



Community Housing

INDUSTRY ASSOCIATION

QUEENSLAND

**CHIA Queensland
Annual Review 2020 - 2021**





ACKNOWLEDGEMENTS

The Community Housing Industry Association Queensland (CHIA Queensland) respectfully acknowledges the Aboriginal and Torres Strait Islander Owners, Elders and Emerging Leaders of the lands on which it meets and conducts its business; past, present and future.

CHIA Queensland thanks our members, associates, sponsors and partners including the Department of Communities, Housing and Digital Economy and the Department of Employment, Small Business and Training for their support throughout the year.

Company Details

CHIA Queensland is the registered business name for CHPs for QLD Limited. A company limited by guarantee, CHIA Queensland is non-profit and member based.

CAN 169 723 460 | ABN 73 169 723 460

Registered business address: c/- Brisbane Housing Company Limited, Level 17/333 Ann Street, Brisbane, Queensland, 4000

Copyright © CHIA Queensland November 2021



Introduction

The Community Housing Industry Association Queensland (CHIA Queensland) is the independent industry body representing community housing organisations (CHOs) in Queensland. Governed by a professional and committed Board of Directors, CHIA Queensland is a member-based, non-profit company limited by guarantee. Governance, strategy and policy are led by the Board and day to day operations by the Executive Officer.

CHIA Queensland's vision is that Queensland's community housing industry leads the way in meeting housing need in communities that support life opportunities.

Our purpose is to lead and enable a diverse and dynamic community housing industry in Queensland.

CHIA Queensland's Strategic Plan 2021-2024 aims to improve the sustainability of community housing and increase the supply of appropriate, affordable, well-located social and affordable housing.

Our Strategic Plan has four goals:

1. Promote the role and value of Queensland's community housing industry
2. Policy leadership to advance social and affordable housing in Queensland
3. Design and support industry development strategies to sustain a dynamic and diverse community housing sector in Queensland
4. Enhance organisational and financial viability of CHIA Queensland

Our member organisations provide a wide range of homes - long-term housing for key workers and those on low and moderate incomes, purpose-built developments for seniors, homes for people with disability, as well as crisis and transitional accommodation for those at risk of homelessness.

Over 140 community housing organisations in Queensland between them hold a portfolio of 16,500 rental properties valued at over \$3 billion. Surplus generated from our \$120 million annual rent roll and our property development activities goes back into building new homes, improving the quality of existing dwellings and helping tenants.

Over the decade since 2011, the mainstream community housing portfolio in Queensland has grown by eight per cent and the Indigenous community housing portfolio has expanded by almost 19 per cent. Growth has slowed over the past few years, reflected in negligible portfolio growth in 2020-21, despite strong demand for affordable housing.

Looking ahead, the program reforms and investment under the Queensland Government's Housing and Homelessness Action Plan 2021-2024 will pave the way for an expansion of the community housing sector in Queensland over the next four years. Under the Queensland Housing Investment Growth Initiative, the Queensland Government is investing \$1.9 billion to expand the supply of social housing.

One thing is clear; demand for affordable housing in Queensland continues to grow and the community housing industry is well-placed to respond.





Message from the Chair



Welcome to CHIA Queensland's Annual Review for 2020-21. Although the impact of COVID-19 lingered right to the end of the year, the innovation, collaboration and commitment shown by our members continues to impress.

Over the past 10 years, the share of Queensland's social housing portfolio that is owned or managed by community housing organisations has risen from 17.5% to 23.0%. This is a great vote of confidence in the sector and, as you read through our Year in Review, I am sure you'll agree it is well-placed.

COVID-19 aside, there were four outstanding events this year that promise to shape our sector's future until 2025 and beyond. Two impressive member achievements this year were the elevation of Coast2Bay and Regional Housing Limited to the status of Tier 1 community housing providers, bring the number of Tier 1 providers in this State to eight. Congratulations to both.

Perhaps the most important event was the standing-up of the Aboriginal and Torres Strait Islander Housing Queensland as the State's newest housing peak body. CHIA Queensland is excited about partnering with ATSIHQ in the years ahead to build the capability, reach and impact of the community housing sector. Our respective organisations face many common challenges, and we look forward to working together to strengthen the community housing sector and our advocacy to government.

The fourth significant event in 2020-2021 was the Queensland Government's announcement of a \$1.9 billion package to support a new four-year Housing and Homelessness Action Plan. CHIA Queensland applauds this additional investment in social housing from the Queensland Government and welcomes the opportunity to work with the Government on the implementation of the Plan. The funding will help ease the financial pressure faced by renting households and make a dent in the social housing waiting list. It will also support economic growth, particularly in regional parts of Queensland. We hope this initial investment will be followed by an enduring funding commitment in future Budgets to ensure that the supply of social and affordable housing keeps pace with our growing population.

Against this backdrop, CHIA Queensland will launch its next Strategic Plan for the 2021-2024, focussing on strategic policy leadership, promoting the role and value of community housing, strengthening the capacity and impact of the sector, and enhancing CHIA Queensland's own capability. Looking ahead, the next four years promise to be rewarding ones for the sector and our tenants.

The past year was one of consolidation for CHIA Queensland, with just one change on the Board of Directors. Donna-Maree O'Connor stepped down from the Board at the 2020 AGM. She was a passionate advocate for community housing, especially in regional areas of Queensland and made a marvellous contribution to the CHIA Queensland Board. Her replacement, Andy Dennis from Churches of Christ Housing has strengthened our links with the Australasian Housing Institute and guided the development of our first Reconciliation Action Plan (forthcoming).

The CHIA Queensland Board was pleased to welcome two new staff members in September 2020 when Peta Winzar and Esther Dabinett commenced. My thanks to Kylie Dodd for stepping into the breach for a few months early in the year.

Three key areas of focus over the 2020-21 year have been the development of the micro-credential training program with our partner Infinite HQ, a fresh emphasis on member communications and our social media presence, and our policy advocacy. Work on the new Master Agreement under Partnering for Growth was paused by the Department of Housing and Public Works while it diverted resources to manage the impact of the COVID-19 pandemic, but we expect to resume in 2021-22.

I thank our members, associates, sponsors (McCullough Robertson Lawyers, Grant Thornton Australia, SDM Housing Software), the Department of Employment, Small Business and Training, and the Department of Communities, Housing and Digital Economy for your contribution to our work over the past 12 months. We are extremely grateful for your support.

Finally, a huge thanks to our members, Board of Directors, and staff for the passion, energy and commitment you have demonstrated over the past year to boost the profile and impact of community housing in Queensland.



Kristan Conlon

Chair





Key Activities in 2020 - 2021

Policy and Advocacy

The major pieces of policy and advocacy in 2020-21 were the preparation of CHIA Queensland's Election Policy Platform in advance of the 2020 State Election and a submission to the 2021 Queensland State Budget. CHIA Queensland also provided detailed advice to the Queensland Government and to the Commonwealth Department of Social Services on the Review of the National Regulatory System for Community Housing (NRSCH).

A continuing policy element in 2020-21 was engagement with sector leaders around models to support at-scale institutional investment into affordable housing, from finance aggregation, to 'gap subsidy' models and alternatives to the wind-down of the National Rental Affordability Scheme. Separately we met with the National Housing Finance and Investment Corporation to explore how Queensland CHOs can benefit from its national initiatives.

Workforce Development

A core project for CHIA Queensland this year was *Foundations For Growth*, a pilot program of nine micro-credential training courses for the community housing sector. The program responded directly to three areas of learning and development identified in 2019 as capability gaps: Self-management and Personal Resilience; Learning Agility; and Portfolio Growth and Development. The modules were rolled out from March 2021 in a mix of on-line and face-to-face delivery.

The credit for the program goes to our service partner, Ailsa Leacy and her team at Infinite HQ. To date, COVID-19 restrictions and associated workload pressures on community housing organisations have confounded take up and delivery of some modules. While take-up in 2020-21 was lower than expected, the

course evaluations were overwhelmingly positive.

Using the experience from the *Foundations For Growth* project, CHIA Queensland approached Q Shelter, the Australasian Housing Institute and Aboriginal and Torres Strait Islander Housing Queensland (ATSIHQ) to begin work on a coherent workforce development strategy for the sector. This work will continue into 2021-2022.

Boosting Sector Capability

The smaller end of the sector was front of mind for CHIA Queensland in 2020-21. A membership drive to Tier 3 organisations boosted our membership and we're pleased to report that, by the end of 2020-21, CHIA Queensland members owned or managed 9,082 properties – two thirds of all mainstream and Indigenous community housing homes in Queensland. We were also pleased to see that even when smaller organisations decided not to take up membership, many signed up to our monthly e-news to keep abreast of what's happening in the sector.

CHIA Queensland provided advice to the Queensland NRSCH Registrar on the Tier 3 Minimum Data set and Data Sharing pilot that aimed to test more frequent reporting by Tier 3 CHOs against a slightly reduced set of data items. A principal concern of CHIA Queensland was that the additional reporting required did not appear to improve risk assessments of individual organisations, nor differentiate between 'micro' Tier 3 and larger Tier 3 CHOs, which often have very different capabilities and risk exposures.

We have also been active contributors to CHIA National's Community Housing Industry Development Strategy, the fruits of which we will see over the next 2-3 years.

COVID-19

The continuing impact of COVID-19 on Queensland community housing providers this year manifested itself in huge distortions in our rental market and spiking demand for affordable housing right across the State in

response to higher inwards migration to Queensland. The financial impact of COVID-19 on community housing organisations was minimal, with rental revenue dropping by less than three per cent. A number of providers reported that tenants had used COVID-19 supplementary payments to reduce their rent arrears. This again confirms the value of community housing as a source of stable, if low, rental cash flows.

Strengthening Links

The CHIA Queensland Board met with the incoming CEO of the new peak body, ATSIHQ to discuss potential areas of collaboration. This promises to be a rich and rewarding partnership.

The establishment of a Housing and Homelessness Peaks Policy Group in October 2020 represents a significant move for the Queensland housing and homelessness sectors and CHIA Queensland has been very pleased to contribute to this forum by collaborating on workforce development strategies and policy development on whole system reform.

A special note of thanks to Q Shelter, whose CEO and staff have worked in close collaboration with CHIA Queensland throughout 2020-21. We very much appreciate the generous spirit of partnership that has underpinned our work together this year.

On the National Stage

Queensland's interests are well-represented at CHIA National with Rebecca Oelkers, CEO of Brisbane Housing Company as the Deputy Chair, and Andrew Elvin, CEO of Coast2Bay, Queensland's Regional Director.

CHIA Queensland has been actively engaged in national collaborations on some matters critical to the future growth of the sector. These include discussions with the Australian Charity and Not-For-Profit Commission on the provision of housing by charities, covering issues such as whether affordable rental housing is a commercial rather than charitable activity.

A disappointment this year was the production of a rather limp report on the future of the National Regulatory System for Community Housing early in 2021. There were few actionable recommendations and the report fell well short of what is needed to shift the current regulatory system forward to a point where it can properly support sector growth. CHIA Queensland raised its concerns with the report sponsors, the Department of Social Services, as well as with the Department of Communities, Housing and Digital Economy.

Finances

In December 2020, we renegotiated the operational protocol between CHIA Queensland and CHIA National. As part of this process, CHIA Queensland's legacy fee structure will be progressively transformed to mirror the fee structure applying across most of the rest of the sector. In the main, this will affect Tier 1 CHIA Queensland members.

Enhancing CHIA Queensland's Operations

Under the guidance of Andy Dennis as lead Director, we began work on our first Reconciliation Action Plan in May 2021. We also crafted a new three-year Strategic Plan to reflect the contemporary challenges facing the Queensland community housing sector.

Our social media presence increased this year, adding Facebook to LinkedIn platforms to lift our profile. Our monthly e-bulletin is increasing take-up and feedback is positive. Finally, it was with some relief that we migrated CHIA Queensland to a new IT platform in June 2021 and a new email address before the end of the financial year.





Celebrating the Achievements of CHIA Queensland Members

CHIA Queensland is proud to showcase the achievements of its members. All the examples that follow demonstrate the diversity, innovation and hard work of our community housing organisations to improve outcomes for tenants and increase housing affordability. With assistance from stakeholders, partners, support services, the State Government and funding providers, our sector gives life to CHIA Queensland's Vision Statement that the *Queensland's community housing industry leads the way in meeting housing needs in communities that support life opportunities.*



Churches of Christ Housing Services (CCHS) Coolamon Apartments – Stage II long-term community housing development at Bongaree on Bribie Island represents genuine innovation, industry leadership and speaks to the positive outcomes that partnering with government can create.

What makes this a first-class example of seniors' community housing is CCHS' tenancing strategy used to fill the apartments, its modern and accessible design, and its place in a Churches of Christ integrated campus.

Completed in June 2021, the \$27.1 million development delivers 83 modern, accessible and affordable apartments for over-55s, with 60 one-bed apartments and 23 two-bed apartments. Together with the existing 87 units in Stage I, Coolamon Apartments is the largest community housing complex for over-55s in Queensland.

CCHS received around 80 per cent of the capital funding for Stage II from the Department of Communities, Housing and Digital Economy (DCHDE). Speaking to the importance of collaboration between our industry and government, CCHS work closely with DCHDE to invite potential tenants for the apartments. Before moving, most were living in larger public housing properties that were becoming more difficult for them to manage -

- and which are in high-demand for families with children.

CCHS is proud to say that it was the first Queensland Community Housing Provider to introduce over-55s housing as a response to under-occupancy among older tenants, many of whom had been in government housing for over 30 years. The approach recognises the particular housing difficulties for older women. Keeping people at the heart of everything they do is a core value for CCHS and what made the relocation of residents to their new homes at Coolamon Apartments such a smooth transition.

CCHS's expertise in delivering housing solutions across a range of cohorts creates added 'value for money' for the Queensland Government's investment. The next project will be a 50-unit over 55's complex at Little Mountain on the Sunshine Coast which will include 10 Specialist Disability Accommodation units.



In 2021 the **Access Community Housing Company team celebrated 30 years** of helping thousands of families and individuals to find a safe place to call home in the Cairns community. Over this time the housing portfolio has grown to nearly 650 properties, providing homes for over 1,220 people.

The last two years has seen significant growth with Access' first construction project, a 10-unit complex in 2020 for women and children escaping domestic violence, alongside a 41-unit complex, and a 10-unit complex developed by the Queensland Government. In 2022, another project will start under the Commonwealth Government's Safe Places Program, providing homes for women and children escaping domestic violence.

In 2021, many people in our community found it increasingly tough to find and keep a safe, secure, affordable home. For some, complex health and social factors impact on their ability to stay in their homes. In response, Access Housing introduced a Healthy Housing Coach who ensures that tenants have the best supports in place for successful and sustained tenancy.

This innovative new role has been a great success, with significant engagement with support services and reductions in Notices to Leave.



The 2018 launch of the Queensland Housing Strategy by the Queensland Government Department of Housing included the 'Partnering for Growth with the Community Housing Sector' program. This was an ambitious call to the community housing sector to put forward projects to increase the supply of social affordable housing across the State. The **BlueCHP** QLD team submitted a big, bold ambitious plan - assembling projects from the Gold Coast to Cairns to a value >\$750 million.

To ensure financial facilities were in place to deliver proposed projects, BlueCHP negotiated a first of its kind Tripartite Agreement between the Federal government's National Housing Finance and Investment Corporation (NHFIC) and Queensland Government. The BlueCHP Tripartite Agreement has informed the State Government's emerging 'standard form tripartite agreement' for all community housing providers in Queensland.

BlueCHP also negotiated a \$100 million umbrella construction loan facility with NHFIC so that selected projects could proceed with confidence. The success of these projects was underpinned by rigorous financial analysis; early engagement with specialist builders, Tier 1 national builders, quantity surveyors, engineers and architects to create a specialist team is the hallmark of BlueCHP's approach.

Two projects are underway, delivering a substantial number of apartments for people coming off the social housing waitlist.

We are proud of all that has been achieved, of the relationship and trust established between BlueCHP and government, and of having brokered successful outcomes with NHFIC and the state government.



Bric Housing's focus is on providing more than just a home for tenants. So Bric was excited to announce a new partnership with Communitify Qld to deliver a Certificate 1 in Construction course. This paid training course has helped some of its inner-city tenants develop new skills and take steps towards employment – at a time when the construction industry is booming and there are real employment opportunities on offer for those who graduate.

The Certificate 1 course is funded through the Queensland Government's Skilling Queenslanders for Work (SQW) program. **Bric** has run two previous courses (in partnership), which have resulted in good employment outcomes – and further training opportunities – for tenant graduates. The SQW program works well for people with complex needs and who may have been out of the workforce for some time. For example, a support worker helps trainees to adjust to meeting strict attendance requirements and works one-on-one with trainees on the transition from training to ongoing work – both during and after the course.

Bric, together with BHC, are supported by Communitify's Sustaining At Risk Tenancies Team, which includes a staff member working alongside tenants to identify and access employment, training and volunteering opportunities. In this way, particular training courses – such as the new Certificate 1 course - form part of an ongoing support service for tenants.

Fortitude Valley Rotary Club came on board to support this project – providing design input on the minor construction and landscaping projects that the Certificate 1 trainees will undertake at **Bric** properties.

Innovation abounds at Roseberry Qld, which has launched Stage 2 of the Shelteristic project - a community led, social impact investment initiative designed to increase the supply of supported accommodation in regional Queensland.



Roseberry's mandate is to create strong, vibrant and compassionate communities by investing in young people. The Shelteristic project is a direct response to growing youth homelessness in central Queensland. Over the past two years, there has been a notable increase in homelessness in regional Queensland and in 37% of cases, this is directly associated with a shortage of rental properties and soaring rents.

Roseberry tapped into students at Central Queensland University and CQU's Office of Innovation to come up with a creative solution for young people experiencing homelessness. The Shelteristic model came out of conversations between CQU, Roseberry's staff and clients. Tiny homes provide a safe space that promotes well-being, creates a sense of community and - most of all - feels like a home.

Shelteristic has achieved great community support and hopes to secure new housing in 2022. CQU gained enormously from the project too – the university's verdict was that working with Roseberry was a great immersive experience that gave new life and meaning to the students' previous academic learning.

BHC has launched a new Impact Fund - an annual commitment of at least \$150,000 to directly invest in programs and supports that help residents achieve their life goals. All profits generated by BHC's social-purpose real estate agency, Elevate Residential, are directed into the Impact Fund.

Providing safe and affordable housing is BHC's number one priority, but for many residents, accessing housing is just the start of their journey. The Impact Fund is BHC's commitment to help residents reach their goals and live their lives with dignity and hope.

The Impact Fund will address unmet support needs and provide BHC residents with important access to programs and services across four priority areas:

1. Tenancy sustainment and progression
2. Employment, skills and participation
3. Enhanced resident wellbeing
4. Cohesive communities

"We know that the homes we provide create a critical platform for people to move forward with their lives, however, we also know that for many of our residents they have a need for much more than just a roof over their head. To empower people to create change in their lives, they also need support and opportunities to participate in employment, training, social and community activities. This is the purpose of the Impact Fund," said Ms Oelkers, CEO of BHC.

Each year BHC will work with residents and support providers to identify programs and services that will be of most benefit, and these initiatives will be funded through the Impact Fund. In the first year of operation, the Impact Fund will invest in a range of programs including a dedicated participation and employment resource, art therapy series and grants program enabling residents to access digital technologies and education, employment or participation opportunities.

In another step forward for the Queensland community housing sector, **Coast2Bay Housing Group** achieved Tier 1 provider status with the National Regulatory System for Community Housing in 2021.

Just one of 40 Tier 1 organisations nationally, the achievement marks a significant step for the community and affordable housing provider that is celebrating its 30th year this year. Reaching Tier 1 status has been part of Coast2Bay's strategic plan for eight years and sets the organisation up to grow and develop further.

Coast2Bay attracted \$20 million for its construction program in 2021 and has further plans for investment of up to \$100 million over a 5-year time horizon.

From small beginnings in 1991, Coast2Bay now manages over 1,000 tenancies across the Sunshine Coast, Gympie, Noosa and Moreton Bay regions and has notched up a swag of awards. In 2021 its Purpose Real Estate arm (commercial real estate agency) was a finalist in the 2021 Sunshine Coast Business Awards, as was its parent company, Coast2Bay.

The new status will mean more housing for vulnerable Australians and key workers across Moreton Bay, Sunshine Coast and Noosa shires.



Community Housing (Qld) Ltd was the lynchpin in what it describes as a wonderful partnership between CHL, Youngcare, the Lord Mayor’s Charitable Trust and the Queensland Department of Communities, Housing and Digital Economy that delivered a state-of-the-art development in Brisbane’s inner-north suburb of Woolloowin for younger people with disability.

The \$3 million development adds to much-needed Specialist Disability Accommodation (SDA) stock in the state which has an estimated shortfall of approximately 70% of demand.

The project accommodates six people in a mix of shared and self-contained accommodation for residents aged between 18-65 years with high physical-care needs. Three townhouses and a share house for three people sit alongside overnight accommodation for a care provider. It is fitted with cutting-edge equipment suited to a range of unique care needs that will support the residents to live independently.

With more than 20 years’ experience under its belt in developing specialised disability accommodation, it is no surprise that CHL’s Woolloowin residence is a showcase project, providing people with independence, choice and dignity.

Woolloowin resident Vicki is enjoying newfound freedom in her SDA town house. Vicki enjoys growing roses in her private patio garden and engaging in craft activities in the on-site community room. She is getting to know her neighbours and welcoming her wider family to her new home for barbeques and family celebrations.

At every opportunity, Vicki is making her own decisions – whether this is as part of daily cooking tasks, selecting her own clothing, accessing the smart technology in the home or which local café she will visit for lunch.

“I love my new home,” she says. “I just love being here.”





After extensive consultation, Jacaranda Housing was thrilled to receive approval for its innovative Better Homes for the Future Strategy this year as part of the Queensland State Government's Partnering for Growth initiative.

Jacaranda Housing will reinvest funds from the sale of its older, no longer fit-for-purpose properties to buy 53 properties that better match the need of 37 of Jacaranda's existing tenants and provide at least 16 additional homes for people in need.

To maximise the opportunity during the renewal process, Jacaranda Housing partnered with Elevate Residential, a 'profit for purpose' property sales and management agency that directs all its profits to Brisbane Housing Company. The partnership with Elevate helps Jacaranda achieve its strategic goals and see any profits from commissions from the sale of properties returned to Brisbane's social and community housing sector.

Although the move to better fit-for-purpose homes will be a positive outcome for tenants, some people need support to navigate through this period of change. That is why Jacaranda is offering financial support in addition to the Jacaranda Tenant Assistance Program (JTAP). Jacaranda is particularly proud to have developed JTAP in partnership with Benestar.

This innovative program adapts Benestar's employee assistance program to offer tenants short-term counselling and support with trained clinicians. Jacaranda Housing has since expanded eligibility for JTAP in recognition that all tenants may require immediate counselling and support to sustain their tenancy and wellbeing. Jacaranda is proud of the program and believes it is an affordable, innovative, and worthy investment in the wellbeing of its tenants.

Yumba-Meta opened the first purpose-built medical accommodation facility for our First Nation's people this year. It gives people and their families a safe place to stay in Townsville when recovering from medical treatment.

The Yumba-Meta Limited supported facility is a \$5.4 million multi-functional facility that includes sixteen dedicated spaces for men and eight spaces for women, four family units, kitchen facilities, laundry facilities, bathroom facilities, two treatment spaces, reception and office space, green spaces and car parking. It was a project funded by Yumba-Meta and the Federal government's Building Better Regions Fund.

Yumba-Meta had been working in the homelessness space for a very long time and found that almost 70% of the people who are at risk of chronic homelessness have come to Townsville for medical reasons at some point but have fallen into a cycle of homelessness.

Without culturally appropriate support and accommodation, one illness can become a chronic disease and health spirals downwards. This facility will meet the needs of First Nations people for culturally appropriate accommodation while they recover from medical treatment.





Creating an enduring pathway out of homelessness for young people is the focus for **Youth Housing Project**, a Specialist Homelessness Service that provides support services, crisis accommodation and mobile support to help young people move from crisis or short-term accommodation into their longer-term community housing programs which offer more secure and affordable homes.

Youth Housing Project uses the small surplus from its community housing programs to provide mobile support to young clients housed in their community housing who have complex life circumstances, to ensure tenancies are sustained. As these issues are addressed and the young people learn how to be responsible tenants in a crisis or short-term accommodation setting, Youth Housing Project offers the young person progressively more secure housing options.

A key part of Youth Housing Project's approach is encouraging young people to complete their studies, once their accommodation is settled. Youth Housing Project's reward is the satisfaction of seeing many of the young people housed in its community housing programs completing tertiary study, then finding secure work and moving into private rental - and potentially buying a home or investment property, down the track.

Recently a young person who was first supported in Youth Housing Project's crisis accommodation property, and later moved into their community housing and transitioned into social housing, completed his Year 12 with high marks and entered university to study biomedicine! On exit this young man said that without the type of support and housing that Youth Housing Project provided him he would not be here today.

Other former Youth Housing Project clients are now our key workers - teachers, midwives, childcare and aged care workers.

The key to Youth Housing Project's success is its ability to move young people across program silos to more independent housing as they gain skills and confidence as tenants.

The power of this model was evident during the Covid-19 lock down period of 2020 where Youth Housing Project worked with the Housing Service Centres and the Housing Pathways team to move young people from the Community Rent Scheme or 'Same House, Different Landlord' programs directly into the department's accommodation. This freed up space in those programs to house people from the crisis accommodation, and that in turn allowed Youth Housing Project to place young people with extremely high and complex needs into its crisis accommodation.



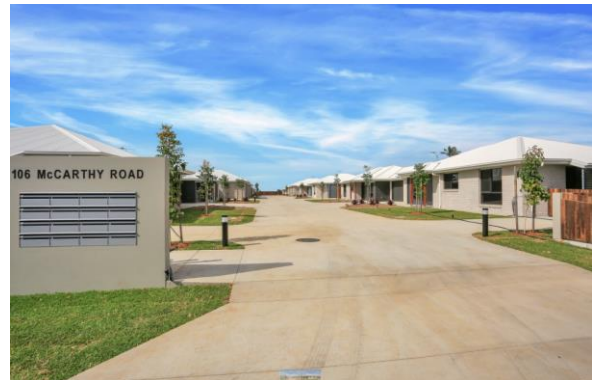
Regional Housing Limited's resilient, dedicated team secured some truly positive outcomes for regional Queensland this year while negotiating the ongoing impacts of COVID and an unprecedented housing crisis. In November 2020, Regional Housing Limited (RHL) merged with Coast to Country Housing in Townsville, effectively doubling its scale of operations and increasing its service footprint into North Queensland. The growth and internal re-structure that followed deepened RHL's capacity and sophistication, paving the way for future North Queensland housing development and the delivery of additional services to the community.

RHL's One Home – Wide Bay program provides a truly person-centred and stable, place-based approach to housing and support in a single package. Over three years, One Home has provided 2,027 hours of support and achieved 46 positive housing outcomes for people in need, in partnership with the Queensland Government.

This year, One Home moved from pilot to ongoing program, which is fantastic news. RHL has finished the first of three funded housing developments in partnership with the Department of Communities, Housing and Digital Economy as part of the Partnering for Growth initiative. The 16-unit social and affordable housing complex in Bundaberg, is providing modern, accessible and life changing housing outcomes for individuals and families who were struggling to find an affordable place to live in the midst of the current housing crisis.

And finally, with notable growth in service delivery and geographic reach, and an ongoing pipeline of development, the Registrar recently re-assigned RHL as a Tier 1 Community Housing Provider under NRSCH,

rounding out a challenging but successful year for the organisation. RHL appreciates the expectation and responsibility that comes with being a Tier 1 provider and looks forward to better serving the community through the opportunities this may create.





CHIA Queensland Members 2020 -2021
Not for Profit Community Housing Members

- Access Community Housing Ltd
- Anuha Services, Peace Lutheran Church Group
- BlueCHP Ltd
- Bric Housing Company Ltd
- Brisbane Housing Company Ltd
- Churches of Christ Housing Services Ltd
- Coast2Bay Housing Group Ltd
- Common Ground Queensland Ltd
- Community Accommodation and Support Agency Inc
- Community Action Inc
- Community Housing Ltd
- Community Housing (Queensland) Ltd
- Compass Housing Services (Qld) Ltd
- Gladstone Central Committee on the Ageing
- Hervey Bay Housing Coalition Inc
- Hinchinbrook Community Support Centre Inc
- INCH Housing Inc
- Jacaranda Housing Ltd
- Mackay Regional Housing Company Ltd – Connect Housing Group
- Mangrove Housing Ltd
- Mareeba Community Housing Company Ltd
- Mareeba Shire Council
- National Affordable Housing Consortium (NAHC)
- Roseberry Community Services Inc – Roseberry Qld
- Tableland Community Housing Association Inc
- Winnam Aboriginal and Torres Strait Islanders Corporation
- Youth Housing Project Association Incorporated
- Yumba-Meta Housing Association Ltd
- YWCA Australia Ltd

CHIA Queensland acknowledges its:

- Associate Members: David Cant, Anglicare SQ Homelessness Services Women & Families
- Reciprocal Members: Q Shelter, Committee for Brisbane, Council for Homeless Persons Queensland



CHIA Queensland Directors & Office Bearers 2020 – 2021



Chair, Kristan Conlon
Partner, McCullough Robertson



Director, Alex McColl
*Executive Manager, Brisbane Operation
for Compass Housing Service*



Director, Andrew Elvin
CEO, Coast2Bay Housing Group



Director, Jane West
General Manager BRIC Housing



Director, Andy Denniss
*Manager, Business Development &
Strategic Partnerships, Churches of
Christ Housing Services Limited*



Deputy Chair, Frances Paterson-Fleider
QLD State Manager, CHL (Queensland)



Director, Dushyanthi Thangiah
CEO, Yumba-Meta Limited



Director, Donna-Maree O'Connor
CEO, Access Community Housing



Director, Peter Garrone
*Chief Financial Officer & Company
Secretary Brisbane Housing Company Ltd*

CHIA Queensland’s Board of Directors volunteer their time, energy, expertise, knowledge and networks to oversee the governance, strategic directions and policy of the organisation. Directors are elected or appointed at the Annual General Meeting

The CHIA Queensland Board consists of at least five but not more than seven Directors representative of member organisations as per Clause 9.3 of the Constitution, and up to two Directors, to be appointed by the Board for the term determined by the Board, for their particular skills and experience.

Each Director must retire from office at the conclusion of the third year following his or her appointment as a Director and, if eligible and nominated, may be re-elected up to a maximum of a total of three terms of three years.

CHIA Queensland’s Board of Directors met on eight occasions in the 2020 – 2021 year. Meetings were held in person and by video conference.

Donna-Maree O’Connor retired from the Board at the 2020 AGM.

Andrew (Andy) Dennis, from Churches of Christ Housing Services was elected to the Board at the 2020 AGM.

Frances Paterson-Fleider had her casual appointment to the Board confirmed at the 2020 AGM and retired from the Board on 19 October 2021.

Board Attendance 2020 – 2021

	28 July 2020	8 Sept 2020	3 Nov 2020	8 Dec 2020	16 Feb 2021	30 March 2021	11 May 2021	22 June 2021
Kristan Conlon	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Frances Paterson-Fleider	Yes	Yes	Yes	Apology	Yes	Yes	Yes	Yes
Jane West	Yes	Yes	Yes	Apology	Yes	Yes	Yes	Yes
Andrew Elvin	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Peter Garrone	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Apology
Alex McColl	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Dushy Thangiah	Apology	Apology	Yes	Apology	Yes	Apology	Yes	Yes
Donna-Maree O’Connor	Yes	Yes	Yes	-	-	-	-	-
Andrew (Andy) Denniss	-	-	-	Yes	Yes	Apology	Yes	Yes



Sponsors and Partners

CHIA Queensland sincerely thanks the significant financial and in-kind support from its sponsors throughout 2020-2021 without which it would not have been able to achieve the progress it did.



McCullough Robertson is a leading independent law firm, working with businesses in a diverse range of industries including property, construction, mining and energy, banking, insurance, agribusiness, telecommunications, renewables and government.

McCullough Robertson has a significant reach and experience across Australia including Brisbane, Sydney, Newcastle and Melbourne, and works actively both nationally and internationally for clients. They strive towards a diverse and inclusive environment that supports values and creates a collaborative and innovate experience for their people, clients and community partners.

McCullough Robertson is privileged to partner with a diverse range of not-for-profit organisations, people and charities who make a real difference in our community.



Grant Thornton is one of the world's leading independent assurance, tax and advisory firms, combining service breadth, depth of expertise and industry insight with an approachable "client first" mindset and a broad commercial perspective.

CHIA QUEENSLAND's Audit Partner, Matt Bell, has experience across a broad range of industries including not-for-profit, real estate and construction and food and beverage. In the not-for-profit sector Matt has a focus on education, affordable housing, training and health services sectors.

Matt is a Director of the Grant Thornton Foundation, a public ancillary fund which provides support to selected charitable organisations active in the area of youth.



SDM Housing Software delivers an integrated, modular solution designed for the community housing sector. The underlying database is Microsoft's SQL Server and the software is licenced on a concurrent user basis. This means it can be a cost-effective fit for the needs of very small organisations, a single PC and 50 properties, while also scaling to more complex requirements and performance needs of larger organisations.

The software, a market leader in the UK for many years, has been extensively enhanced to suit the specific needs of the Australian sector, with comprehensive functionality for all aspects of community housing including:

- Rent & Housing Management/ Waiting List & Allocations
- Voids & Vacancy Management/ Repairs, Responsive & Planned Maintenance
- Fixed Assets & Complaints Registers
- CRA Rent Calculator/ Landlord & Agent Modules
- Web Portal/ Imaging & Attachments
- Extended Database Facilities/ Report Writer & Inquisitor Reporting Tools/ General, Purchase & Sales Ledger