



Community Housing

INDUSTRY ASSOCIATION

QUEENSLAND

CHIA Queensland Annual Review 2022 - 2023





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 Housing 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.

ACN 169 723 460 | ABN 73 169 723 460

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

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INTRODUCTION

WHO WE ARE

CHIA Queensland is the peak body for the community housing industry in Queensland. Our purpose is to *lead and enable a diverse and dynamic community housing industry in Queensland*. Our vision is that *Queensland's community housing industry leads the way in providing housing that support life opportunities and strong communities*.

The four priority areas in our Strategic Plan 2021-2024 are:



THE QUEENSLAND COMMUNITY HOUSING SECTOR

There are over 140 community housing organisations in Queensland and between them they 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.

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.

The housing our members provide, changes lives by providing safe, affordable homes to people on low and moderate incomes.





MESSAGE FROM THE CHAIR



Welcome to CHIA Queensland's Annual Review for 2022-23.

It has been a sobering year for our sector and the wider community as the housing crisis continued to worsen. The release of the Census homelessness data and NHFIC State of the Nation Report confirmed how dire the housing situation is and the urgent need to increase supply across the whole of the housing system. With an imperative to urgently increase the supply of social and affordable housing, we welcomed the response by both State and Federal Governments to provide significant funding as well as legislative and policy reforms.

At a federal level we saw the announcement of the National Housing Accord with a shared ambition across all levels of government, institutional investors and the construction sector to address the supply and affordability of housing.

Legislation was tabled and eventually passed to establish Housing Australia, the Housing Supply and Affordability Council and the \$10 billion Housing Australia Future Fund (HAFF).

The HAFF promises to pave the way for 30,000 new social and affordable homes in the Fund's first five years with a minimum of 1,200 homes to be built in each state and territory across the five-year period.

The \$2 billion Social Housing Accelerator Fund to boost the supply of social housing was a positive outcome of the protracted HAFF negotiations.

The Federal Budget delivered an increase in the maximum rates of the Commonwealth Rent Assistance to address rental affordability challenges; an increase in the Government-guaranteed liability cap of the National Housing and Finance Investment Corporation (now Housing Australia); the expansion to the eligibility of the Home Guarantee Scheme; funding to establish the Household Energy Upgrades and further investment in Closing the Gap housing measures.

We also welcomed the Federal Government's commitment to continue the Safe Places Emergency Accommodation for women and children leaving family and domestic violence.

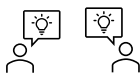
Here in Queensland, the October 2022 Housing Summit brought together diverse stakeholders to explore solutions to the housing crisis. The State Government announced a suite of measures including the doubling of the Housing Investment Fund (HIF) to \$2 billion, additional funding for QuickStarts, the Community Rent Scheme and crisis accommodation and other immediate support measures. It also committed to developing a new four-year Indigenous Housing Strategy, funding to improve housing outcomes for First Nations peoples as well as a land audit and planning reforms.

The establishment of the new stand-alone Department of Housing was a significant development in Queensland, and we are very pleased the Minister and the Director-General are committed to growing a strong community housing sector in Queensland and partnering with industry to achieve this.



Thanks to our strong membership and our funded 3-year strategic partnership with the Department of Housing, we have had an enhanced capacity to engage and advocate with Community Housing Providers (CHPs) and other key stakeholders to maximise funding and growth opportunities.

There have been many positive developments over the past year but there is much work ahead. CHIA Queensland is committed to supporting the Queensland community housing industry to grasp the new opportunities and leverage this investment further to expand the supply of affordable rental homes in this State.



POLICY LEADERSHIP to advance social and affordable housing

This year, CHIA Queensland has continued to provide industry-led and legal opinion on community housing policy and sector reform and implementation. This has included advice and submissions on the Rent Freeze Amendment Bill, the Housing Summit, Community Housing Master Agreement, Planning (Inclusionary Zoning Strategy) Amendment Bill 2023, the Community Housing Rent Policy and the Stage 2 Rental Law Reforms.

We have continued to provide monthly e-bulletins and regular updates to keep our members informed about sector developments including the progress of the Housing Australia Future Fund (HAFF) and the recent Machinery of Government changes in Queensland. We facilitated member networking and information opportunities including the CFO Network Forum, the House Keys 2.0. briefing, a NHFIC Forum on the design of the Housing Australia Future Fund, a Briefing on Planning Reforms to Benefit Community Housing, and Stage 2 Rental Reforms.

Looking ahead our focus will be assisting community housing providers to prepare for and respond to opportunities to grow supply across Queensland. To enable this, we will continue to advocate for a policy framework

which supports the growth and sustainability of the industry. We will facilitate industry engagement in the development of the National Housing and Homelessness Plan, and work with the Department of Housing and other stakeholders to develop the Housing with Support Framework.

In partnership with the Queensland Regulator, we will develop a framework for annual sector reports to drive performance and boost investor confidence. Additionally, we will work with CHPs to improve data capture for people with disability living in community housing.

We will participate in the Community Housing Climate Action Network and continue to promote opportunities for members to transition to renewable energy technologies that will increase energy efficiency and reduce cost of living pressures for tenants.



PROMOTE the role and value of Queensland's community housing industry

We continue to provide an industry voice to the Community Housing Steering Committee and are active participants in the State Government's Housing Roundtable, Community Housing Futures Governance Group, Housing and Homelessness Peaks Partnership, Industry Sector Group and the Housing Diversity Community of Practice.

In November 2022 we presented to the inaugural First Nations Housing Conference on the sector outlook and have engaged with Queensland Disability Network & REIQ on a home modifications project.

We very much appreciate the generous spirit of partnership that has underpinned our work together this year.

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



INDUSTRY DEVELOPMENT strategies to sustain a dynamic and diverse community housing sector

CHIA Queensland is partnering with Aboriginal and Torres Strait Islander Housing Queensland and Q Shelter to deliver the Community Housing Futures Program. Funded by the Queensland Government the initiative will enhance the capability and capacity of Community Housing Providers to increase social and affordable housing supply in Queensland. It has been pleasing to see the positive response from CHPs across Queensland to this initiative and more opportunities to access business advisory services or growth readiness assessments will be available in the coming year.

In April, we facilitated an industry briefing about the CHIA NSW industry benchmarking service for CHPs. This service, House Keys 2.0. will enable CHPs to view embedded dashboards, extract data to explore in detail, identify opportunities for greater efficiency, drive improved services for tenants, and produce formatted reports for management and boards.

Our Treasurer, Peter Garrone established a CHP Chief Financial Officers (CFO) network group that will help CFOs stay abreast of developments, share best practice, discuss ways to optimise organisational strategy and performance, and position the community housing sector for growth. We were privileged to have Melinda Peters, tax partner at McCullough Robertson lawyers, present at the first CFO network meeting with an overview of the direct (GST) and indirect (stamp duty, land tax) regime operating in Queensland and how it impacts CHPs as they assess new developments.



ENHANCE organisational and financial viability

Our membership remains strong, and we are pleased to report that by the end of 2022-23, CHIA Queensland members owned or managed over 11,000 properties across Queensland. The membership fee structure aligns with the requirements of the protocol between CHIA National and CHIA Queensland however, we were cognisant of the increasing operating costs faced by our members, so our Board agreed to only increase CHIA Queensland's membership fee structure by a flat 2% in 2023-2024.

In February 2023, we said goodbye to our Executive Officer, Peta Winzar and we acknowledge her significant contribution to CHIA Queensland and the community housing sector. The leadership of CHIA Queensland was successfully transitioned to Annemaree Callander who has over 35 years' experience in human service delivery in both government and community settings. Most recently she spent 11 years as the CEO of Brisbane Youth Service, a Tier 3 Housing Provider and specialist homelessness service.

We also thank staff member Esther Dabinett who continues to provide exceptional organisational support to CHIA Queensland and our members.

Our Board of Directors farewelled Andy Denniss and Dushy Thangiah in 2022. At our 2022 AGM we welcomed the election of Charlotte Dillon from YWCA, a Tier 3 community housing provider and Alicia Follent from Community Housing Limited (Queensland) a Tier 1 provider.

I extend thanks to our members, associates, sponsors (McCullough Robertson Lawyers, Grant Thornton Australia, SDM Housing Software and Karndean Designflooring) and the Department of Housing for your contribution to our work over the past 12 months. We are extremely grateful for your support.

Finally, thank you 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 2022 – 2023



PROMOTE the role and value of Queensland's community housing industry

Progress

There were plenty of opportunities to promote the work of our members and the profile of the industry in 2022-23.

We are proud to showcase just some of the projects and innovative initiatives kicked off this year.

These exemplify the growth and capital developments in our sector to support housing need; our partnerships; and the wrap around services that CHPs provide to support their tenants.



During 2022-23, **Bric** was privileged to be a part of another two successful Certificate One in Construction traineeship courses that were delivered from its Boundary Street Spring Hill workshop.

More than 20 participants successfully completed these 18-week paid traineeships, which provide participants with basic construction skills which will boost their chances of obtaining work in this highly sought after industry. The courses were delivered by Bric's partner Community and funded by Skilling Queenslanders for Work.

Some of the projects that were completed during the two courses included:

- Building a deck area and custom-built wooden furniture at the rear of Bric's Boundary Street unit complex, as well as installing raised garden beds and building a large wooden chicken coop;

- Building and fit out for a dedicated meeting space and installing several raised garden beds for tenants to grow herbs and vegetables at Bowen Hills; and
- A gazebo with shade sail to cover the existing seating and BBQ area installed at a north Brisbane unit complex.

Bric contributed funding for the materials to support these projects.

Bric is proud to have supported this successful initiative over the past five years, showing time and again how transformative such opportunities can be for its tenants.





National Affordable Housing (NAH) has been working with the State Government and Investors to purchase properties exiting the NRAS scheme to rent as social and affordable housing stock. NAH has already acquired and contracted over 190 properties, and their target is to acquire and tenant up to 335 within the year.

Also in 2023, NAH delivered 20 units in a conveniently located brand new mixed-use development in Underwood through a partnership with Pacific Enterprises Group. These units are being leased as affordable housing to Queenslanders who meet the criteria for these housing options. Planning consent is nearing completion for an approved 40 new social housing apartment complex to be purpose built in Redbank Plains in 2024, also by developer Pacific Enterprises Group, for NAH.

NAH has been finalising the acquisition of an inner-city office block for conversion to social housing and commenced its preparations for its new community housing services model, including readiness to pilot Personal Housing Plans with eligible residents.



Brookvale Drive, Underwood Affordable Housing Units

Access Community Housing has had a momentous 2022-2023 financial year in pursuit of supplying more safe, secure and affordable homes for individuals and families in Far North Queensland.

With the support of the Commonwealth Government's Safe Places Emergency Accommodation program, Access completed the construction of four three-bedroom homes. These dwellings now provide safe havens to four families and specifically, women and children fleeing domestic and family violence. In partnership with the Women's Centre Cairns, they offer specialised wrap around services to these four families.

Access also completed the refurbishment of eight tiny cottages which provide homes for single older women, the fastest growing homeless group in Australia.



In partnership with the Queensland State Government, development of 23 modern apartments in Earlvile will commence in early 2024.

In addition, Access has purchased one of four large family homes in the southern corridor and hope to purchase the remaining three homes in late 2023.



Tableland Community Housing has been focussed on increasing housing supply in The Tablelands, an area experiencing a high demand for affordable housing.

Funding secured through the QHIGI process has seen the following constructions in progress:

- A 4-unit complex that is due for completion mid-December 2023 where all units have disability access.
- A 10 unit complex due to begin construction early 2024.
- A partnership with a local disability support service to erect a 33-unit complex.
- A partnership with local Council to secure land to erect 8 units for women over 60 years old.

All constructions are within walking distance of the town's services.

Tableland Community Housing has also secured a grant for ceiling insulation which was installed into twelve of its aged units. The tenants have reported a great improvement in temperature control which will have a follow-on effect with their energy bill.

A grant was also received for fencing around a 4-bedroom long term property.

Tableland Community Housing works closely with the Homestay program to support its tenants to sustain their tenancy. This has had positive outcomes and the tenants are grateful for the assistance.

Women and children are a priority for Tableland Community Housing, and they have been able to successfully house a high number of clients from the Women's Services.

All people who walk through their door, no matter where they are from, are assisted with relevant information about the housing process.

Tenants are also welcomed to the office to receive support in their personal lives e.g., bereavement, mental health issues, as well as celebrations they want to share.



*Kelly Street, Atherton - 8 x 1 bedroom units for women over 60.
Expected completion date - end of 2024.*



*McConnell Street, Atherton.
Expected completion date - end of November 2023.*



*Victoria Street, Atherton - 10 x 2 bedroom units
Expected completion date - end of 2024*

BRISBANE YOUTH SERVICE

Since 1977, **Brisbane Youth Service (BYS)** has worked to create new futures for young people and young families at risk or experiencing homelessness.

BYS provides free, confidential services including crisis and transitional housing, emergency relief, physical and mental health services, alcohol and drug interventions, domestic and family violence support, and specialist programs for young women and young families.

Young people, many struggling with complex issues, are being disproportionately affected by the current housing crisis. The teams at BYS are seeing unprecedented levels of demand and provided almost 60,000 occasions of support in 2022-23. This number has increased by 29% over the past three years, as young people require more support to get back on their feet.

Despite the lack of safe and affordable housing, BYS continues to work tirelessly to increase the number of beds available to keep young people safe and support their transition to independence. This year BYS acquired four new properties, creating 11 new beds for young people in need. This includes four beds at Falconer House applying the Advantage Thinking Model, providing a safe and supportive place to live while integrating education, employment, and life skills under one roof.

BYS also secured 40 new beds for young people and young families in community and public housing, working closely in partnership with other housing providers and providing wrap around support to establish and maintain tenancies.

BYS continues to demonstrate what they do best – role modelling resilience, hard work, and overcoming barriers while supporting young people's needs to achieve their hopes, dreams, and aspirations for a new future.





Mareeba Community Housing Company (MCHC) is Tier 3 Community Housing Provider and Specialist Homeless Service servicing the Mareeba Shire and Tablelands Shire. Housing services are delivered locally to Mareeba with two housing projects completed and one underway in the past 12 months in partnership with the Department of Housing.

The MCHC's Specialist Homeless Services expanded in 2023 with funding from the Queensland Government Sustaining Tenancies Program providing increase in brokerage funds to assist with the housing crisis and provide additional resources for hard working team members. They have opened a new larger office in Atherton due to the increase of clients and to improve access for the broader community.

Community partnerships and support from the community has been received in many forms with donations from Hungry Pug providing personal packs, blankets, and essential household supplies for our clientele via their community tip jar.

MCHC Men's group has been busy in 2023 with their furniture restoration program completing several projects with products and donations from local stores, the wardrobe delivered to Lifeline a tribute to them all. Life skills, personal development and growth within the group is evident with number of participants obtaining full time employment this year.



Mason Street Mareeba unit completed July 2022 partnership MCHC and Dept Housing



Sunbird Parade Mareeba house purchased September 2022 QHIGI Grant



Strattman Street Mareeba 5 unit complex due for completion November 2023



MCHC Men's Group furniture restoration program donation to Lifeline Mareeba 2023



Hungry Pug Mareeba personal pack donations – Homeless Week 2023



Community Accommodation & Support Agency (CASA) has celebrated 40 years of servicing the Mackay community. From very humbled beginnings and starting with a band of volunteers in 1983 CASA has grown from strength to strength in acquiring housing assets and service programs and now provide services such as Crisis Accommodation, Youth Transitional Housing, Long term accommodation, Outreach for rough sleepers, Emergency Relief, Sustaining Tenancies, HomeStay program, NDIS Supports, Home modifications and NILS (No Interest Loan Scheme).

Aside from the great programs CASA has to offer, CASA staff are whole heartedly committed to working with individuals and families for a client centered and holistic approach. With the leadership team and management committee, CASA is always working towards being better and bringing an end to homelessness.



In 2022-2023 CASA was involved in the pilot program for IHRF (Immediate Housing Response Families program). The program was so successful it has now been rolled out to 40 organisations statewide.

For the past 11 years, CASA has also been the lead organisation for the Homeless Expo Mackay which they see more and more attendees every year. With the rise in the number of people falling into the category of homeless or at risk of homelessness, CASA has also committed to monthly BBQ's to raise awareness in the community, and that people can just come for a yarn and a snag to fill their bellies.



YWCA Australia is actively contributing to delivering new housing stock for women and their families in Queensland in partnership with the Queensland Government through the Queensland Housing Investment Growth Initiative (QHIGI) program.

YWCA Australia owns and manages more than 106 social and affordable homes across Queensland with 130 tenancies, which includes 67 properties and 81 tenancies in Toowoomba and 39 in Townsville, and 10 homes in Ipswich and are growing their footprint.

There are now four projects currently in progress, collectively valued at \$21.7 million. By February 2025, YWCA Australia aim to deliver 42 social and 16 affordable housing units. CEO YWCA Australia Michelle Phillips has said that these homes are an important step in ensuring women and their families have access to safe, secure and affordable homes.

"Ending homelessness begins with safe and secure housing, and these homes will play a small but important role in increasing the supply of social and affordable housing", says Ms Phillips.

Young mother of two, Misty Hogan, moved into one of the YWCA apartments after months of housing instability.

"It's been quite a hard and long journey ... we've couch surfed, shared bedrooms and at one stage we even slept in a tent," she said.

"It took a lot of tears, but we got there – I cried when I got the call ... it was a miracle," Ms Hogan said in response to her new home.

At a time when housing pressures are mounting across the country, YWCA Australia is proud to be working with the Queensland Government to deliver housing solutions quickly for people experiencing housing stress,

particularly for women and gender diverse peoples and their families.

"Housing is the springboard from which women and their families can find stability, safety, economic independence and connect with their community. YWCA Australia looks forward to continuing to partner with Queensland Government to deliver affordable housing where it's needed most."



Queensland Minister for Housing, Meaghan Scanlon visiting Misty and her children in her new home.



In the 2022-2023 financial year, **BlueCHP Queensland** demonstrated its ability to deliver large-scale projects within budget, on time, and in challenging economic circumstances. The 80 new social homes in Lutwyche and Windsor were a result of a \$40 million investment in social housing, a collaboration with the Queensland State Government and Housing Australia (formerly NHFIC), and the first of many to be delivered through the Queensland government's \$2.9 billion Housing Investment Growth Initiative.

In December 2022, we celebrated the opening of Lutwyche with Queensland Minister for Housing Hon Leanne Enoch, Senator Chisholm and Mr Sullivan MP. We welcomed Federal Housing Minister Hon Julie Collins and Mr Sullivan in May 2023 to cut the ribbon at Windsor. These 80 new homes are a mix of one and two-bedroom homes, supporting the growing need for smaller, high-density affordable housing options.

With the nearby Brisbane CBD skyline as a backdrop, these new sites became ideal locations to host a series of ministerial visits, including celebrating the 500th home completion milestone achieved under the Queensland Housing and Homeless Action Plan. BlueCHP was pleased to facilitate ministers, including Prime Minister Anthony Albanese, in July 2023, to meet new residents, Simone, Helen and Angelica, who shared their stories of searching for a home they could afford and their appreciation of how these new dwellings have improved their lives.



Charles Northcote (left), Prime Minister Anthony Albanese, George Giannes (National 'Build to Rent' Manager), Ben Ferris (Development Manager), Darren Mew (Executive Manager - QLD and NT)





Through the SASH program, people have had the opportunity to change their lives and some achievements people have made include employment, travel, study, attending rehabilitation, volunteering and reconnecting with family and friends.

The Supported and Sustainable Housing Program (SASH) commenced as a pilot program in July 2021 with funding until June 2025. **Community Housing Qld Limited (CHQL)** has adopted a housing and people first approach to provide sustainable housing with coordinated onsite support to people with multifaceted complex needs that were homeless or at risk of homelessness to sustain their tenancies.

The 20-unit complex has 19 units accommodating singles or couples and one unit is designated as the office for onsite staff.

Having a safe home, individual supports and connections to community is something that most of us take for granted. Every person living at SASH has their own story. Most have experienced some level of trauma, varying complex needs, life skills and addictions, which without support would have been significant barriers to them sustaining a tenancy.

Through CHQL's strength based working model, SASH onsite staff build rapport with customers and together with the housing team, work to support them to improve or gain the necessary skills and resources to build their confidence. They also connect and refer them to specialised support services. The focus is to help customers transition from homelessness, by empowering them to independently maintain, and sustain a stable long-term tenancy with a focus on connection to their community.

Establishing projects like the community garden and other activities has helped to create a positive community at the complex. These activities and projects have encouraged many to participate and work together to set up the garden, meet their neighbours, and to have a friendly chat. It also prevents some customers from isolating in their units.





2022/23 has been an exceptional year for **Jacaranda Housing**.

They are proud to report that their growth trajectory remains steadfast, with the addition of 86 new properties to their portfolio, both under ownership and management.

Jacaranda owns and manages approximately \$110 million in assets and provides safe and secure housing to around 340 Queenslanders.

Jacaranda continues to deliver its Better Homes for the Future Strategy. In 2023, they added six modern homes to their portfolio. Since late 2021, Jacaranda has purchased 14 of 53 planned units and assisted 16 households to move to newer, more comfortable homes. These modern homes provide an improved quality of living, enhanced safety, and security for their valued tenants and people from the Queensland Government's Housing Register. The heartwarming feedback Jacaranda has received from their tenants highlights the positive impact these new homes have had on their lifestyles.

Jacaranda Housing is committed to growing third-party partnerships with community and specialist housing providers, supporting their strategic growth objectives to deliver specialist tenancy and asset management services, and providing excellent housing expertise to their partners, stakeholders, and tenants.



14/53
new fit-for-purpose homes have
been purchased

16
tenants have moved into new
homes

DELIVERING THE
BETTER HOMES
STRATEGY



CHIA QUEENSLAND MEMBERS 2022-2023

- Aboriginal and Torres Strait Islander Community Health Service Brisbane
- Access Community Housing Ltd
- Anuha Services, Peace Lutheran Church Group
- BlueCHP Ltd
- Bric Housing Company Ltd
- Brisbane Housing Company Ltd
- Brisbane Youth Service
- 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
- Gladstone Central Committee on the Ageing
- Hervey Bay Housing Coalition Inc
- Hinchinbrook Community Support Centre Inc
- Home In Place
- INCH Housing Inc
- Jacaranda Housing Ltd
- Mackay Regional Housing Company Ltd – Connect Housing Group
- Mangrove Housing Ltd
- Mareeba Community Housing Company Ltd
- National Affordable Housing Consortium (NAHC)
- Regional Housing Limited
- Roseberry Community Services Inc – Roseberry Qld
- Tableland Community Housing Association Inc
- Youth Housing Project Association Incorporated
- Yumba-Meta Housing Ltd
- YWCA Australia Ltd

CHIA Queensland acknowledges its:

- Associates: David Cant, Anglicare SQ Homelessness Services Women & Families, Rachael Vidler, Fleetwood Australia, Mareeba Council
- Reciprocal Members: Q Shelter, Committee for Brisbane, Council for Homeless Persons Queensland

CHIA QUEENSLAND DIRECTORS AND OFFICE BEARERS 2022-2023



Chair, Kristan Conlon
Partner, McCullough Robertson



Director, Jane West
CEO, BRIC Housing



Director, Andrew Elvin
CEO, Coast2Bay Housing Group



Director, Lizabeth (Lizz) Bott
CEO, Jacaranda Housing



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



Director, Charlotte Dillon
General Manager, YWCA National Housing



Director, Alexandra McColl
Executive Manager, Brisbane Operation for Home In Place



Director, Alicia Follent
Queensland State Manager, Community Housing Limited (CHL)



Director, Dushyanthi Thangiah
CEO, Yumba-Meta Limited



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

BOARD ATTENDANCE 2022 – 2023

	12 Jul 2022	23 Aug 2022	4 Oct 2022	15 Nov 2022 <i>No Quorum</i>	22 Nov 2022 AGM	6 Dec 2022 <i>Joint Meeting with Q Shelter</i>	7 Feb 2023	21 Mar 2023	9 May 2023	13 Jun 2023
Kristan Conlon (Chair)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Andrew Elvin (Deputy Chair)	Yes	Apology	Yes	Apology	Yes	Yes	Apology	Yes	Yes	Yes
Peter Garrone (Treasurer & Company Secretary)	Yes	Yes	Apology	Apology	Yes	Yes	Yes	Yes	Yes	Yes
Jane West	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Alexandra McColl	Yes	Yes	Yes	Apology	Yes	Yes	Yes	Yes	Yes	Yes
Dushyyanthi (Dushy) Thangiah <i>(Retired AGM 2022)</i>	Yes	Yes	Apology	Apology	Apology	-	-	-	-	-
Andrew (Andy) Denniss <i>(Resigned effective 12 July 2022)</i>	Yes	-	-	-	-	-	-	-	-	-
Lizabeth (Lizz) Bott	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Apology
Alicia Follent <i>(Appointed 23 August 2022 – Casual. Formally appointed on 22 November 2022 at AGM)</i>	N/A	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Charlotte Dillon <i>(Appointed 22 November 2022)</i>	N/A	N/A	N/A	N/A	Yes	Yes	Yes	Yes	Yes	Yes

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.

CHIA Queensland's Board of Directors met eight times in the 2022 – 2023 year and held a joint Board meeting with Q Shelter in December. Meetings were held in person and by video conference. Dushyyanthi Thangiah from Yumba Meta retired from the Board at the 2022 AGM. Any Denniss, from Churches of Christ Housing Services, retired from the Board in July 2022.



SPONSORS AND PARTNERS



McCullough Robertson has proudly served as a trusted, independent Australian law firm for nearly 100 years. Recognised for its comprehensive legal services, the firm offers specialist expertise to a broad range of industries, including property, construction, mining, energy, banking, insurance, agribusiness, telecommunications, renewables, and government.

Embedded in McCullough Robertson's DNA is a strong commitment to the not-for-profit sector. Partnering with various non-profit organisations, including community housing providers and sector leaders, McCullough Robertson actively supports its clients in realising their vision and making a positive contribution to the community.

In 2023, McCullough Robertson launched its dedicated Housing service, bringing a full-service team of legal specialists with the knowledge and proven track record advising the housing sector. Collaborating with an array of purpose-driven organisations, developers and industry leaders, the McCullough Robertson Housing team are trusted advisers in supporting a shared vision of helping address the housing crisis.



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.



With almost 50 years of experience across the globe, Karndean Designflooring creates luxury vinyl flooring for residential and commercial projects that are built to last. Karndean Designflooring see flooring differently and are dedicated to creating the finest, most innovative designs to authentically replicate natural woods and stones.

Karndean Designflooring offer beautiful, design-led floors in loose lay, rigid core hybrid and gluedown options, along with a choice of wood look planks or stone look tiles. Key ranges are LooseLay Longboard, LooseLay Originals, Korlok, Van Gogh and Knight Tile. As you'd expect from a leader in community housing flooring, every stylish, safe, durable Karndean product has a generic BRE Global Green Guide rating associated with it and meets the Building Code of Australia – quality, safety, hygiene and acoustics. Plus with guarantees on some ranges reaching up to 20 years for commercial environments and the low cost of maintenance, the life cycle costs of specifying Karndean are highly favourable in comparison to other flooring options.

Furthermore, all Karndean floors benefit from our K-Guard+ surface protection system. Using PU technology, K-Guard+ provides a hygienic and durable finish that will protect our floor for years to come. Karndean Designflooring primarily adds perceived value to community housing, from new builds to refurbishments, adding to the pride residents have for their home, and keeping them well maintained for longer.

When you partner with Karndean Designflooring, you can be assured you are working with some of the leading experts in luxury vinyl tile. Our priority is to deliver beautiful floors that are long-lasting in any environment and easy to care for.



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 based on Small or Large SaaS packages with the benefit of unlimited user access.

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 Management / Repairs & Planned Maintenance
- General, Purchase & Sales Ledgers
- Fixed Assets & Complaints Registers
- CRA Rent Calculator / Landlord & Agent Modules
- Web Portal
- Imaging & Attachments
- Extended Database Facilities
- Report Writer / SSRS Reporting Tools

Further details can be found on our website <https://www.sdmhousing.com.au/>

