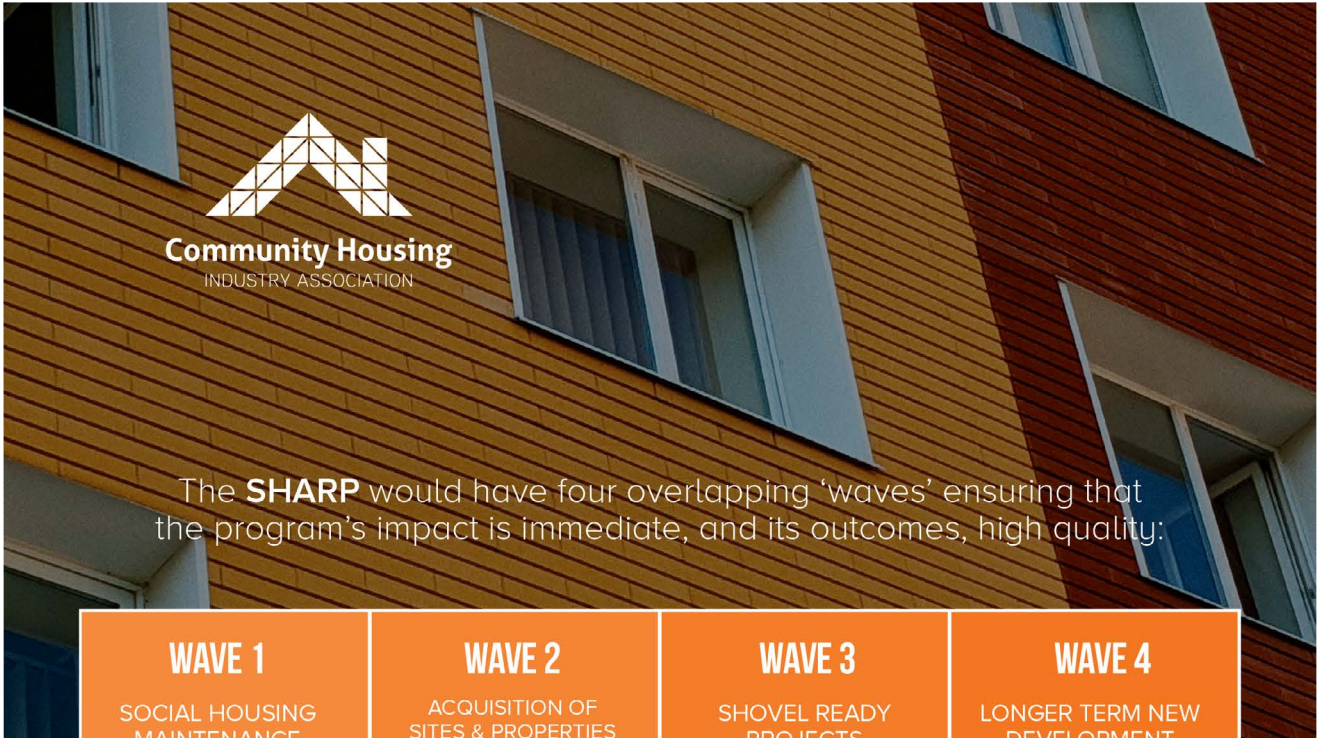
Build capacity in not-for-profit CHOs and encourage innovation in construction quality and design

Maximize public value through CHOs combining their rental income with other government subsidies, tax benefits, partnership arrangements and private finance to provide additional low cost housing.

Over the longer term maximise tenant, community and economic outcomes.

The Community Housing Industry Association (CHIA) is the federated industry peak for not for profit community housing organisations (CHOs) across Australia, supporting social and affordable housing policy and programs at a federal level. www.communityhousing.com.au





Community Housing
INDUSTRY ASSOCIATION

The **SHARP** would have four overlapping ‘waves’ ensuring that the program’s impact is immediate, and its outcomes, high quality:

<p>WAVE 1</p> <p>SOCIAL HOUSING MAINTENANCE AND UPGRADING</p>	<p>WAVE 2</p> <p>ACQUISITION OF SITES & PROPERTIES REQUIRING RENOVATION COMPLETION WHICH ARE SUITABLE FOR SOCIAL HOUSING</p>	<p>WAVE 3</p> <p>SHOVEL READY PROJECTS</p>	<p>WAVE 4</p> <p>LONGER TERM NEW DEVELOPMENT PROJECTS</p>
--	---	---	--

The SHARP will engage multiple players in the private, not-for-profit and government sectors. Commonwealth funds would be channelled through a tender process open to registered community housing organisations (CHOs) who will leverage these resources to secure debt finance. State/territory and local governments will incentivised to contribute land, or make other contributions, via an equity investment or via discounted land sale to CHOs. House builders and maintenance contractors will construct new homes and renovate existing dwellings. Institutional investors will be invited to subscribe to high quality bonds issued by the National Housing Finance Investment Corporation (NHFIC).

SHARP would be administered by a new arm of the NHFIC accountable to an oversight body reporting to COAG or the National Cabinet.



IT'S IMPERATIVE THAT WE PLAN NOW FOR A GOVERNMENT-DRIVEN STIMULUS PROGRAM TO KICKSTART OUR COUNTRY'S POST-CRISIS RECOVERY.

The Community Housing Industry Association (CHIA) is the federated industry peak for not for profit community housing organisations (CHOs) across Australia, supporting social and affordable housing policy and programs at a federal level. www.communityhousing.com.au



Governance

The following Board Members provided oversight for CHIA's activities in 2019/20

BOARD MEMBERS

Andrew Hannan Chair and Regional Director - ACT
 John Nicolades Interim Chair and Director
 Michael Lennon Past Chair and Director
 Rebecca Oelkers Deputy Chair and Director
 Elected Deputy Chair
 Stephen Bevington Director
 Stephen Nash Regional Director - Victoria
 Leonie King Regional Director - New South Wales
 Andrew Elvin Regional Director - Queensland
 Jed Donoghue Regional Director - Tasmania
 John McBryde Regional Director - Northern Territory (NT)
 Jennie Vartan Regional Director - Western Australia

Steve Walker Past Finance Committee Member and Director
 Hayley Parkes Director

Jillian Cable Regional Director - Northern Territory (NT)
 Geoff Barber Regional Director - South Australia

STATUS

Elected Chair 28 Feb 2020
 10 Dec 2019 - 28 Feb 2020
 Retired 25 Nov 2019
 Appointed 25 Nov 2019
 Appointed 27 March 2020
 Appointed 25 Nov 2019
 Appointed 4 Dec 2019
 Appointed 25 Nov 2019
 Appointed 25 Nov 2019
 Appointed 25 Nov 2019
 Appointed 25 Nov 2019
 Resigned 5 Jan 2020
 Retired 25 Nov 2019
 Appointed 25 Nov 2019
 Resigned 22 July 2020
 Retired 25 Nov 2019
 Resigned 24 June 2020

Leading the Australian community-based affordable housing industry

CHIA BOARD OF DIRECTORS

CHIA's board is made up of member CEOs and senior management from the national sector. Their diverse and qualified expertise is invaluable in ensuring CHIA remains a strong and united voice for providers whilst representing all states and territories.



CHAIR
ANDREW HANNAN
 CEO COMMUNITY HOUSING
 CANBERRA LIMITED (CHC)



DEPUTY CHAIR
REBECCA OELKERS
 CEO BRISBANE HOUSING
 COMPANY LTD (BHCL)

Income and Expenditure

For the Year Ended 30 June 2020

	2020 \$	2019 \$
REVENUE		
CHIA membership income	347,358	360,165
Other income	163,617	30,915
TOTAL REVENUE	510,975	391,080
EXPENSES		
Operational expenses	(265,805)	123,647
Depreciation Expenses	(167)	(297)
Loss on disposal of fixed assets	(355)	-
Policy, research and advocacy	(11,932)	2000
Staff salaries and benefits	(274,867)	198,834
State branch contributions	61,942	24,596
WA operational expenses	(20,088)	(63,339)
TOTAL EXPENDITURE	573,214	412,713
Profit/ (Loss) for the period	(297)	(21,633)

Assets and Liabilities

For the Year Ended 30 June 2020

	Note	2020	2019
		\$	\$
ASSETS			
CURRENT ASSETS			
Cash and cash equivalents		195,360	277,955
Trade and other receivables		20,109	17,698
TOTAL CURENT ASSETS		219,601	295,653
NON-CURRENT ASSETS	Plant and equipment	667	1,188
TOTAL NON-CURRENT ASSETS		667	1,188
TOTAL ASSETS		220,268	296,841
LIABILITIES			
CURRENT LIABILITIES			
Accounts payables and other liabilities		53,640	133,812
Provisions		12,885	8,989
TOTAL CURRENT LIABILITIES		66,525	142,801
NON CURRENT LIABILITIES		-	-
TOTAL LIABILITIES		66,525	142,801
NET ASSETS		153,743	154,040
EQUITY			
Accumulated members funds		153,743	154,020
TOTAL LIABILITIES		153,743	154,020

Changes in Equity

For the Year Ended 30 June 2020

	Accumulated Funds	TOTAL
	\$	\$
BALANCE AS AT 1 JULY 2018	175,673	175,673
GSurplus attributable to the Company	(21,663)	(21,663)
BALANCE AS AT 30 JUNE 2019	154,040	154,040
Deficit attributable to the Company	(297)	(297)
BALANCE AS AT 30 JUNE 2020	153,473	153,473

Cash Flows

For the Year Ended 30 June 2020

	2020	2019
	\$	\$
CASH FLOWS FROM OPERATING ACTIVITIES		
Receipts from membership income	336,531	379,691
Receipts from other income	156,775	50,7432
Payments to suppliers and employees	(578,738)	(459,074)
Interest received	2837	6,177
Net cash generated from/(used in) operating activities	(82, 595)	(22,463)
CASH FLOWS FROM INVESTING ACTIVITIES		
Net cash generated by/(used in) investing activities (734)	-	-
CASH FLOWS FROM FINANCING ACTIVITIES		
Net cash generated by/(used in) investing activities	-	-
Net increase / (decrease) in cash held	(82, 595)	(22,463)
Cash and cash equivalents at beginning of financial period	277,955	300,418
Cash and cash equivalents at end of financial year	195, 360	277,955

Independent Auditor's Report

For the Year Ended 30 June 2020

OPINION

I have audited the accompanying financial report of Community Housing Industry Association Limited (the company), which comprises the statement of financial position as at 30 June 2020, and the statement of comprehensive income, statement of changes in equity and statement of cash flows for the year ended on that date, notes comprising a summary of significant accounting policies and other explanatory information and the statement by the Board of Directors. In my opinion, the accompanying financial report of Community Housing Industry Association Limited is in accordance with Division 60 of the ACNC Act 2012, including:

- i. giving a true and fair view of the company's financial position as at 30 June 2020 and of its performance and cash flows for the year ended on 30 June 2020; and
- ii. complying with Australian Accounting Standards and Division 60 of the Australian Charities and Not-for-profits Commission Regulation 2013.

Basis for Opinion

I conducted my audit in accordance with Australian Auditing Standards. My responsibilities under those standards are further described in the Auditor's Responsibilities for the Audit of the Financial Report section of my report. I am independent of the Company in accordance with the auditor independence requirements of the ACNC Act 2012 and the ethical requirements of the Accounting Professional and Ethical Standards Board's APES 110 Code of Ethics for Professional Accountants (the Code) that are relevant to my audit of the financial report in Australia. I have also fulfilled our other ethical responsibilities in accordance with the Code.

I confirm that the independence declaration required by the ACNC Act 2012, which has been given to the directors of the Company would be on the same terms if given to the directors as at the time of this auditor's report.

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

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

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

In preparing the financial report, management is responsible for assessing the Corporation's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless management either intends to liquidate the Entity or to cease operations, or has no realistic alternative but to do so.

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

TOWARDS A VISION SHARED

Auditor's Responsibilities for the Audit of the Financial Report

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

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

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

- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the registered entity's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the responsible entities.
- Conclude on the appropriateness of the responsible entities use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the registered entity's ability to continue as a going concern. If I conclude that a material uncertainty exists, I am required to draw attention in my auditor's report to the related disclosures in the financial report or, if such disclosures are inadequate, to modify my opinion. My conclusions are based on the audit evidence obtained up to the date of my auditor's report. However, future events or conditions may cause the registered entity to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial report, including the disclosures, and whether the financial report represents the underlying transactions and events in a manner that achieves fair presentation.

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



FREDERIK RYK LUDOLF EKSTEEN CA
ASIC Auditor Registration Number 421448
Collins & Co 127 Paisley Street
FOOTSCRAY VIC 301

A growing body of research is demonstrating the adverse productivity impacts of inadequate or unaffordable housing in Australia (and elsewhere).

WENDY HAYHURST

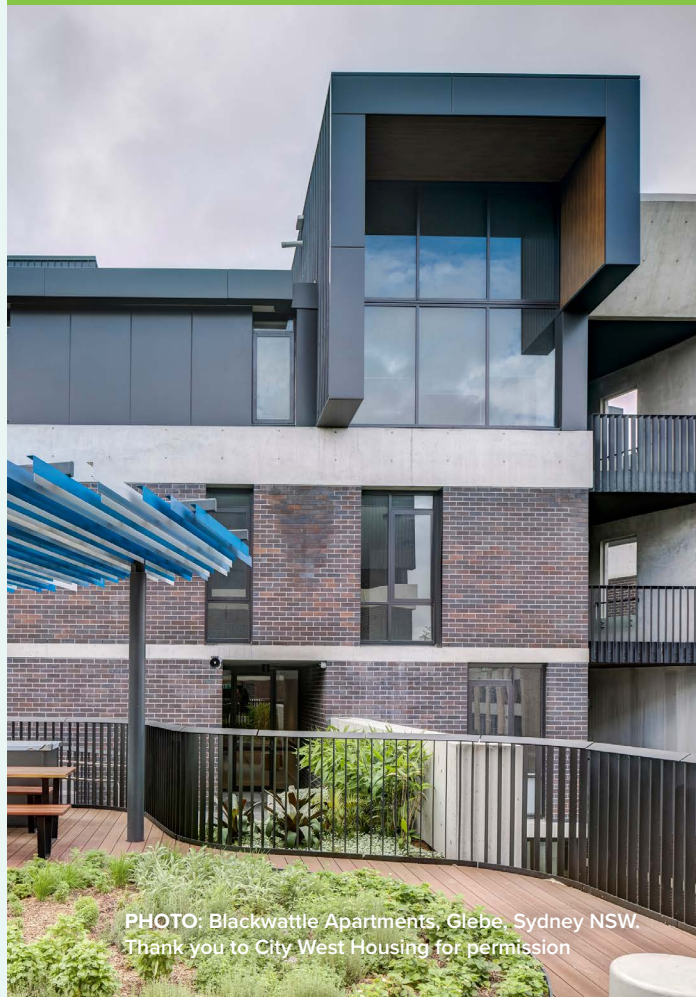


PHOTO: Blackwattle Apartments, Glebe, Sydney NSW.
Thank you to City West Housing for permission



COVID-19

Our Response and Current Priorities

EXECUTIVE SUMMARY



What community housing organisations are doing

This statement is our initial response to the COVID-19 outbreak. It sets out what CHOs are already doing to support our tenants, communities, and staff, and describes how we want to partner with Government to continue to provide these vital services.

The COVID-19 outbreak is a health crisis where staying at home is key to reducing infection numbers. Consequently, as responsible landlords, CHIA members recognise their critical role in ensuring that tenants in over 100,000 CHO homes remain well and safely housed. This role is especially significant at this time since many of our tenants are essential "key workers" while others are particularly vulnerable under current conditions – e.g. people needing mental health or Domestic & Family Violence (DFV) support services.

We welcome the important steps already taken by Federal and state/territory governments to support individuals and businesses through (for example) increasing income support, introducing wage subsidies, and providing additional funding for homelessness, mental health and DFV services.

In the current, rapidly evolving, situation this document will be updated whenever relevant new developments occur.

CHOs are already taking action to implement our four immediate priorities:

Tenants are Safely Housed - Ensuring Our Tenants Remain Well and Safely Housed:

- Implementing procedures to minimise the risk of COVID-19 infections
- Engaging with our communities
- Increasing outreach to vulnerable residents
- For our tenants in social housing, committing to disregard the Federal governments income support measures - the time limited coronavirus supplement and the two special payments - as assessable income
- Continuing our long tradition of working with tenants suffering financial hardship – and pledging no eviction of anyone for rent arrears resulting from the current crisis.

The Community Housing Industry Association (CHIA) is the federated industry peak for not for profit community housing organisations (CHOs) across Australia. This statement is supported by the following state member industry peaks:



THIS DOCUMENT WAS PRODUCED IN APRIL 2020 FOLLOWING MEMBER CONSULTATION

Keeping vital services running - working with our staff, contractors, partners & governments to keeping vital services running:

- Continuing to allocate vacant properties to applicants in need
- Ensuring critical non-discretionary repairs are completed but with new procedures to protect tenants, staff and contractors from infection
- Ensuring continued provision of essential care and support by our staff and partners to protect the most vulnerable (e.g. rooming house and group home residents), thereby easing pressure on our health care system.

Maintaining CHO financial sustainability - prudently managing our finances:

- Modelling financial scenarios on how the crisis may impact our tenants and future services – and then identifying actions that could mitigate the impact on our operations – e.g. deferral of discretionary maintenance; use of capital reserves; and, negotiating lower payments to funders, government and landlords (e.g. headleased property owners)
- Closely monitoring key leading indicators such as arrears and vacancy rates for early signs of a deteriorating financial position
- Working with our partners to develop potential government responses if there are systemic challenges across the CHO sector.

Planning for recovery - considering what role CHOs can play to ensure a strong economic recovery:

- Modelling financial scenarios on how the crisis may impact our tenants and future services – and then identifying actions that could mitigate the impact on our operations – e.g. deferral of discretionary maintenance; use of capital reserves; and, negotiating lower payments to funders, government and landlords (e.g. headleased property owners)
- Closely monitoring key leading indicators such as arrears and vacancy rates for early signs of a deteriorating financial position
- Working with our partners to develop potential.

What we need from Government

Considering what role CHOs can play to ensure a strong economic recovery.

TENANTS SAFELY HOUSED

1. Extend COVID-19 income support measures to include people who have lost employment but remain excluded from the proposed Job Keeper/Seeker arrangements including temporary visa holders, migrant workers and casual workers. Additional increase in Disability Support Payments to the equivalent of Job Seeker.
2. Provide financial support to CHOs to temporarily rehouse boarding house and group home tenants needing to be socially isolated for infection control, but unable to comply in their current home due to shared facilities. Prioritise residents and staff of such establishments for medical testing.
3. Provide stability for existing tenants by extending by at least one year all housing-related grants – including National Rental Affordability Scheme (NRAS), head leases, and management agreements.

MAINTAINING FINANCIAL SUSTAINABILITY

4. Strong and consistent messaging that an evictions moratorium should not be seen as a reason for not paying rent.
5. A commitment from governments and regulators to develop the processes to support CHO sector in the event there are systemic financial challenges arising from the COVID-19 crisis.

PLANNING FOR A STRONG RECOVERY

6. Work with CHIA and CHOs to develop a plan for a sector role in the post-crisis economic recovery. This would build on community housing initiatives described above and should include:
 - Accelerating planned maintenance and improvements to current social housing stock as part of the first phase of economic recovery
 - Partnering with CHOs to unleash an unprecedented wave of social and affordable housing development, thereby beginning to tackle Australia's growing social and affordable housing shortfall and to eliminate the need for boarding houses to accommodate the most vulnerable.

This statement is supported by the following state member industry peaks:





17

SUBMISSIONS
PRESENTED

21

SEPARATE
EMAILS AND
UPDATES

12

MONTHLY
NEWSLETTERS

30

MEMBER
BULLETINS
(WEEKLY SINCE
APRIL 2020)

32k

IMPRESSIONS ON
TWITTER
@CHIA_NEWS

Your fees at work

SUBMISSIONS

- Revisions to the Capital Framework for Authorised Deposit-Taking Institutions
- Joint submission from CHIA, National Shelter & Power Housing, Oct 31, 2019
- National Housing Finance and Investment Corporation (NHFIC) Investment Mandate Amendment (First Home Loan Deposit Scheme - FHLDS) Direction 2019, Nov 4, 2019
- Infrastructure Australia Audit 2019: Joint submission from CHIA, National Shelter, Homelessness Australia and PowerHousing Australia. Nov 8, 2019
- Community Housing Industry Association ACT Region Committee Budget submission, Nov 21, 2019.
- NSW Productivity Commission, Nov 27, 2019
- CHIA 2020 Federal Pre-Budget Submission, Dec 20, 2019
- Joint letter to PM and NSW Premier, 8 April, 2020
- Senate Select Committee Inquiry on the COVID-19 pandemic, 28th May 2020
- Parliamentary Inquiry Into Homelessness in Australia, 12 June 2020

RESEARCH

- Affordable Housing Infrastructure Booster: A report and policy blueprint for the Community Housing Industry Association NSW, 22 March 2019
- Covid-19 tracking survey (supported by CHL, NAHC and Department of Communities & Justice NSW)

REPORTS AND PROPOSALS

- CHIA's Pandemic Emergency Community Housing Leasing Program (PECHLP) Mar 2020
- Social & Affordable Housing Stimulus Package, released as a COVID-19 resource, Mar 2020
- Statement on COVID-19 and housing providers, 23 Mar 2020
- Joint proposal to Commonwealth Gov by CHIA and Homelessness Australia: Rapid Housing Response Fund, April 2020
- CHIA's response to the COVID-19 outbreak, 30 April 2020 (with member consultation)
- Building the Recovery: Call for an investment in social housing, 5 May 2020 (SHARP)
- Economic Impacts of Social Housing Investment (SHARP modelling, SGS Economics & Planning) June 2020 (supported by Bridge, Hume Housing & QShelter)
- The National Low Income Energy Productivity Program (NLEPP) June 2020
- Joint call with ACOSS & other organisations for The National Low Income Energy Productivity Program (NLEPP) proposal 19 June 2020



PHOTO: Melrose Park, SA. Thank you to Junction for permission

Working Together



Thanks to our Members

As a not for profit peak body CHIA relies on the financial support of its membership base for its day to day activities. We would like to thank and acknowledge our growing national network of members for their support during 2019-2020. We would also like to pass on our appreciation to our many supporters and advocates for their assistance.

OUR MEMBERS

Abbeyfield Australia Ltd
Ability Centre Australasia Ltd
Aboriginal Housing Victoria Ltd
Access Community Housing Company Ltd
Access Housing Australia Ltd
Advance Housing Ltd
Amelie Housing
ANCHOR Inc
Anglicare
AnglicareSA Housing
Anuha (Peace Lutheran Church Gatton)
Argyle Community Housing Ltd.
Autism Association of Western Australia
Baptcare Affordable Housing Limited
BaptistCare NSW & ACT
Barwon Child, Youth and Family
Beyond Housing
BlueCHP Limited
BlueCHP Limited
Boompower
BRIC Housing
Bridge Housing Ltd
Brisbane Housing Company Ltd
CatholicCare Canberra & Goulburn
CatholicCare Social Services Hunter-Manning
Centacare Housing Services Inc
Centacare North Queensland
Central Australian Affordable Housing Co
Charters Towers Neighbourhood Centre
CHC Affordable Housing
Churches of Christ Housing Services Ltd
City of Glen Eira
City of Greater Geelong
City West Housing Pty Ltd
Civic Disability Services
Coast2Bay Housing Group Ltd
Common Equity Housing Ltd
Common Equity NSW Ltd.
Common Ground Queensland
Community Accommodation & Support Agency
Community Action inc
Community Housing Ltd Group of Companies
Compass Housing Service Co (Qld)
Compass Housing Services Co Ltd
Cootharinga North Queensland
Cornerstone Housing Ltd
Dave Gover
EACH Housing Limited
Eastcoast Housing Association
Eastern Suburbs Rental Housing Co-op
Elizabeth Perez
Environmental Collective Housing Organisation
Evolve Housing (AFF CH)
Focus ACT inc
Froniditha Care Inc.
Gallagher Jeffs
Gateway 2015 Properties Ltd
Gladstone Central Committee on the Ageing
Hall Property Solutions
Havelock Housing Association Inc
Haven Foundation
Haven; Home, Safe (LMHS)
Hervey Bay Housing Coalition Inc
Hinchinbrook Community Support Centre Inc
Homes North Community Housing Co
Homes Out West
Housing Choices Australia
Housing First
Housing Plus
Hume Community Housing Association
Ingham Parents Support Group inc
Inhousing
Inner East Social Housing Group
Inner North Community Housing Company Ltd
J&D Contracting
Jacaranda Housing Ltd
Jewish Care
Jim Fuller Community House Group
Jubilee Housing
Junction Australia Ltd
Koolkuna Womens Refuge
Launch Housing
Link Housing Ltd
Lithgow Community Housing Inc
Lutheran Church of Aust Qld District
Mackay Regional Housing Co- Connect Housing Group
Mallee Accommodation and Support Programme
Mangrove Housing Ltd
Mareeba Community Housing Company Ltd
McCormack Housing
MECWA (Trading as Mecwacare)
Melbourne City Mission
Metro Community Housing Co-op Ltd
Midwest Community Living Association
Mission Australia Housing
Momentum Collective
My Foundations Youth Housing
MyConnect
Narrogin Cottage Homes Inc
National Affordable Housing Consortium
North Coast Community Housing Co.
Northcote RHC
Northern Geelong RHC
Nulsen (formerly Outcare)
Pacific Link Housing
Parkes Forbes Community Housing Inc.
Pathways Southwest Inc
Pinakarri Community Inc
Plantagenet Village Homes Inc
PM Kennedy Land Surveyor
Pahran/Malvern Community Housing Inc
Project Green
Project Independence Ltd
Ringwood Area Lions Aged Care Inc
Roseberry Qld
Safe Futures Foundation
Sakyamuni Buddhist Centre
Salvation Army Community Housing Service
Salvation Army Housing (Victoria)
Samaritans Foundation (Housing)
Servants Community Housing
SGCH
Skilled Health
South East Housing Co-operative
South Port Community Housing Group
South West Refuge inc
Southern Cross Community Housing Ltd
Southern Cross Housing Ltd
Southern Youth & Family Services
St Bartholomew's House Inc
St Kilda Community Housing Ltd
Steve Staikos
Summit Community Housing
Sunshine/St. Albans RHC
Tableland Community Housing Inc
The Disability Trust
The Housing Trust Ltd
Unison Housing
United Housing Co-operative Ltd.
United Muslim Women Association
Uniting
Uniting (Victoria & Tasmania) Limited
Uniting Country Housing Inc
Uniting Housing Victoria
Unity Housing Company Ltd
Vasey RSL
Venture Housing Company Ltd
VincentCare Community Housing
WA Blue Sky
WAYSS
Wellways
Wentworth Community Housing
Wesley Community Service Limited (WCSL)
West Turk Housing & Elderly Service Co-op
Westside
Williamstown RHC
Wintringham Housing Ltd
Women's Health West
Women's Housing Company
Women's Housing Ltd
Womens Property Initiatives
Youth Housing Project Association Inc
Youth Service Providers Inc - Youth Link
Yumba Meta Housing Association Ltd
YWCA Canberra
YWCA Housing



PHOTO: Blackwattle Apartments, Glebe, Sydney NSW. Thank you to City West Housing for permission



Community Housing
INDUSTRY ASSOCIATION

Suite 309/410 Elizabeth Street
Surry Hills NSW 2010

E info@communityhousing.com.au
W communityhousing.com.au

TWITTER @CHIA_News

Subscribe to CHIA's eNewsletter at
communityhousing.com.au and stay
in touch with the latest sector news
and events.

ACN 604 344 112
ABN 303 886 802 58

