

NHFIC Professional Advisory Services (Panel Member) page 1

Applicant's name:	Custance Associates Australia Pty Ltd
Postal address:	Level 3, 87-89 Foveaux St Surry Hills NSW 2010
Contact:	<i>Craig Shelsher, Managing Director - 0525318864</i>
Business status	<input type="checkbox"/> Individual consultant <input checked="" type="checkbox"/> Consultancy firm <input type="checkbox"/> Association/group of individual consultants

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Wellington | 360 Paremata Haywards Rd, Porirua, Wellington NZ 5381 | +64 4801 8002

Nominated Architect | Craig Shelsher NSW Reg No. 8259 QLD Reg.No 5612

Acknowledgement | *Custance acknowledge the Traditional Owners of Country throughout Australia and recognise their continuing connection to land, waters, and culture. We pay our respects to their Elders past, present and emerging. As designers, we acknowledge the importance of growing our understanding of the connection between our First Peoples and the land on which we work*

Custance were founded in New Zealand over 30 years ago and established in Australia in January 1999, with over 20 years' experience practicing in Australia. We are a highly experienced, multi-disciplinary practice offering a wealth of experience encompassing architectural and interior projects for private owners and investors, multinational corporations, developers, and government departments.

Our systems, technology, design excellence, experience in 100% documentation, capturing our clients' requirements and managing the project team are all elements Custance are highly experienced in delivering to a very high standard. Custance is QA compliant and certified to ISO/9001 :2015 and are committed to continuously improving our Quality Assurance systems across all business activities.

Our team are particularly passionate about creating affordable environments as the cornerstone of our society to provide community engagement.

Over the last 15 years we have participated in the Government's Nation Building and Jobs Plan, Project 33 with St George Community Housing and are currently part of the NSW Government's public housing portfolio. We have assisted our clients in developing over 100 projects focusing on liveable housing design for people with disability, ageing Australians, people with temporary injuries and families with young children. We understand the requirements of the community housing sector and are experienced in providing services across each of the following:

- Community and Seniors Housing (Affordable)
- Government Group Homes
- Community Care
- Adaptable/Independent Living Units
- Rehabilitation units

Custance are committed to playing our part in creating meaningful social change within our industry. We are proud to have this year had our "Reflect" Reconciliation Action Plan officially endorsed by Reconciliation Australia and offer the commitment of our staff to the ongoing progress of Reconciliation in our country. As a business that has been operating in Australia for over 20 years, it is vitally important to us that we as a company endeavour to gain a greater understanding our First Peoples, and work to do more to champion the importance of First Nations placemaking in the built environment. We have also recently been implementing changes to our processes and procedures in line with the Modern Slavery

Act. It is now implemented within our QA system that all our suppliers and consultants meet the stipulations of this Act.

Through inclusion on the CHIA panel, we hope to assist even more CHO's to enrich the lives of residents and their families by assisting them to access housing which enables them to thrive within a strong community and ultimately create a more positive future for all

We look forward to your review and consideration of our relevant experience and would welcome the opportunity to join the CHIA panel of consultants.

Sector knowledge

Custance have worked with several CHOs and understand the challenges faced regarding planning efficiency, maintenance, documentation, design and character, yield and mix, budget, and parking. Our systems, technology, design excellence, experience in 100% documentation, capturing our clients' requirements and managing the project team are all elements Custance are highly experienced in delivering to a very high standard. CHOs have over the past few years faced an increasingly complex operating environment as they diversify into a wider range of markets. Social and affordable housing needs to continue to be delivered to meet increasing market demand. Funding has recently been released to assist in delivering additional housing – regional areas are evolving and increased housing in these areas is critical.

Our Director, Craig Shelsher is a passionate advocate for better design for affordable and social housing and we have significant experience in this sector. Craig possesses a wealth of experience in this sector with a strong reputation for delivering highly innovative and robust design solutions, leading a broad range of work for NSW government departments including LaHC and FaCS. As a practice Custance have extensive experience working with and developing guideline documents for our clients including FaCS and aged care providers. Craig is involved as an affiliate member of PowerHousing Australia and has a keen interest in keeping abreast of developments and innovations within the community housing sector.

The current SEPP (Affordable and Seniors) provides the necessary guidance and legislation for affordable housing however it is crucial that all being delivered meets NDIS and sustainable outcomes.

We have strong and respectful working relationships with a range of clients, specialists, peak bodies, government agencies and other consultants who share our commitment, beliefs, and goals with regards to the seniors and community housing sector. We are passionate about using our collective knowledge, experience, and empathy to transform peoples' lives by offering them spaces that have enduring value and are committed to delivering projects that have economic, social, and environmental sustainability.

A selection of recent clients relevant to this sector include:

- NSW Government Family and Community Services
- NSW Government Land and Housing Commission
- Housing Plus
- St George Community Housing
- Anglicare
- Link Wentworth Housing
- Hume Housing
- JIRT
- NSW Health

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Skills	Offered?	Demonstrated qualifications, consultancy skills and consulting track record
Finance	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	
Business planning	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	
Property development	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<p>Over the last 15 years we have participated in the Nation Building and Jobs Plan (Seniors and Affordable Housing), Project 33(Affordable Housing) and are currently part of the NSW Government’s public housing portfolio, delivering social and seniors housing. We have assisted our clients in developing over 100 projects focusing on liveable housing design for people with disability, ageing Australians, people with temporary injuries and families with young children. Our team are passionate about creating affordable environments as the cornerstone of our society to provide community engagement. We understand the requirements of the community housing sector and are experienced in providing services across each of the following:</p> <ul style="list-style-type: none"> • Community and Seniors Housing (Affordable) • Government Group Homes • Retirement lifestyle • Community Care • Adaptable/Independent Living Units • Rehabilitation units <p>Custance’s key skills include feasibilities, master planning, design, documentation, and on-site experience. Our Managing Director Craig Shelsher is a registered Architect in both NSW and QLD and a registered Design and Building Practitioner.</p>
Risk management	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	

Geography	ACT	NSW	NT	Qld.	SA	Tas.	Vic.	WA
Office?	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Worked in?	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Future work in?	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>