



NSW Federation of Housing
Associations Inc

ANNUAL REPORT

2003 - 2004



Mission

The NSW Federation of Housing Associations leads the way in supporting community based housing associations to deliver high quality, professional housing services to tenants, for the community, tenants and applicants.

We believe that clients and local communities are the top priority of community housing associations. Through our membership, the NSW Federation of Housing Associations aims to:

- assist people to solve their housing difficulties by providing quality, low cost and affordable housing solutions;
- be responsive to local needs;
- encourage tenant involvement;
- achieve the highest standards for accountability, efficiency and community service.

Acknowledgement of the Traditional Owners of the Land and Statement of Apology and Commitment to Aboriginal Peoples and Torres Strait Islanders.

In June 2003 the Federation posted an Acknowledgement of the Traditional Owners of the Land upon which the Federation is located on the website. A Statement of Apology and Commitment to Aboriginal Peoples and Torres Strait Islanders was also posted on the Federation website.

Acknowledgements

The Federation would like to acknowledge a number of organisations and individuals who have supported our work over the past year. These include:

- The Office of Community Housing for funding core activities and specific projects, particularly the Maxi Housing Association project and travel subsidies for the Community Housing Conference. We would particularly like to acknowledge OCH's contribution to the costs of relocation.
- Department for Women for funding contributions to the Directors' Network project and subsidies for women directors
- University of NSW School of Social Work for joint project work on Homelessness and Ex-prisoners.
- The Department of Community Services for sponsorship of the Community Housing Conference.
- NSW Community Housing Conference committee – Derek Yule & Karine Shellshear
- Tom Slookee – conference chair.
- The Awards judging panel – Deborah Georgiou, Jenn Crowe, Harvey Volke & Margot Currey.
- CHLP working group: Dave Newton; Jenny Stewart; Lesley Wyatt; Lesley Oatley; Marg Bicskos; Debbie Palmer.
- Maxi Housing Associations Reference group: Richard Perkins, Brian Murnane, Patrick Yeung, Judith Beveridge, Colin Jones, Sheila Astolfi, Bobbie Townsend, Nick Sabel, Lesley Wyatt.
- IT project reference group: Karen Andrew, Patrick Yeung, Jenny Stewart, Bobbie Townsend.
- Code of Practice Committee – Debbie Palmer, Karen Andrew & Christine Robinson.
- Code of Practice Panel members – Julie Leete, Lucille Bernard, Shane McArdle, Deborah Georgiou & Nick Sabel.
- We would also particularly like to acknowledge sector experts who have been available to help undertake the work with the Federation: John Ritchie (asset management), Colin Jones, Judith Beveridge, Patrick Yeung.
- Deborah Georgiou for the work in writing the Governance Good Practice guides launched this year.
- Finally we would like to acknowledge the contribution by Leetina Smith and Di Chapman from the AHO for the collaborative work over many years on Housing Hints.

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Highlights for the Year

- **Federation turns 10 and develops directions for the next 5 years**

In July the Federation held its 10th birthday celebration. This was a major milestone for the organisation and the sector as evidenced by the wide range of people who attended the celebration. This year we also came to the end of the existing five year strategic framework for the Federation and its members. A lot has changed in the sector and the Federation. This year we put considerable effort into consulting with members to review the Federation's role and to develop the next strategic framework to take us forward for the next five years.

- **Community Housing Conference**

The NSW community housing conference is held every two years. This year's conference was marked by high participation from organisations that partner with community housing providers – particularly SAAP providers. The NSW Community Housing Awards were held with the conference to mark the achievements of the sector.

- **Launch of the Directors' Network**

Our focus on governance over the past year or so took a significant step forward this year with the launch of the Directors' Network. The network will enable housing associations' board members to draw on the support and knowledge of their peers, and to identify areas where they may need further information and support. Support for high level governance in the sector was strengthened this year with the launch of the Governance Good Practice Guides, developed by Deborah Georgiou from the research undertaken the previous year.

- **Preparing for registration roll-out**

After a long gap, this year OCH returned to the task of putting in place the registration and performance management system for the sector. This meant intense work by both sector representatives and the Federation to get the basic outline of the system in shape for consultation and to begin the detailed work on what the indicators would be. This was not a highlight in the usual sense, but rather a hard and continuing slog to try to make sure that the system will work for members.

- **Working with the sector to support improved maintenance**

As well as the core social housing qualifications delivered by the Federation, we have aimed to provide hands-on training in key areas of housing management. This year, for the first time, associations are required to have asset management plans in place. Working with sector experts we ran seminars to identify the key issues and best practice, from which we have developed training and maintenance planning tools for the sector.

- **Federation moves to new premises**

For everyone who works at the Federation or comes to events one of the highlights of the year was the move to new premises. Relocation is always a huge job – but this was achieved quickly and effectively thanks to the hard work of the staff team. The new premises will give us a better working environment for the future.

President's Report



This is my first report as President of the Federation. For State Council, the year has been dominated by some major governance tasks and some very important representative tasks.

Perhaps the most important job of representing the members has been to build a strong relationship with the new Minister, Carl Scully, and his staff. Together with the Federation's Executive Director, I met with the Minister twice in the past year. In addition, the Minister's adviser has attended two State Council meetings to brief us on priorities and thinking in Government and to hear our concerns first hand. This relationship should stand us in very good stead over the next couple of years.

The main thing we have pushed with the Minister has been to get a response from the Government to the Upper House Inquiry into Community Housing and then to get a clear idea of what practical directions could come from that response. I think that we are about to see some of this bear fruit in the coming year.

State Council has worked particularly hard this year to build a strong, well governed organisation for the future. The major – and very intensive – work was to develop the next five-year strategic framework for the Federation. This fits with major theme of State Council's approach this year, which has been to try to become more responsive and open to the members. The consultations on the strategy were a great opportunity to do this.

While the feedback from the consultations showed strong support from most members and stakeholders for the work the Federation has been doing, it also showed us important ways we should respond better to members' expectations and needs.

At the same time, State Council has recognised that the Federation has become a much more complex business and relies far more heavily on income raised outside the OCH core grant.

This year we have been developing a comprehensive risk management framework and have developed very effective new reports on the progress of the business. We have also paid a lot of attention to business development opportunities.

The Federation is now licensing some of its training interstate, and has been positioning itself to take on some significant new areas of training. We have also spent the year preparing for our re-accreditation as an RTO. To support these initiatives for the first time we employed a consultant to help with a marketing strategy. The aim of this is to make sure that we retain the capacity to deliver what members need, by increasing our position as the leading social housing vocational trainer in the country in what is becoming a far more competitive environment.

In the middle of all of this we have had to contend with relocating the organisation. This huge disruption was managed very smoothly. I would particularly like to thank the administrative team who had the major role in making this happen – Wendy, Andra, Cassandra and Estelle.

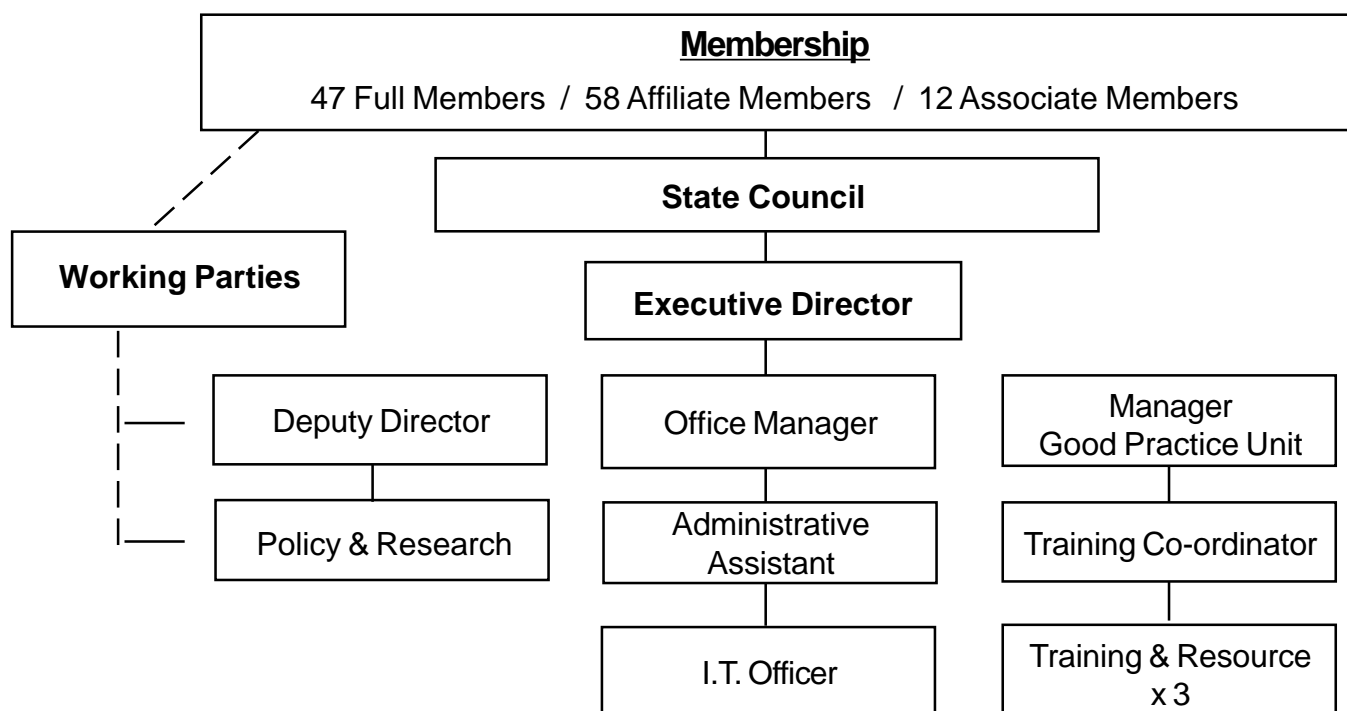
I want to acknowledge the hard work of the whole State Council. I particularly want to thank the retiring members. Debbie Palmer, who resigned just before the end of her term, has been a tireless voice for smaller rural associations. The same is true of Christine Robinson. I would also like to thank Lindsay Kelly who as Treasurer has provided invaluable leadership on our strategy, our governance and our financial management.

Finally, I would like to thank Adam Farrar, our Executive Director, for his leadership, comprehensive reporting and support for myself and State Council during this very busy year.

Pat Martin
President

How Does the Federation Work?

Organisational Chart



Our core areas of work:

The Federation works in seven core areas:

- ◆ **Representation and sector co-ordination** – this is our fundamental role as the peak for housing associations in NSW. Its purpose is to be a voice for members, to enable them to work together as a mutually supportive sector and to articulate and pursue their common aspirations.
- ◆ **Research and sector development** – this supports the members' directions and aspirations with effective research and policy development on key issues influencing the development of the sector.
- ◆ **Relationships and alliances** – this ensures that associations are promoted and well-known to all other stakeholders who might help our development, and to allow the sector to play its part in the wider community sector.
- ◆ **Training** – this is our most prominent direct service to members and others in the social housing sector. Through our accredited vocational training and other short courses, we are supporting and building the capacity of organisations and the careers of workers in the sector.
- ◆ **Supporting organisations** – this work directly supports individual members – their boards and management – in their work as housing providers. The support ranges from advice through our Hotline, through strategic planning and organisational reviews, to intensive work with individual organisations to achieve particular goals.
- ◆ **Good practice resources** – this also supports members and other housing providers by providing and continually updating resources on good practice in social housing management. It includes the series of Housing Hints, Across the Board bulletins, Good Practice Guides, and the good practice data base.
- ◆ **Organisational support** – this part of the Federation's work supports the Federation itself, its secretariat and State Council.

State Council

State Council members are elected for a two year term. The current State Council members were elected at the NSW Federation of Housing Associations AGM's of November 2002 and 2003.



President - Patricia J Martin OAM

Pat has been the Chairperson of Hume Community Housing Association for the past eleven years, and before that the Treasurer of Fairfield Rental Housing. In the first years of the Federation she served two years on the State Council as Vice President and was again elected Vice President in 2001. Pat became President of the Federation at the AGM of November 2003.



Vice President - Bobbie Townsend

Bobbie is the Manager for the Women's Housing Company and has worked in community housing for over 16 years. Bobbie's experience as a tenant at City West Housing ensures that she understands the impact that policy has on tenants. Bobbie has been a member of State Council since 1995 and has served in several executive positions including Vice Chair. She was re-elected for a two year term in 2000, and again in November 2002.



Treasurer - Lindsay Kelly

Lindsay was on the board of St. George Community Housing as a skills-based director and Chairman for almost four years, and is now on the board of Cumberland Housing Co-op. Lindsay is a fellow CPA and has held senior operations and finance positions with industrial and technology organisations. He has been a member of boards of directors of these companies for many years. Lindsay held the position of Ordinary Member on State Council from November 2002 until January 2003, and in June 2003 was appointed as Treasurer to fill a casual vacancy in that position.



Secretary - Margaret Robinson

Marg has been the Housing Manager for Parkes-Forbes Community Tenancy Scheme for over 6 years. Previously she was an interior decorator, and is a qualified Real Estate Agent. She has completed the entire HATPIN program, and has also finished a Graduate Certificate in Housing Management at Swinburne University. She was first elected to State Council in 1999, and elected Secretary in November 2001.



Ordinary Member - Christine Robinson

Christine is the Co-ordinator of Wellington Community Tenancy Scheme and has been working in community housing for 13 years. Christine has completed her Graduate Certificate in Social Science (Housing Management and Policy) through Swinburne University. Elected in November 2002, this is Christine's first time on State Council.



Ordinary Member - Karen Andrew

Karen's affiliation with community housing began in 1984 when she became a tenant at the local Community Tenancy Scheme in Orange. Karen then became involved as a tenant worker and relief Manager. In 1986 Karen was employed as the Manager of the Orange CTS and from that point on became heavily involved in community housing. Karen led the organisation through amalgamation and took up the position of Executive Officer of Central Tablelands, a multi office rural organisation, in 1998. Karen has completed a Certificate IV in Community Management. Elected in November 2002, this is Karen's first time on State Council.



Ordinary Member - Debbie Palmer

Debbie has been the Housing Manager for Narrabri Community Tenancy Scheme for over 5 years. She attended all of the HATPIN program in 1997-98 and has completed her Graduate Certificate of Social Science (Housing Management and Policy) through Swinburne University. Debbie was elected for the first time to State Council in 2000 for a 2 year term, and re-elected in 2002.



Ordinary Member - Nick Sabel

Nick is the Executive Officer of Wentworth Area Community Housing, a large multi-site housing association in greater western Sydney. He has held this position for 6 years, during which he has seen the association through accreditation. WACH carries out much of its work through partnerships, and is currently working in this way with approximately 20 other organisations. Nick was co-opted to State Council to fill a casual vacancy in June 2003.

Staff 2003-04

Executive Director



ADAM FARRAR
MA (Hons), MAHI

Deputy Director



Dr LUCY BURGMANN
BA (Hons), PhD, MAHI
(July 2003 - March 2004)

Good Practice Unit



MANAGER

LAUREL DRAFFEN
BA Dip Ed, MA (Ed Studies), Cert
IV in Assessment & Workplace
Training, MAHI.
AICD Company Directors
Course Diploma 2003.



TRAINING & RESOURCE WORKERS

LYNDALL KATZ
BA, Cert IV in Assessment and
Workplace Training, MAHI



SUE AUJARD
BA, Cert IV in Assessment and
Workplace Training, Grad Cert
in Housing Management and
Policy, MAHI



ADAM WEST
Post Grad Diploma in Housing
Policy & Practice, Cert IV in
Assessment & Workplace
Training
(from Oct 2003)



TRAINING CO-ORDINATOR

ESTELLE LOHMAN

Policy & Research



ANDREW MEEHAN
BA in Social Science and
in International Studies

Casual Policy Staff/Consultants *(May/June 2004)*

KATHERINE FAGAN
CRAIG JOHNSTON
PAMELA FOSTER

Office Services Team



MANAGER

WENDY ROCKWELL
B Sci, Psych/Math.

ADMINISTRATIVE ASSISTANT(s)

CASSANDRA THORNE
(March 04 - July 04)

KAREN LEASE *(not pictured)*
(July 03 - Dec 04)



INFORMATION TECHNOLOGY

ANDRA KEAY
BA Communications

Executive Director's Report

The clear highlight of this year was the Community Housing Conference. The best resource we can have in uncertain times is discussion with other people in the sector, and hearing the thinking of a wide range of players. The conference itself and the Community Housing Awards for Excellence also allowed us to introduce the new Director General to the sector first hand.

This year we finally saw the release of the Upper House Inquiry into Community Housing report. So, the big question was whether it would at last give clear direction on the role the sector will play in NSW and what needs to be done to make this happen.

The report did give a very strong endorsement of the sector and the need for it to grow. It put this in the context of falling investment in social housing and suggested that the growth of the sector should be linked to new ways to attract new investment. It recommended some key levers such as providing title and control over assets, while strengthening regulatory assurances.

In effect, it endorsed the directions outlined in the substantial submissions and presentations the Federation had made.

The Government's response took six months and seemed to be non-committal, although it also endorsed the sector. Meanwhile Cabinet has been considering how to make the social housing system as a whole more sustainable. We hope that in 2004-05 we'll see a clear direction emerge from all this.

At the same time the Federation has worked on projects with our members and other stakeholders to help position us for the future. This included close work with councils and others on affordable housing and a project to identify the critical factors for future models of very large associations.

But while government was looking to the future, most associations were looking for ways to manage in an increasingly difficult present. Much of our attention has been on the pressure being placed on members by

the current CHLP funding approach. The Federation undertook a comprehensive survey to identify these pressures and to push to get the promised review underway. We seconded our Deputy Director, Lucy Burgmann to OCH to get this crucial job underway.

The other major focus of the work was on preparing for the implementation of the performance management framework and registration. I would like to acknowledge the huge contribution made by sector representatives on the OCH reference groups who worked tirelessly to make sure the proposed system would be workable. I'd particularly like to acknowledge Jenny Stewart and Lesley Oatley.

While all this has been going on, we have had to ensure that we continued to deliver the support and training to members that will keep the sector strong. We reviewed and delivered the Cert IV in Social Housing, while preparing for our re-accreditation as an RTO. In particular, we developed training and resources to help members to develop required asset management plans. We also launched the new Governance Good Practice Guides, delivered both specialist senior management and high level governance training and launched the new Directors' Network.

During the year we have seen big changes. We moved premises. As well, we have a new manager of the Good Practice Unit, Laurel Draffen and Adam West joined the team. We also lost a key member of staff, our Deputy Director, Lucy Burgmann, who left us to join the State Treasurer's staff. Lucy will be very sorely missed.

Finally I'd like to thank all the staff for their very special efforts in what was one of the hardest and unsettled years for the Federation; and Pat Martin for her support as President.

Adam Farrar
Executive Director

Achievements for 2003-04

Representation and sector co-ordination

Community Housing Conference

The major event of the year was the Community Housing Conference held in March 2004. A conference is held every two years. In view of the range of players working with the sector and the diversity of the sector itself, the conference had a broad program. The focus of the conference was to look towards the future role for community housing in a time of uncertainty and new challenges.

The conference was attended by 229 people with over 50 speakers participating. Workers from community housing made up the majority of delegates, other attendees included tenants of community and public housing, SAAP providers, aged care workers, representatives from a variety of government agencies, workers from state and interstate peak bodies, DoH and OCH staff. A key feature of the conference was the participation of those working in the sector as speakers. This not only facilitated peer learning but highlighted the level of expertise of the sectors' workers.



John Mant, Keynote speaker
Community Housing Conference May 2004

A number of clear messages emerged from the conference. Among them were that community housing must play a key role in ensuring the sustainability of the social housing sector and; that the sector is

increasingly playing a central role in forging new relationships with community and government partners and will continue to do so in the future.

The conference was part of our core function of sector co-ordination and allowed a timely discussion of the key sector issues affecting providers and their community partners.

The Awards for Excellence

The NSW Awards for Excellence in Community Housing are held every 2 years to celebrate the achievements of community housing and recognise best practice in the sector. This year the awards were presented in all 8 categories during the conference. In all, 9 organisations were presented with Awards for Excellence including 2 winners in two categories: **Overall Excellence in Community Housing** - Cumberland Housing Co-op; **Contributions to Building Communities** (co-winners) - Marrickville Area Community Housing Co-op and Kapit-Bahayan Co-op; **Annual Reporting** - Eastern Suburbs Rental Housing Association; **Partnerships** (co-winners) - Homes Out West / Vinnies Emergency Accommodation/ Vinnies Reconnect, and Central Tablelands Housing Association / Orange City Council; **Creative Solutions** - Western Housing Alliance; **Organisational Management and Governance** - St. George Community Housing; **Asset Management** - Narrabri Community Tenancy Scheme; **Service to Tenants Including Tenant Participation** - St. George Community Housing.

A further 3 organisations were highly commended by judges: **Overall Excellence** - St. George Community Housing; **Creative Solutions** - Eastern Suburbs Rental Housing Association; **Partnerships** - Tamworth Community Housing Association / Homeless Men Support Group (and a special mention of Hume Community Housing Association in this category).

The Federation will continue to promote best practice in the sector through these Awards

every two years. Congratulations to all who received Awards or were highly commended in 2004.



Overall Winners - Cumberland Housing Co-op

Sector networks and forums

The Federation again held two Housing Associations Meetings (HAMs), in July 2003 and February 2004. These were attended by 66% and 79% of housing associations from across the state, and covered the key issues of the day, including growth, the revised accreditation system, external appeals, registration, funding and new housing supply. Full briefing papers for the meetings were prepared in advance and distributed to all housing associations and a report issued a few weeks afterwards.

As well as convening two HAMs, Federation staff attended around 80% of regional network meetings, which are organised by housing associations in the region. We prepared an up-to-date bulletin of news and information for each meeting.

Housing Associations Directors' Network

A major new network was also established this year. The new Directors' Network was linked to the governance training provided for the Federation by the Australian Institute of Company Directors. It then led to a directors' breakfast seminar, held at the Community Housing Conference. Participation by women directors in these events was supported by a grant from the Department for Women. The network will provide regular bulletins, contact and information exchange between directors of associations and will drive the development of further resources to support governance in the sector.

Sector-wide structures – Code of Practice and Common Application Form

On behalf of the sector, the Federation administers a complaints system under the Industry Code of Practice. This year, after a quiet period for a number of years, the Code's independent panel has investigated a small number of complaints.

We also administer the voluntary Common Application Form that allows applicants from participating associations to register an application with other associations in areas they nominate. This year we have developed a new database to manage the applications, and begun work on business rules to ensure that the management of common applications meets the highest standards.

Representation

The Federation represents the sectors' interests directly on OCH and DoH committees – the most regular of these is the Resourcing Forum through which operational developments and issues for the sector are discussed.

The Federation nominated Bobbie Townsend to the Community Housing Advisory Committee (CHAC) which advises on strategic directions for the sector. However, the CHAC met very infrequently last year. Partly because of this OCH, the CHAC and peaks met to discuss ways of making the CHAC more effective. As a result expressions of interest for a number of new positions have been advertised and will be filled in the first half of 2004-05.

We also represent the sector on a range of DoH and OCH committees and working groups (See the list "Representation on Committees" on p.15).

Finally, we contributed very actively to providing a strong profile for the sector at the 3rd National Housing Conference held in Adelaide in November 2003. Lucy Burgmann and Adam Farrar both presented papers.

Relationships and alliances

The Federation maintains strong links with other parts of the community housing sector,

the housing sector more broadly and the community welfare sector as a whole. (See the list "Representation on Committees" on p.15).

This year we continued to work co-operatively with the other sector resourcing bodies, the Association to Resource Co-op Housing (ARCH) and Churches Community Housing – particularly in the planning of the Community Housing Conference.

We have also been building our relationships with the wider housing and finance industries to ensure that we can take advantage of new opportunities as they arise. We have participated in a number of forums on affordable housing and financing options sponsored by local government, Shelter and nationally. Adam Farrar was involved in the planning for, and presented at, the National Affordable Housing Summit.

We have also maintained our involvement in affordable housing initiatives. We have been closely involved – as shareholders and board members – in the development of the Community Sector Banking Services which aims to develop new financial services that will particularly meet the needs of the community sector. We hope that this will have considerable strategic importance for our sector over time.

We have been very involved in NSW Shelter, with Lucy Burgmann being elected as Chairperson this year. We are also a member of the NSW Council of Social Service (NCOSS), and through NCOSS have been a community representative on the Premier's Department Review of Grants Administration. We have had a strong involvement at the national level in the Australian Council of Social Service (ACOSS) through Adam Farrar who was an ACOSS Board member and principal housing policy adviser.

Finally, a key part of maintaining our relationships is our overall communication strategy. Much of this is covered under sector co-ordination, but it also includes our publication program. (This year's publications are listed on p.15).

Research and sector development

This year we undertook a number of research or development projects.

In the second quarter we undertook a survey of all members to identify the impact of each aspect of the CHLP funding formula and its likely impact on the operations of associations. The survey also sought to identify the different impacts according to location, size and number of offices. This has been used to feed into the review of the CHLP.

Andrew Meehan was contracted to play a key part in research by the University of NSW for the NSW Partnerships Against Homelessness on options for ex-prisoners. The options developed through this research will become the focus of cross departmental policy development in the coming year to prevent homelessness amongst this group.

We have begun work on three projects to build our understanding of emerging options for associations. We have commenced researching the best approaches to delivering affordable housing and to community building, particularly around the role of tenant participation. These will be completed in 2004-05. We also undertook a telephone survey of associations to identify the range of 'new business' being undertaken in the sector and the barriers to expanding these.

A substantial project that was also directed to the future options for the sector was the 'Maxi Housing Associations' project. This project has involved a number of focus groups and desk research to identify the structures, staffing and other requirements if associations that are currently between 700 and 1,000 units were to grow to 2-3,000 units. The final stage of this research will be to provide some preliminary financial modelling of such growth and to identify the main risks to viability.

Finally, in the last quarter Craig Johnston undertook the main research on risk management that will lead to a new Good Practice Guide on this topic to be finalised and produced in 2004-05.

Training

The Federation has continued to strengthen its training role in the sector in the 2003/2004 year. This year we saw Adam West join our team as a Training and Resource Worker and bring with him valuable experience and insights from the UK community housing sector. Laurel Draffen was officially appointed as Manager of the Good Practice Unit. We completed the delivery of the Certificate IV in Community Services (Community Housing) in 2003, and began delivery of the updated Certificate IV in Social Housing in 2004.

From July 1st 2003 to December 2003 we delivered 9 one day training sessions covering 12 units of competency from the Certificate IV in Community Services (Community Housing). There were 72 participant attendance days, or an average of 8 participants per training session.

Seven qualifications in Certificate IV in Community Services (Community Housing) were issued – five gained via face to face delivery and two via RPL assessment. One Certificate IV in Assessment and Workplace Training gained via RPL assessment was issued. Eight statements of attainment were issued for units of competency.

We reviewed and updated our training materials, and where necessary wrote new materials, and began delivering the revised qualification - the Certificate IV in Social Housing - in 2004. From January 2004 to 30th June 2004 we delivered 13 one day training sessions covering 10 units of competency from the Certificate IV in Social Housing qualification. There were 89 participant attendance days or an average of 6.8 participants per training session.

While our enrolments in the full Certificate IV qualification in 2004 were lower than the previous year, we continued to attract participants seeking professional development who attended individual training days from the scheduled training program. Changes to the scholarship program provided by the Office of Community Housing had an impact on our enrolments as the scholarship now only provides 60% of the training costs. The training we provide is

excellent induction and professional development for new workers to the field, and we continue to investigate and develop training options to satisfy the changing needs of more experienced workers. We hired consultants to develop promotional strategies for us, and we continue to investigate opportunities to expand the market for our training.

National networks

We developed national networks with other providers of the Certificate IV in Social Housing. As the qualification is now more inclusive of government as well as non government providers of social housing, a number of government housing authorities nationally are looking to the qualification for their trainees. We have developed contacts with organisations who are working on developing the certificate IV in Social Housing in Victoria, South Australia and Western Australia. We have made our training materials available through the online copyright broker www.aesharenet.com.au, and licenses for our training materials have gone to Queensland and Western Australia.

Other training

We were able to provide training in cultural diversity for one housing association as a professional development activity for all their staff on site. We were also able to provide on site training in New Worker Induction to two larger organisations. Our New Worker Induction training comprises two units from the Certificate IV in Social Housing – Orientation to Social Housing and Manage and Maintain Tenancies. We offered this two day induction training as three additional training sessions to our Certificate IV program in 2003/2004.

We also provided three training sessions in tenancy legislation and managing properties for SAAP agencies through the SAAP training unit during 2003/2004

In 2003 we delivered 4 regional sessions and 2 metro sessions in Legal Systems Training, a training program we were able to develop from funding we received from the Law and Justice Foundation.

Maintenance and asset management

We ran a seminar on asset management

training and consulted with sector experts about requirements for asset management training in the sector. In addition, OCH introduced the need for a long term asset management plan as part of reporting requirements for the 2004/2005 year. We responded to sector need by working in consultation with sector experts and OCH to develop training and tools for long term asset management training. We delivered 5 regional and two metro training sessions on asset management training.

Executive Officer training - Leadership skills

In January 2004 we brokered a two day executive officer training course on leadership skills run through the Australian Institute of Management. This training was attended by 17 Executive Officers from housing associations and covered issues such as leadership and management, interpersonal relations and motivation, managing performance, effective communication and maximising time.

Governance training

Once again, we ran our two day, high level training for housing association directors, delivered by the Australian Institute of Company Directors.

We updated our Board Induction training – *Welcome Aboard!* in line with the Governance Good Practice Guides which were launched at the Housing Conference in May 2004. We delivered three board induction training sessions for boards, and also provided customised training on board roles and responsibilities for two boards. We also developed training in Conflict Of Interest and provided this training for two boards.



AICD Governance Training Participants

This year, Good Practice Unit Manager,

Laurel Draffen, successfully completed the Australian Institute of Company Directors Course Diploma.

Supporting organisations

We continued to provide a range of consultancy services for member and non member organisations during 2003/04.

We assisted nine organisations develop their Strategic / Business Plans by facilitating nine planning sessions and documenting the outcomes.

We completed a Board Review for one housing association seeking to improve their board effectiveness. We conducted a consultancy to assist an organisation to develop a strategic response to planned growth. We provided assistance to one organisation preparing for accreditation.

We facilitated three forums with tenants groups and facilitated one workshop to assist the staff of one organisation to problem solve on a housing management issue.

We also supported housing associations who were experiencing difficulties. As part of our core funding agreement with the Office of Community Housing we provide intensive assistance to organisations identified by OCH, across a range of governance and management areas.

We provided support and assistance to one smaller organisation to prepare for accreditation who went on to successfully achieve three year accreditation. We supported one organisation to implement changes resulting from a restructure of the organisation through board training and staff induction. We also began to provide intensive assistance to one organisation requiring assistance across a range of housing management and governance issues.

Good practice resources

The good practice database

There are currently 27 resources listed on our Good Practice Database. We keep examples of good practice from across the sector with permission from each provider of the resource. Five new resources were

added this year. We were able to provide examples of Good Practice in response to 36 requests from housing providers.

Housing Hints

We continued to collaborate with the Aboriginal Housing Office to write and produce Housing Hints fact sheets for community housing workers and Aboriginal housing providers. This year's Hints were the last for Volume One of the series.

Across the Boards

We continued to write Across the Board bulletins as a source of up to date information on key issues for board members. We produced 12 Across the Boards in 2003/04.

Good Practice Guides

We launched two new Governance Good Practice Guides at the housing conference in May. Written by Deborah Georgiou, these guides reflect the governance research completed by the Federation and provide information and guidance on current good governance practice. We continue to make available our Good Practice Guides on Housing Management and Human Resource Management.



Launch of Corporate Governance Good Practice Guides - Pat Martin, Jan Burnswood

Organisational support

New premises

2003-04 was a big year for all the Federation staff, especially with regards to our working environment. After surviving noise and mess

during on-site renovations at the Randle Street premises for over six months, everyone pitched in to move to our new premises a few blocks away at Kippax St. The building we had been residing in for 9 years was sold and increased rent forced us to seek out new premises. The search began in November, a space selected in February, and all renovations, cabling and removals finished during a very tight time-frame in March. We hope to showcase our new office at the AGM in November.

Membership

The Federation aims to facilitate the provision of services to members in an efficient and responsive manner. The Office Services Team helps this process by overseeing the three types of membership applications and renewals, and maintaining an accurate data base of members' details, allowing for effective information distribution and record keeping.

Support State Council and management

The Office Services Team provides important secretariat support to State Council and administrative support for the work of the Federation.

Publications / IT / website

The team is also responsible for the layout/production of 'Housing Matters', the Federation's bi-monthly newsletter, and a host of other publications produced by the Federation. Cassandra Thorne, responsible for much of the layout design, returned from maternity leave in March.

All IT systems in the Federation are maintained by our IT worker, Andra Keay, who is committed to keeping us technologically up-to-date. This year Andra took on the additional role as architect for fitting out our new office with all phone/computer cabling and IT needs.

The website is kept up to date by the Office Manager, keeping members and other interested parties informed of such things as: up-coming conferences and events, new reports and papers written by the Federation, and employment vacancies throughout the sector.

Publications

- *Housing Matters* Newsletter
 - Vol. 9, Issue 4. August 2003
 - Vol. 9, Issue 5. October 2003
 - Vol. 9, Issue 6. December 2003
 - Vol. 10, Issue 1. February 2004
 - Vol. 10, Issue 2. April 2004
 - Vol. 10, Issue 3. June 2004
- *Corporate Governance Series - Good Practice Guide 1 "What Makes Boards Work"* (May 2004)
- *Corporate Governance Series - Good Practice Guide 2 "Effective Reporting and Performance Monitoring"* (May 2004)
- *Across the Boards* – we continue to produce regular Across the Boards
- *Housing Hints* – 16 were produced
- *Privacy Factsheets* - in line with current legislation.

Representation on Committees

During the year the Federation, its nominees or its staff members participated in the following committees and forums:

- ACOSS – Principal Housing & Regional Development Policy Adviser (Adam Farrar)
- ACOSS – Board member to November 2003 (Adam Farrar)
- Australasian Housing Institute – Board (Adam Farrar)
- Australasian Housing Institute – Finance & Risk Management Committee (Adam Farrar)
- Australasian Housing Institute – Education & Practice Committee (Adam Farrar)
- Bobby Goldsmith Foundation – Selection Committee (Laurel Draffen)
- Community Sector Banking – Boards of Community 21 Ltd, Community Sector Enterprises Ltd and Community Sector Financial Services (Eleri Morgan-Thomas individual appointment)
- Consumer Trader and Tenancy Tribunal Advisory Forum (Laurel Draffen)
- Department of Housing – New products NGO consultation group (Adam Farrar)
- Department of Housing – Bennelong Supported Housing Company Implementation Advisory Group (Adam Farrar)
- Department of Housing – Response to Multiculturalism Steering Committee (Andrew Meehan)
- Department of Housing - Housing Older People Reference Group (Andrew Meehan)
- HASI Advisory Committee (Laurel Draffen)
- National Community Housing Forum – Policy Advisory Committee (Lucy Burgmann, Andrew Meehan)
- NSW Council of Social Service – FONGA (Adam Farrar)
- NSW Supported Accommodation Advisory Council - Chair (Adam Farrar in an individual capacity)
- Office of Community Housing – Resourcing Forum (Adam Farrar, Andrew Meehan)
- Office of Community Housing – Community Housing External Appeals System Steering Committee (Andrew Meehan)
- Office of Community Housing – Community Housing Disability Consultative Committee (Andrew Meehan)
- Office of Community Housing – Performance Management Reference Group (Lucy Burgmann)
- Office of Community Housing – Performance Based Registration Implementation Group (Adam Farrar)
- Office of Community Housing – Performance Based Registration Transition Planning Group (Adam Farrar)
- Office of Community Housing – Tenant Participation Project Steering Committee (Andrew Meehan)
- Premiers Department – Review of Grants Administration Planning Group (Adam Farrar)
- Shelter NSW – Chairperson to March 2004 (Lucy Burgmann)
- Shelter NSW – Board of Directors (Lucy Burgmann, Adam Farrar)
- Shelter – Affordable Housing Network (Andrew Meehan)



NSW Federation of Housing Associations Incorporated

Financial Statement for the year ended 30th June 2004

Haywards Chartered Accountants
Level 8/ 19-31 Pitt Street, Sydney 2000

FINANCIAL STATEMENTS – 30TH JUNE 2004

DIRECTORS' REPORT

Your directors submit the financial accounts of the association for the year ended 30th June 2004.

The names of the directors in office at any time during or since the end of the year are:

Patricia June Martin	President (appointed in November 2003)
Kelvyn Enright	President (resigned in November 2003)
Bobbie Townsend	Vice President (appointed in November 2003)
Lindsay Kelly	Treasurer
Margaret-Ann Robinson	Secretary
Karen Blake	Member
Nick Sabel	Member
Christine Robinson	Member
Debbie Ann Tribe	Member

Directors have been in office since the start of the financial year to the date of this report unless otherwise stated.

The surplus of the association for the financial year amounted to \$2,051.

The association is exempt from income tax.

A review of the operations of the Association during the financial year and the results of those operations show that market demand and competition have remained steady. Revenue has increased marginally to \$880,886.

No significant changes in the association's state of affairs occurred during the financial year.

The principal activities of the association during the financial year were Community Housing assistance and training.

No significant change in the nature of these activities occurred during the year.

No matters or circumstances have arisen since the end of the financial year, which significantly affected or may significantly affect the operations of the association, the results of those operations, or the state of affairs of the association in future financial years.


The association's operations are not regulated by any significant environmental regulation under a law of the Commonwealth or of a state or territory.


No indemnities have been given during or since the end of the financial year for any person who is or has been an officer or auditor of the association. Directors and Officers insurance premiums of \$675 are paid by the Association during the financial year.

No person has applied for leave of court to bring proceedings on behalf of the association or intervene in any proceedings to which the association is a party for the purpose of taking responsibility on behalf of the association for all or any part of those proceedings.

The association was not a party to any such proceedings during the year.

Signed in accordance with a resolution of the Board of Directors:

Director: 

Director: 

Dated this *Eight* day of *October* 2004

**STATEMENT OF FINANCIAL PERFORMANCE
FOR THE YEAR ENDED 30 JUNE 2004**

	Notes	2004 \$	2003 \$
Revenues from ordinary activity	2	880,886	880,817
Property expenses		(37,204)	(54,613)
Employee benefits expenses		(544,315)	(529,164)
Other expenses from ordinary activities		(297,316)	(278,911)
Net surplus from ordinary activities attributable to members of the association		2,051	18,129

The accompanying notes form part of these financial statements

**STATEMENT OF FINANCIAL POSITION
AS AT 30 JUNE 2004**

	NOTE	2004 \$	2003 \$
CURRENT ASSETS			
Cash Assets	4	25,959	61,467
Receivables	5	110,795	94,781
Prepayments		<u>9,594</u>	<u>10,050</u>
TOTAL CURRENT ASSETS		146,348	166,298
 NON-CURRENT ASSETS			
Other Financial Assets	6	<u>20,000</u>	<u>20,000</u>
TOTAL NON-CURRENT ASSETS		20,000	20,000
 TOTAL ASSETS			
		166,348	186,298
 CURRENT LIABILITIES			
Payables	7	85,750	111,182
Provisions	8	<u>35,775</u>	<u>40,453</u>
TOTAL CURRENT LIABILITIES		121,525	151,635
 NON CURRENT LIABILITIES			
Provisions	9	<u>29,701</u>	<u>21,592</u>
TOTAL NON CURRENT LIABILITIES		29,701	21,592
 TOTAL LIABILITIES			
		151,226	173,227
 NET ASSETS			
		15,122	13,071
 EQUITY			
Accumulated Surplus	10	<u>15,122</u>	<u>13,071</u>
TOTAL EQUITY		15,122	13,071

The accompanying notes form part of these financial statements

**NOTES TO AND FORMING PART OF THE ACCOUNTS
FOR THE YEAR ENDED 30 JUNE 2004**

1. STATEMENT OF ACCOUNTING POLICIES

This financial report is a special purpose financial report prepared in order to satisfy the financial report preparation requirements of the Corporations Act 2001 and the Funding Agreement. The directors have determined that the association is not a reporting entity.

NSW Federation of Housing Associations Incorporated is an association incorporated and domiciled in Australia.

The report has been prepared in accordance with the requirements of the Corporations Act 2001, and the following applicable Accounting Standards and Urgent Issues Group Consensus Views:

AASB 1018:	Statement of Financial Performance
AASB 1025:	Application of the Reporting Entity Concept and Other Amendments
AASB 1031:	Materiality
AASB 1034:	Financial Report Presentation and Disclosure
AASB 1040:	Statement of Financial Position

No other Accounting Standards, Urgent Issues Group consensus views or other authoritative pronouncements of the Australian Accounting Standard Board have been applied.

The report is also prepared on an accruals basis and is based on historical costs and does not take into account changing money values or, except where specifically stated current valuations of non-current assets.

The following material accounting policies, which are consistent with the previous period unless otherwise stated, have been adopted in the preparation of this report:

(a) Income Tax

The association is exempt from income tax.

(b) Employee Benefits

Provision is made for the association's liability for employee entitlements arising from services rendered by employees to balance date. Employee entitlements expected to be settled within one year together with entitlements arising from wages and salaries and annual leave which will be settled after one year, have been measured at their nominal amount. Other employee entitlements payable later than one year have been measured at the present value of the estimated future cash outflow to be made for those entitlements.

Contributions are made by the association to employee superannuation funds and are charged as expenses when incurred.

(c) Property, Plant and Equipment

Property, plant and equipment are expensed on purchase.

(d) Investments

Non-current investments are measured on the cost basis. The carrying amount of investments is reviewed annually by directors to ensure it is not in excess of the recoverable amount of these investments. Non-current investments are not written down to recoverable amount where the future economic benefits comprising those assets are not primarily dependent on the asset's ability to generate cash inflows.

**NOTES TO AND FORMING PART OF THE ACCOUNTS
FOR THE YEAR ENDED 30 JUNE 2004**

	NOTE	2004 \$	2003 \$
2. REVENUE			
Included in the ordinary revenue are the following items:			
Government Grants		624,381	652,306
Service Fees		130,292	101,744
Training Fees		63,915	73,148
Membership Fees		45,946	44,043
Publications		3,948	3,907
Interest Received		5,825	1,193
Other Revenue		<u>6,579</u>	<u>4,476</u>
		880,886	880,817
 3. SURPLUS FROM ORDINARY ACTIVITIES			
Surplus from ordinary activities has been determined after:			
Charging as Expenses:			
Provision for Holiday Pay and Long Service Leave		(1,569)	8,238
Equipment Purchases Expensed		8,847	15,933
Auditors Remuneration		3,750	3,777
Rent Expense on Operating Lease – Premises		37,204	54,613
Rent Expense on Operating Lease – Copier		11,695	9,910
Rent Expense on Operating Lease – Telephone		2,649	2,649
 4. CURRENT ASSETS – CASH ASSETS			
Cash on Hand		25,840	61,393
Petty Cash		<u>119</u>	<u>74</u>
		25,959	61,467
 5. CURRENT ASSETS – RECEIVABLES			
Trade Debtors		113,795	94,781
Provision for Doubtful Debts		<u>(3,000)</u>	-
		110,795	94,781
 6. NON-CURRENT ASSETS – OTHER FINANCIAL ASSETS			
Community 21 Ltd – at cost		<u>20,000</u>	<u>20,000</u>
		20,000	20,000

Shares in Community 21 Limited have been recorded at cost. Community 21 Limited was formed to fund the establishment of a community sector bank which would provide lower cost banking services and other financing opportunities to community based organisations. This investment represents an ultimate 2.5% share of Community Sector Banking. Bendigo Bank Ltd is a 50% shareholder in Community Sector Banking.

On a strict underlying net asset interpretation the recoverable amount of the investment as at 30 June 2004 was approximately \$ nil.

**NOTES TO AND FORMING PART OF THE ACCOUNTS
FOR THE YEAR ENDED 30 JUNE 2004**

The directors have determined that this method of valuation does not represent the future economic benefit of the asset. The business plan included in the Information Memorandum forecasted initial losses. The directors are still confident of a future economic benefit which will flow from this investment and have retained the investment at the original cost.

	NOTE	2004 \$	2003 \$
7. CURRENT LIABILITIES – PAYABLES			
Trade Creditors		13,862	28,139
Membership Fees in Advance		-	36,811
Other Income in Advance		19,580	-
Accrued Expenses		36,651	30,406
GST Payable		<u>15,657</u>	<u>15,826</u>
		85,750	111,182
 8. CURRENT LIABILITIES – PROVISIONS			
Provision - Annual Leave		<u>35,775</u>	<u>40,453</u>
		35,775	40,453
 9. NON CURRENT LIABILITIES – PROVISIONS			
Provision – Long Service Leave		24,701	21,592
Provision – Equipment Replacement		<u>5,000</u>	-
		29,701	21,592
 10. ACCUMULATED SURPLUS			
Accumulated surplus at the beginning of the year		13,071	(5,058)
Net surplus		<u>2,051</u>	<u>18,129</u>
Accumulated surplus at the end of the year		15,122	13,071
 11. CAPITAL AND LEASE COMMITMENTS			
Operating Lease Commitments.			
Non-cancellable operating leases contracted for but not capitalised in the financial statements:			
- not longer than 1 year		72,417	69,086
- longer than 1 but not longer than 5 years		<u>123,547</u>	<u>34,440</u>
		195,964	103,526
 12. CONTINGENT LIABILITIES			
The association has entered an unsecured commercial business bank guarantee facility for securing its new office premises rental bond			
		14,553	-

13. GOING CONCERN

The accounts have been prepared on a going concern basis. This is on the assumption that ongoing funding and support will be provided by the government.

DIRECTORS DECLARATION

The directors have determined that the association is not a reporting entity and that this special purpose financial report should be prepared in accordance with the accounting policies described in Note 1 to the financial statements.

The directors of the association declare that:

1. The financial statements and notes, as set out on pages 4 to 9 are in accordance with the Corporations Act 2001:
 - (a) comply with Accounting Standards as described in Note 1 to the financial statements and the Corporations Regulations 2001; and
 - (b) give a true and fair view of the association's financial position as at 30 June 2004 and of its performance for the year ended on that date in accordance with the accounting policies described in Note 1 to the financial statements.
2. In the directors' opinion there are reasonable grounds to believe that the association 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: 

Director: 

Dated this 8th day of October 2004.

INDEPENDENT AUDITORS REPORT

Scope

We have audited the attached financial report, being a special purpose financial report of NSW Federation of Housing Associations Incorporated for the year ended 30 June 2004, as set out on pages 4 to 10. The association's directors are responsible for the financial report and have determined that the accounting policies used and described in Note 1 to the financial statements which form part of the financial report are appropriate to meet the requirements of the Corporations Act 2001 and are appropriate to meet the needs of the members. We have conducted an independent audit of the financial report in order to express an opinion on it to the members of the association. No opinion is expressed as to whether the accounting policies used, and described in Note 1, are appropriate to the needs of the members.

INDEPENDENT AUDITORS REPORT

The financial report has been prepared for distribution to members for the purpose of fulfilling the directors' financial reporting requirements under the Corporations Act 2001. We disclaim any assumption of responsibility for any reliance on this audit report or on the financial report to which it relates to any person other than the members, or for any purpose other than that for which it was prepared.

Our audit has been conducted in accordance with Australian Auditing Standards. Our procedures included examination, on a test basis, of evidence supporting the amounts and other disclosures in the financial report and the evaluation of 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 the accounting policies described in Note 1, so as to present a view which is consistent with our understanding of the association's financial position, and performance as represented by the results of its operations and its cash flows. These policies do not require the application of all Accounting Standards and other mandatory professional reporting requirements in Australia.

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

Audit Opinion

In our opinion, the financial statements of NSW Federation of Housing Associations Incorporated for the year ended 30th June, 2004 are in accordance with:

- (a) the Corporations Act 2001, including:
 - (i) giving a true and fair view of the association's financial position as at 30 June 2004 and of its performance for the year ended on that date in accordance with the accounting policies described in Note 1; and
 - (ii) complying with Accounting Standards in Australia to the extent described in Note 1 and the Corporations Regulations 2001; and
- (b) other mandatory professional reporting requirements to the extent described in Note 1.

Haywards Accountants

John G. Newton, ACA, Registered Company Auditor:



Dated this 8th day of October 2004.

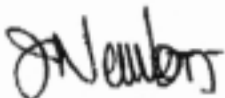
DISCLAIMER

The additional financial information presented on the subsequent 2 pages is in accordance with the books and records of NSW Federation of Housing Associations Incorporated which have been subjected to the auditing procedures applied in our audit of NSW Federation of Housing Associations Incorporated for the year ended 30 June, 2004. It will be appreciated that our audit did not cover all details of the additional financial information. Accordingly, we do not express an opinion on such financial information and no warranty of accuracy or reliability is given.

In accordance with our Firm policy, we advise that neither the Firm nor any member or employee of the Firm undertakes responsibility arising in any way whatsoever to any person in respect of such information, including any errors or omissions therein, arising through negligence or otherwise however caused.

Haywards Accountants

John G. Newton, ACA, Registered Company Auditor



Dated this 8th day of October 2004.

**DETAILED FINANCIAL PERFORMANCE STATEMENT
FOR THE YEAR ENDED 30 JUNE 2004**

	2004	2003
	\$	\$
INCOME		
Government Grants	624,381	652,306
Service Fees	130,292	101,744
Training Fees	63,915	73,148
Membership Fees	45,946	44,043
Publications	3,948	3,907
Interest Received	5,825	1,193
Other Revenue	6,579	4,476
TOTAL INCOME	880,886	880,817
EXPENSES		
Advertising	2,715	6,416
Accountancy Fees	3,750	3,777
Bank Charges	428	1,082
Conferences/Catering	25,464	16,313
Contractors	73,521	86,943
Couriers	270	691
Education Grant Expenses	-	6,250
Equipment	8,847	15,933
Information	2,554	3,954
Internet Fees	1,214	1,535
Insurance	8,712	7,303
Legal and Licence Fees	2,035	1,299
Movement in Provision for Leave Entitlement	(1,569)	8,238
Office Utilities	2,173	2,168
Printing, Postage & Stationery	31,419	51,182
Relocation expenses	46,462	-
Rent – Office Premises	37,204	54,613
Rent – Plant and Equipment	11,695	9,910
Rent – Telephone	2,649	2,649
Repairs & Maintenance	5,013	4,887
Software	1,038	419
Staff Training	11,688	4,460
Superannuation	44,943	43,661
Telephone & Faxes	12,653	9,374
Travelling & Accommodation	44,585	34,128
Wages & Salaries	499,372	485,503
TOTAL EXPENSES	878,835	862,688
OPERATING SURPLUS	2,051	18,129
ACCUMULATED SURPLUS/(DEFICIT) AT THE BEGINNING OF THE FINANCIAL YEAR	<u>13,071</u>	<u>(5,058)</u>
ACCUMULATED SURPLUS AT END OF THE FINANCIAL YEAR	15,122	13,0

*The above Detailed Profit and Loss Statement should be read
in conjunction with the attached disclaimer*

Code of Practice for Housing Associations

The Code of Practice for Housing Associations is a statement of the standards that the housing association sector has set for itself in the conduct of community housing management. This year 3 additional associations signed up to the Code.

By 30 June 2004 68% of all housing associations had adopted the Code, managing over 83% of the sector's properties.

Organisations that have adopted the Code of Practice:

Lithgow Community Tenancy Scheme
Wentworth Area Community Housing
Argyle Community Housing Association Inc.
Central Tablelands Housing Association Inc.
Coastal Community Tenancy Scheme Ltd.
Community Housing Lower North Shore
Community Housing Mid North Coast Inc.
Cumberland Housing Co-operative Ltd.
Garrigal Housing Association Ltd.
Homes North Community Housing Co.
Homes Out West
Hume Community Housing Association
Marrickville Area Community Housing Co-op
Monaro Tenancy Scheme Ltd.
Narrabri Community Tenancy Scheme Ltd.
Newmacq Community Housing Co. Ltd.
Pacific Link Community Housing Association
Queanbeyan Community Housing Ltd.
Sapphire Coast Tenancy Scheme Inc.
Shoalhaven Community Housing Scheme
South West Community Housing Association
St George Community Housing Co-op. Ltd.
Tamworth Community Housing Association
The Housing Trust Ltd.
Upper Hunter Tenancy Scheme Ltd.
Western Suburbs Housing Co-operative
Women's Housing Company

Accreditation

Community housing providers can be accredited under the Community Housing Accreditation System if they are assessed as complying with National Community Housing Standards. The standards are a benchmark for service delivery an attempt to cover all the elements that constitute high quality housing service. In 2003 the Standards were revised followed by accreditation based on the new standards.

As of 30 June 2004, 57% of housing associations were accredited.

Accredited Organisations:

Argyle Community Housing Association Inc.
Centacare - Port Macquarie
Central Tablelands Housing Association
Community Housing Lower North Shore
Community Housing Mid-North Coast Inc.
Coastal Community Tenancy Scheme
Cumberland Housing Co-operative Ltd.
Garrigal Housing Association Ltd.
Homes North Community Housing Co.
Homes Out West
Hume Community Housing Association
Marrickville Area Community Housing Co-op
Monaro Tenancy Scheme Ltd.
Narrabri Community Tenancy Scheme Ltd.
Pacific Link Community Housing Association
Queanbeyan Community Housing Ltd.
Ryde Hunters Hill Community Housing
Sapphire Coast Tenancy Scheme Inc.
Shoalhaven Community Housing Scheme
South West Inner Sydney Housing Co-op
St George Community Housing Co-op. Ltd.
Tamworth Community Housing Association
The Housing Trust Ltd.
Wentworth Area Community Housing
Western Suburbs Housing Co-operative
Women's Housing Company

2003-2004 Membership

Full Members

Albury Community Housing Inc.
Argyle Community Housing Inc.
Bathurst Women's Housing Program Inc
Broken Hill Community Tenancy Scheme
Burwood Area Community Housing
Central Tablelands Housing Association
City West Housing Pty Ltd
Coastal Community Tenancy Scheme
Community Housing Lower North Shore
Community Housing Mid North Coast Inc.
Cumberland Housing Co-op Ltd.
Eastern Suburbs Rental Housing Association
Eurobodalla Community Housing
Fusion Accommodation & Support Services
Garrigal Housing Association (Hornsby)
Glen Accommodation Services Inc.
Homes North Community Housing Co
Homes Out West
Hume Community Housing Association
Inverell Community Tenancy Scheme
Lithgow Community Tenancy Scheme
Marrickville Area Community Housing Co-op
Monaro Tenancy Scheme Ltd
Moree & District Community Housing Assoc Ltd
Narrabri Community Tenancy Scheme
Newmacq Community Housing Company Ltd
Ngalawi Housing Co-operative
North Coast Community Housing Co.
Pacific Link Community Housing Association Ltd
Parkes Forbes Community Tenancy Scheme
Queanbeyan Community Housing Ltd
Resamen Men's Housing Ltd.
Ryde-Hunters Hill Community Housing Co-op
Sapphire Coast Tenancy Scheme
Shoalhaven Community Housing Scheme
South West Inner Sydney Housing Co-op Ltd
South-West Community Housing
St George Community Housing Co-op
Tamworth Community Housing Association Inc
The Housing Trust Ltd
Upper Hunter Tenancy Scheme
Wellington Community Tenancy Scheme
Wentworth Area Community Housing
Western Plains Housing Scheme
Western Suburbs Housing Co-operative Ltd.
Women Up North Housing Inc
Women's Housing Company

Associate Members

Anglicare North Coast
Bundaberg Community Rent Scheme
Coalition of Community Housing Org's of the ACT
Community Housing Canberra Ltd.
Cooloola Community Housing Association
Department of Family & Community Services
Hunter-Central Coast Tenants Advisory Council Inc.
Marian Centre
The Station Ltd

Affiliate Members

ACON (AIDS Council of NSW)
Anglicare Canberra/Goulburn Youth & Family Services
Armidale Womens Housing Group Inc.
Aston Hall Housing Co-operative
B. Miles Women's Housing
B.R.A.N.C.H.
Bobby Goldsmith Foundation
Bondi Youth Accommodation
Bonnie Women's Refuge Ltd
Byron Emergency Accommodation Project Inc.
Centacare
Centacare - St. Agnes Parish
Centacare Youth Accommodation & Support Services
Community Connections North Coast Inc.
Community Restorative Centre
Crossroads Community Care Centre Inc
Dubbo Women's Housing Programme
Elsie Women's Refuge
Erskineville Youth Housing Inc.
Eva's Project Inc.
Fairfield Youth Accommodation Service
Garanga Housing Co-operative
Gunyah Womens Housing
Havelock Housing Association
Illawarra Youth Housing Ltd.
Katakudu Women's Housing Inc
Kempsey Women & Childrens Service
Liverpool Youth Accommodation Assistance
Lower Hunter Women's Housing
Macarthur Ozanam Centre
Mission Australia
Multi-Purpose Allira Gathering Association
NESH Women's Scheme Inc.
Nguon Song Group Homes
Northern Region Young Women's Accom
Northern Rivers Fellowship
Phoenix House Youth Services
Sisters Housing Enterprises
Soul Housing Association
Southern Women's Housing
Southern Youth & Family Services
St George Accommodation for Youth Ltd
St George Women's Housing Inc
St Laurence House Inc
Stepping Out Housing Program
The Burdekin Association Inc.
The Gender Centre
The Salvation Army
The Settlement Neighbourhood Centre
The Twenty-Ten Association Ltd
The Vasey Housing Association NSW
United Tenants Housing Co-op Ltd
Unitingcare NSW. ACT
Vinnies Emergency Accommodation Program
Western Housing for Youth Ltd
Wollongong Women's Housing Inc



**NSW Federation of
Housing Associations Inc.**

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2003-2004