


**Women's Housing Ltd.**

annual report



a tribute to Beth





vision:  
all women will have safe, secure,  
affordable housing choices

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## chairperson & chief executive officer report

Politicians often spruik the line that “if you change the government you change the country” and this year, following the election of the Labor government, we can certainly confirm this prediction particularly in relation to the housing and homelessness sector. For the first time in many years we have a federal housing minister, The Hon Tanya Plibersek MP, who has moved quickly to introduce new housing initiatives in an attempt to ease the current housing crisis.

For Women’s Housing Limited (WHL) and the housing sector in general, these initiatives have brought challenges and opportunities along with a myriad of new acronyms that have to be learned, analysed and implemented. From the National Affordable Housing Agreement (NAHA) to the National Rental Affordability Scheme (NRAS) and the First Home Owner Grant (FHOG), the housing sector is about to undergo rapid change and while we cannot predict if any of these initiatives will relieve housing stress for low income earners, we do believe that we have a window of opportunity to work with the Federal and State governments to improve housing choices for our tenants.

Along with the changes at federal level, Housing Sector Development at state level continues at a pace whilst Opening Doors (formerly known as Local Area Service Networks) was introduced



judy line



livia carusi

to improve client access to the homelessness services, it remains a work in progress. WHL as a Registered Housing Provider has been an active participant in sector development and will seek accreditation as a Housing Assistance and Support Service within the next financial year.

WHL places high value on the importance of all board members, senior management and staff to engage in professional development and to participate in the overall strategic directions of the agency. This year, board members and staff attended the National Housing Conference, the National Housing Forum, the National Homelessness Conference and the Better Boards Conference. Significant joint workshops with the board and staff explored and reaffirmed our core values and together, we developed the WHL five year growth strategy. We appreciate and acknowledge the financial assistance given by the Office of Housing and the Registrar to support WHL professional development at board and staff level.

One of the most significant achievements for WHL this year has been the continued consolidation of our core business, housing to ensure that our clients have safe, secure and affordable housing choices. Further, this reporting period has seen many positive developments,

particularly our decision to commit to pursuing registration as an Affordable Housing Provider which will ensure our future as a financially sound community housing organisation.

We would like to thank our hard-working board members, Victoria Triggs, Marilyn Kearney, Jean Nankin and Kristen Hilton, volunteer Janet Horn and the WHL staff. Special thanks to consultants Joseph Connellan, Chris Arnold, Cath Whelan and Vicki Davidson who all made a significant contribution to our future directions and continual improvement.

In closing, on behalf of all of us at WHL, we acknowledge the life and work of Beth Thomson. Beth made a significant contribution to the community sector but more importantly, she instigated change that affected people's lives.

We will miss Beth's sense of humour, her entertaining stories, her feisty approach to dealing with anyone in authority but most of all, we will miss her company. Beth worked hard to ensure everyone's right to participate equally in the community and to reach their full potential, an outstanding legacy.

Livia Carusi      Chair  
Judy Line        CEO



## audit risk compliance & finance committee

The Audit Risk Finance and Compliance Committee met regularly throughout the year to review monthly financial reports and to monitor the management of risk and compliance issues within WHL. The Committee Chair is Board Treasurer Marilyn Kearney, with members CEO Judy Line and Accountant, Jeimbra Shiells,

The Audited Financial Report to the end of the financial year 2007/08 shows a minor negative variance to budget. This result is manageable within the context of the overall financial position of WHL demonstrating our continuing strong financial position. The negative variation to the forecast budgeted position at the end of the financial year was due to commencing the unbudgeted management of additional properties for WOMBAT and VWHA. This position is expected to produce positive outcomes in the long term in line with our strategic plan

The Committee has continued to monitor the Risk Profile in line with our growing responsibilities and management reporting requirements for maintaining our accreditation as a Housing Provider. Reports are provided to the Board on an ongoing basis following annual review.

In addition to the Budget Development process the Committee continued to ensure that effective management practices are in place to ensure compliance with regulatory reporting requirements and the ongoing development of a range of indicators incorporated into the monthly financial reports.

I would like to extend my thanks to Judy Line, Jeimbra Shiells and staff for their continued efforts in providing regular reporting and adherence to the frameworks established to ensure that WHL enjoys a high level of confidence in management reporting and performance for audit, risk, compliance and finance related matters.

I would also like to acknowledge the extensive work undertaken by the Committee and Board in agreeing to the changes in our property management profile and the work to ensure that the accreditation process extends to the effective management practices of the organisation to ensure appropriate housing outcomes for our clients.

Marilyn Kearney  
Chair, Finance Risk and Compliance Committee



patrizia archivio

## strategic directions

This year the board reaffirmed its strategic goals and achieved the following outcomes:

- Reviewed our aims, reaffirmed our core principle of working within a feminist philosophical framework that acknowledges the need for gender specific housing and agreed that WHL will be:
  - Feminist
  - Flexible
  - Responsive to individuals
  - Caring
  - Sensitive
  - Competent
  - Innovative
- Successfully negotiated a service delivery partnership with WOMBAT and collaboratively agreed to:
- Improve the quality and delivery of services to rooming house tenants
- Enhance the nature and extent of service outputs and service user outcomes in close consultation with rooming house tenants
- Ensure maintenance of existing – and improving/building on – high standards in rooming house amenity.
- Signed the Housing Provider Framework with the Office of Housing
- Promoted stakeholder feedback through client surveys and feedback.
- Revamped and developed comprehensive organisational policy and procedures.
- Signed a property and management agreement to manage housing for and on behalf of the Victorian Women's Housing Association.



## 5 year growth strategy

The objective of the growth strategy is to ensure that WHL has a developed and agreed plan to move from housing provider status to registration as an affordable housing association. The strategy incorporates a detailed work plan that is focussed on defined and achievable growth targets and documents required resources, responsibilities and key performance indicators. The strategy incorporates the following three broad areas:

- Securing additional properties to manage
- Building a profile for women's housing issues and WHL
- Developing and delivering successful property projects.



# organisational chart

Board of Directors	
Livia Carusi	Chairperson
Marilyn Kearney	Treasurer
Victoria Triggs	Vice Chair
Jean Nankin	Board member
Kristen Hilton	Board member

CEO
Judy Line

Finance
Patrizia Archivio - Administrator Jiembra Sheils - Accountant

Operations Manager
Lindy Parker

Reception / Admin
Mary Karas

TA
Koni Tsakonis Marguerite Osborne

H.I.R
Ngoc Tran Tessa Canny

Housing Prison Program
Kayla Ta

Rooming House Program
Narelle Cook      Manager Jane Kimmorley    T.A

# womens housing limited board member qualifications

NAME	QUALIFICATIONS	ROLE	KEY RESPONSIBILITY
Livia Carusi	BA - Sociology and Political Science Post Graduate - Urban Research and Policy Master - Public Policy and Management	Chair	As Chair, ensure proper coordination of the WHL Board's tasks.
Victoria Triggs	Bachelor of Science Education, University of Melbourne. Grad Dip Education Administration, University of Melbourne. Williamson Fellow, Leadership Victoria.	Vice Chair Chair of WHL – Governance Committee	As vice Chair, ensure the objectives and strategic directions of the WHL Board and as Chair of the Governance committee ensure the integrity of WHL governance policy and procedures.
Marilyn Kearney	Grad Dip in Public Policy & Management from Monash University. Dip in Management from Victoria University.	Treasurer Chair of WHL Finance, Audit, Risk and Compliance committee	As a Board member, ensure the objectives and strategic directions of the WHL Board.
Jean Nankin	B. Economics (Monash) Grad Dip Urban & Regional Planning (RMIT) Grad Dip in Property (RMIT)	Board member	As a Board member, ensure the objectives and strategic directions of the WHL Board. Member of the TAG's
Kristen Hilton	B. Law and B. Arts Admitted to practice as a solicitor in Victoria.	Board member.	As a Board member, ensure the objectives and strategic directions of the Board.
Judy Line	Master of Business Administration (2001) Post Graduate Management (1999) Diploma Community Services (Community Development) (1998)	Secretary	



## biographies

### Livia Carusi (Chair)

Livia Carusi is employed by St Vincent de Paul Community Services, Victoria. She has recently joined the organization and provides project support in a range of community services areas including program accreditation, consumer participation as well as housing registration.

Her experience primarily lies within the Victorian homelessness sector and in this area she has undertaken a range of roles including, direct case management, policy, advocacy and program management. Her formal qualifications include Post Graduate studies in Urban Research and Policy, a Master's in Public Policy and Management and she is currently undertaking further Post Graduate studies in Theology and Religious Studies.

### Judy Line (CEO)

Judy Line has worked in the housing and homelessness sector since 1986. Prior to her position with WHL, Judy was employed as manager at women's refuges Cooroonya House and the Wagga Wagga Women's Refuge and the young women's youth refuge Young Women's Project. Judy has worked as State Project Officer for the Victorian Public Tenants' Association and prior to joining WHL was coordinator of the Housing Information and Referral team at Community Housing Limited. She is currently on the board of the Community Housing Federation Victoria.





## Victoria Triggs (Vice Chair)

is the inaugural coordinator of ExperienceBank, an initiative of Leadership Victoria. She has the responsibility to pilot, evaluate and develop a self-sustaining program to harness the professional skills and leadership experience of mature age executives for community benefit, through pro bono contribution to non-profit organisations.

As an educational and leadership consultant, her recent work includes undertaking School Reviews, Principal coaching and supporting the Department of Training and Productivity, Fiji, in their efforts to improve the school system.

Victoria's full-time career spanned 35 years in the state education system as a teacher, curriculum consultant, school council member, College Principal and Regional Director for the Department of Education and Training.

## Marilyn Kearney (Treasurer)

joined the board in 2007 and is the WHL treasurer and chairs the WHL Audit, Risk, Finance and Compliance Committee. Marilyn is a member of the Senior Executive Management team at Monash City Council who currently holds the position of Director Corporate Planning and Finance. Marilyn has held several senior management roles in local government (Hume, Broadmeadows and Ringwood) and Victoria Police over the past 12 years. Her current role has responsibility for Finance, Corporate Planning and Information Technology as well as Contract Management, Capital Works, Continuous Improvement and Financial and Economic Analysis for the council. She is currently a member of the Centre for Economic Development of Australia CFO Roundtable looking at financial and general management issues confronting CFO's in industry and the government sectors.



## Kristen Hilton

is the Executive Director of the PILCH Homeless Persons' Legal Clinic ('the Clinic.'). The Clinic provides free legal assistance to people who are homeless or at risk of homelessness. Since its establishment in 2001, the Clinic has provided advice and assistance to over two thousand people experiencing homelessness in Victoria.

The Clinic also undertakes policy, advocacy, legal education and community development activities in relation to homelessness. In 2005, the Clinic was awarded the National Human Rights Law Award for its contribution to social justice and human rights.

Before her current role Kristen managed the Law Institute of Victoria Legal Assistance Scheme and worked as youth lawyer after a brief stint as a commercial lawyer.

## Jean Nankin

currently works in the private Retail Business Sector as a Development and Property Manager. Her previous experience includes Town Planning in Local Government, Development Officer in the Ministry of Housing and more recently Planner in the Department of Sustainability and Environment and Development Manager in the Victorian Women's Housing Association.

Her formal qualifications are Bachelor of Economics from Monash University and Graduate Diploma in Urban and Regional Housing and Graduate Diploma in Property both from RMIT.



## Rooming House Program & Long-term housing

This year, in partnership with WOMBAT housing, WHL took on the management of 5 rooming houses and signed off on the Housing Provider Framework with the Office of Housing. These rooming houses accommodate 70 single tenancies with WHL providing tenancy and property services and WOMBAT providing support and community development services to tenants.

As the program was not established until June 2008, figures for this reporting period are unavailable, however, we are pleased to welcome Narelle Cook as the WHL rooming house manager. Narelle comes to the position with a wide experience and knowledge of the housing sector and is well qualified to undertake this challenging position. Narelle will be ably supported in this position by long-term tenancy administration worker Jane Kimmorley. Since joining WHL, Jane has worked across all areas in the organisation and apart from her rooming house role, Jane is providing tenancy services to the properties we manage on behalf of the Victorian Women's Housing Association.



# Tenancy Administration

During the year WHL welcomed Marg Osborne to the tenancy management team. Marg and Koni Tsakonas provided services to 108 properties and exited 101 clients. WHL congratulates Koni on the successful completion of the Real Estate Agents representative course and the Occupational Health and Safety certificate which was undertaken to complement her new role as the WHL Occupational Health and Safety Officer.

## Tenancy Administration 2007/2008

Transitional properties in management on June 30 2008	108
Tenants exiting during the year	101
Tenants exiting to:	
Public Housing	44
Community Housing	1
SAAP/Other THM	13
Private rent/Board	29
Institution	2
No Information	2
Total	101



# Housing Information & Referral

This year WHL welcomed Tessa Canny to the HIR team. Tessa and Ngoc Tran provided Housing Information and Referral services to 604 clients during the year. Working with direct referrals and, in partnership with Opening Doors (Local area service networks and Front Doors), the team provided assistance and follow up services to clients experiencing a housing crisis throughout metropolitan and rural regions of Victoria.

## Housing Information and Referral Expenditure 2007 / 2008

Housing Establishment Funds distributed to 604 clients:

Crisis Accommodation	\$21,685.16
Removals	\$9,493.15
Rent Arrears	\$64,367.45
Rent in Advance	\$48,923.00
Storage	\$1,284.42
White Goods	\$4,977.05
<b>Total</b>	<b>\$150,730.53</b>



ngoc tran



Client Contacts 2007/2008

Clients assisted with funds	604
Tenant Contacts	6,813



kayla ta

# corrections housing pathways initiative (CHPI)

The Corrections Housing Pathways Initiative provided housing outreach to a total of 104 women exiting the Dame Phyllis Frost Centre and Tarrengower Prison.

Our Housing Placement Worker Kayla Ta continued to work closely with the Women's Integrated Support Program and a new partnership was established with Flat Out to complete the Recurring Homelessness Applications. Furthermore, Tessa Canny has been employed in a new role within the HIR team to assist Kayla in her work.

1492 contacts were made throughout the year. 32 Recurring Homelessness Applications were completed. A total of \$9,682.20 of CHPI Housing Establishment Funds were utilised to assist 40 clients.

## CHPI STATISTICS 2007 / 2008

### CHPI HEF 2007/2008

Type of Assistance:	Number of clients
Crisis Accommodation	34
Rental Arrears	1
Rent in Advance	4
Storage/Removalists	1
TOTAL	40

Clients who exited prison during the year 104

### Clients exited to:

CHPI Transitional Properties	10
Other THM	19
Crisis	13
Public Housing	1
Community Housing	1
Home Detention	3
Supported Housing	1
Family	28
Friends	7
Caravan Park	3
Rooming House	4
Motel	10
Private Rental	3
No information	1
TOTAL	104

# financial statements



## directors' declaration

The Directors of the company declare that:

1. The financial statements and notes, which comprise the balance sheet, income statement, statement of changes in equity and cash flow statement and a summary of significant accounting policies and explanatory notes, are in accordance with the Corporations Act 2001:
  - a. comply with Accounting Standards and the Corporations Regulations 2001; and
  - b. give a true and fair view of the financial position as at 30 June 2008 and of the performance for the year ended on that date of the company .
2. In the Director's opinion there are reasonable grounds to believe that the company will be able to pay its debts as and when they become due and payable.

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

Director

Dated this 17th day of September 2008

# balance sheet

	2008	2007
Current Assets		
Cash	487,234	441,531
Receivables	1,680	-
Inventories	-	-
Others	9,495	9,525
Total	498,409	451,056
Non Current Assets		
Property, Plant and Equipment	8,725	19,626
Total Assets	507,134	470,682
Current Liabilities		
Creditors and Borrowings	129,127	124,539
Provisions	53,386	31,903
Unexpended Grants	23,610	8,354
Total	206,123	164,796
Total Liabilities	206,123	164,796
Net Assets	301,011	305,886
Represented by:		
Retained Earnings	301,011	305,886
Total Equity	301,011	305,886

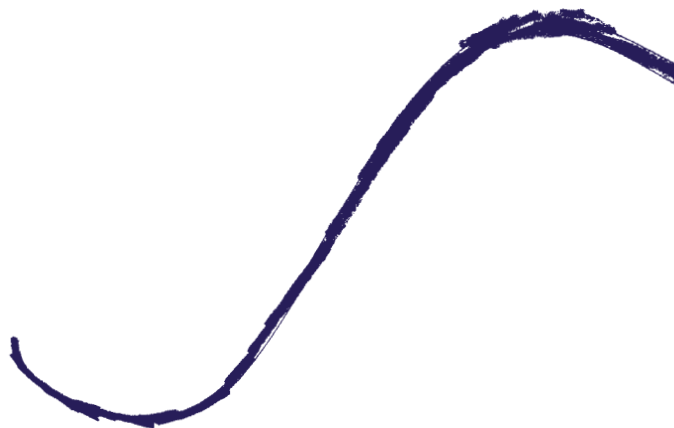
# income statement

	2008	2007
Revenues from Ordinary Activities	1,163,072	996,150
Less Expenses		
Administration Costs	70,373	61,281
Client Costs	152,099	153,900
Depreciation	11,081	16,280
Insurance	1,919	1,859
Motor Vehicle Expenses	50,848	39,518
Office Expenses	68,061	60,411
Property Costs	243,694	149,262
Salaries	538,211	465,853
Staff Support	818	510
Training	30,846	10,120
Disability Project	-	-
Total	1,167,948	958,994
Net Profit (Loss) from Ordinary Activities	-4,876	37,156
Net Profit (Loss) for the Year	-4,876	37,156

# statement of cashflows

	2008	2007
Cashflows from operating activities		
Receipts from grants customers etc	1,266,590	983,877
Payments to suppliers and employees	(1,239,282)	(870,622)
Interest received	18,575	20,463
Net cash provided by (used in) operating activities	45,883	133,718
Cashflows from Investing Activities		
Proceeds from (payment for) property, plant and equipment	(180)	(1,110)
Proceeds from (payment for) investments	-	-
Net Cash provided by (used in) investing activities	(180)	(1,110)
Cashflows from financing activities		
Proceeds from (repayment of) borrowings	-	-
Net cash provided by (used in) financing activities	-	-
Net increase (decrease) in cash held	45,703	132,608
Cash at beginning of reporting period	441,531	308,923
Cash at end of reporting period	487,234	441,531

# independent auditor's report



PHILIP J DOWSLEY  
CHARTERED ACCOUNTANT

To the members of  
women's housing limited

## Report on the Financial Report

We have audited the financial report of Women's Housing Limited for the financial year ended 30 June 2008 which comprises the balance sheet, income statement, statement of changes in equity and cash flow statement, a summary of significant accounting policies, other explanatory notes and the directors' declaration.

The financial report includes the financial statements of the company for the financial year. The company's Directors are responsible for the financial report. We have conducted an independent audit of this financial report in order to express an opinion on it to the members of the company.

Our audit has been conducted in accordance with Australian Auditing Standards to provide reasonable assurance whether the financial report is free of material misstatement. Our procedures included examination, on a test basis, of evidence supporting the amounts and other disclosures in the financial report, and the evaluation of accounting policies and significant accounting estimates. These procedures have been undertaken to form an opinion whether, in all material respects, the financial report is presented fairly in accordance with Accounting Standards and other mandatory professional reporting requirements in Australia and statutory requirements so as to present a view which is consistent with our understanding of the company's financial position and performance as represented by the results of its operations and its cash flows.

The audit opinion expressed in this report has been formed on the above basis.



## Independence

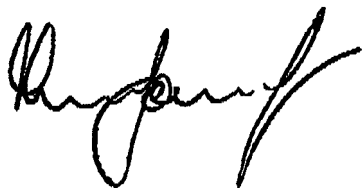
In conducting our audit, we followed applicable independence requirements of Australian professional and ethical pronouncements and the Corporations Act 2001.

In accordance with ASIC Class Order 05/83, we declare to the best of our knowledge and belief that the auditor's independence declaration, provided to the directors of Women's Housing Ltd on 17th September 2008, has not changed as at the date of providing our audit opinion.

## Audit Opinion

In our opinion, the financial report of Women's Housing Limited is in accordance with:

- a. the Corporations Act 2001, including:
  - i. giving a true and fair view of the company's financial position as at 30 June 2008 and of its performance for the year ended on that date; and
  - ii. complying with Accounting Standards in Australia and the Corporation Regulations 2001; and
- b. other mandatory professional reporting requirements.



Philip J Dowsley  
2/35 Cotham Road Kew Vic 3101  
Dated this 17th day of September 2008

Liability limited by a scheme approved under Professional Standards Legislation

# people

## board of directors

Livia Carusi	Chairperson
Victoria Triggs	Vice Chairperson
Marilyn Kearney	Treasurer
Judy Line	Secretary
Jean Nankin	Board member
Kristen Hilton	Board member

## staff

Judy Line,	Chief Executive Officer
Lindy Parker	Operations Manager
Jiembra Sheils	Accountant
Patrizia Archivio	Administrator
Koni Tsakonas	Tenancy Administration Worker
Marguerte Osborne	Tenancy Administration Worker
Tessa Canny	Housing Information & Referral Worker
Ngoc Tran	Housing Information & Referral Worker
Jane Kimmorley	Housing Information & Referral Worker
Narelle Cook	Rooming House Program
Kayla Ta	Housing Prison Program
Mary Karas	Reception and Administration Assistant

## volunteer

Janet Horn

Designed and produced by

**motto**  
DESIGN • PRINT • DISPLAY

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# Service Principles

WHL is committed to the following principles in all that it does:

- safe and secure housing is a right afforded to all women.
- service provision will be culturally appropriate and accessible to all women
- self determination, respect and dignity underpin all service delivery activities
- a feminist philosophical framework that acknowledges the need for gender specific housing
- collaboration and partnership with key stakeholders on issues of strategic importance to homeless women
- transparent accountability in effective and efficient operations
- commitment to continuous quality improvement





**Women's Housing Ltd.**

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