



ANNUAL REPORT  
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# Annual Report

2004 - 2005

NSW Federation of Housing Associations





# 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.***

The NSW Federation of Housing Associations acknowledges the Gadigal Clan of the Eora Nation who are the traditional owners of the land on which the Federation is located. A statement of Apology and Commitment to Aboriginal Peoples and Torres Strait Islanders is posted on our web-site

# Acknowledgements

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

- The Office of Community Housing for funding the core activities of the Federation, and for funding specific projects or initiatives. These include funding to deliver training on the roll out of the Performance Based Registration System, subsidies for Training for Executive Officers, and support for a meeting of the Directors Network. The Office also provides scholarships to workers in the sector, many of which undertake Cert IV training with the Federation.
- The Office for Women in the Premier's Department for contributions to the establishment of the Directors Network
- The Code of Practice Committee – Karen Andrew, Debbie Palmer, Christine Robinson, Nick Sabel, Patrick Yeung
- Code of Practice Panel Eligibility List: Shane McArdle, Lucille Bernard, Julie Leete, Professor Bill Randolf
- Housing Associations Directors Network Steering Committee: Anne Grice, Lindsay Kelly, Alex Maitland, Pamela Pryor, Margaret Robinson, Brian White, Helen Wood
- Housing Associations Meeting Speakers: Lynne Ready, Denise Dwyer, David Firth, Karen Andrew, Lauvena Wong, David Symonds, Kate Lee, Maura Boland, Lynne Beven, Deb Evans, Unis Goh, Vivienne Milligan, Helen O' Loughlan
- Directors Network Meeting speakers: Peter Wright, Unis Goh
- CHLP reference group – Lesley Oatley, Jenny Stewart, Marg Bicskos, Frank Birkefeld, Geoffrey Mann, Lesley Wyatt
- IT reference group – Bobbie Townsend, Patrick Yeung, Karen Andrew; Jenny Stewart, Brian White
- Marg Bicskos, Shoalhaven HA; Hal Bisset Consultant; Hamish Macdonald, Becton; Vivienne Milligan, AHURI Sydney Uni; Nathan Moran, AHO; Peter Phibbs, Sydney University; Gary Spivak, City of Port Phillip; Peter Wright, Macquarie Bank
- Susan Snowcroft, NSW ITAB, and Steve Bevington for speaking at last year's AGM
- The sector experts who contributed to the development of the Federation's asset management tools and workshops, and associations who provided access to vacant properties for training.
- Swinburne University of Technology, particularly David Ellis – partners in delivering Cert IV training to Department of Housing trainees.
- Housing Appeals Committee – Lyndon Esdaile, Yasmina Kovacevic and Karren Antony for the partnership to develop and deliver training on Appeals.
- Emra Vukovic and Karine Shellshear from ARCH for the partnership in developing training on Performance Based Registration.
- Barbara Brown – for feedback on the development of distance delivery materials.
- Jenn Crowe & Patrick Yeung – for assistance on staff selection panels.
- Department of Juvenile Justice – assistance with meetings.

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# Highlights for the Year

## ■ Centre for Training in Social Housing

This year the Federation launched a new registered business unit – The Centre for Training in Social Housing. The first major work of the Centre has been to develop and deliver the Certificate IV in Social Housing training for the Department of Housing trainees. This is being undertaken in partnership with Swinburne University. This year we were reaccredited for three years as a registered training organisation (RTO).

## ■ Registration training

Over the year we developed a training package for the sector on the new Performance Based Registration System, and delivered it to almost all associations. The development of the training was undertaken in partnership with ARCH. The development and delivery of the training provided important feedback to our representative work on the implementation of the new registration system.

## ■ Private sector partnerships

We have worked with private businesses to broker partnerships with associations on two major projects. The first is the Public Private Partnership to redevelop the Bonnyrigg Housing Estate. The second is with a company in the process of developing an affordable housing product. To help members engage more effectively with private sector partners we held a seminar and produced a report on *Working Effectively with Private Sector Interests* which is posted on our website.

## ■ CHLP funding review

The most important area in which we represented sector interests this year

was the review of the CHLP funding formula. We undertook significant independent analysis of the formula, its significant shortfalls and options to address these. This built on the sector survey in the previous year and provided us with the evidence to argue for changes on the review reference group. One of the main issues arising from the initial findings is that rental income streams are inadequate for a number of associations. The need for secure income streams led us to hold a seminar on alternative rent setting options.

## ■ A year for representation and advocacy

This year we have seen a raft of initiatives which have made representation a top priority. We advocated on behalf of the sector on key policy developments – registration, the CHLP review, a community housing policy framework, community housing involvement on redeveloped estates; the possible extension of Reshaping Public Housing to our sector, and changes to the Residential Tenancy Act to introduce acceptable behaviour agreements.

## ■ Housing Hints

At the beginning of the year we were particularly excited to jointly win a NSW consumer protection award with the Aboriginal Housing Office (AHO). The Adrian Newman Award, for services to the Indigenous Community, was for the Housing Hints housing management information series that we produce together with AHO.

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# President's Report



During the past year we have had two Ministers for Housing, Carl Scully and Joe Tripodi (with yet another appointed in early 2005-06 financial year). These changes have necessitated meetings and the building of new relationships with the various Ministers.

State Council has focused more on Policy and Advocacy this year than has been the case for some time. This reflects the pace of change coming from Government. Two changes to the Public Housing System have had the potential to affect our sector. State Council has had discussions with the Minister and is keeping a watching brief. These are the introduction of new Anti-Social Behaviour orders (still being piloted) and the major Reshaping Public Housing Reforms. State Councils feels very clearly that these would be detrimental to Community Housing and it is still unclear whether these will affect the sector.

There have also been major initiatives from within the Office of Community Housing (OCH) that State Council has taken up with the Office. These being the CHLP Review and the development and roll-out of the Performance Based Registration System. State Council advocated strongly on the teething problems associated with the timing of the first round of Registration assessment.

State Council has been discussing two key issues for members: The staffing level campaign which was initiated through the Housing Associations Meeting (HAM), and involving close liaison with the union (Australian Services Union). The pressure on staff from inadequate funding – particularly for smaller associations – has been one of the major concerns for the sector and has also been reflected in the CHLP Review. The other related issue being considered and currently worked on is providing information and benchmarks on salary levels for the Executive Officers and Senior Management.

The Federation has also been exploring new ways to create opportunities for its members. The Bonnyrigg PPP was the first such opportunity. We have developed an approach that does not compromise the Federation's

equal responsibility for all members by brokering introductions and providing briefings and seminars for associations that wish to form partnerships. A similar approach has been made to a company who wishes to set up an Affordable Housing Investment and Management model (Ahouse). In this case, State Council agreed to undertake a high level "due diligence" to assist members as well as brokering relationships.

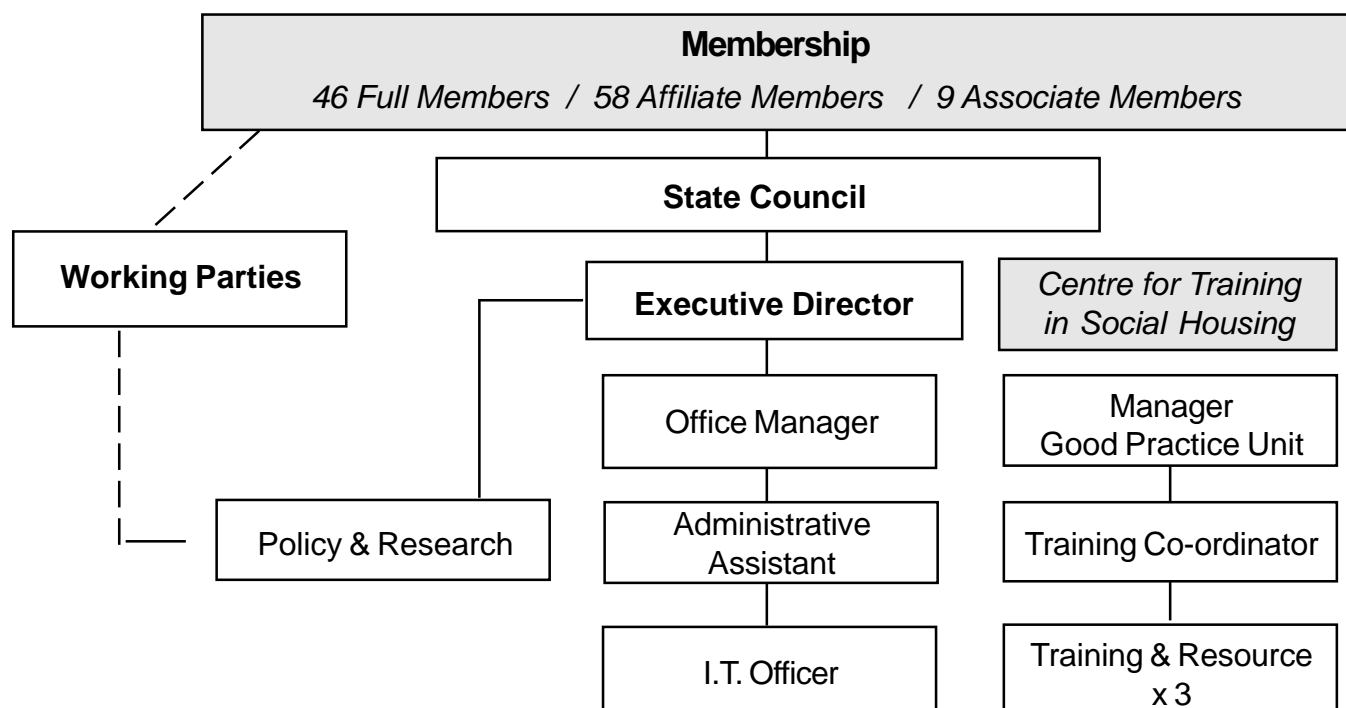
We have had a particular focus this year on the Federation's own business assurance. We were assessed and re-accredited as a Registered Training Organisation (RTO) with flying colours. This has come at the same time as the launch (at our last AGM) of our new business unit: The Centre for Training in Social Housing. State Council has continued to focus on the broader marketing strategy for Federation Services so that we can have a large enough base to provide members with the range of services they should be able to expect from the Federation.

This year we have paid considerable attention to our relationship with members. As part of this we have been reviewing the Federation's Code of Practice, particularly exploring new proposals to ensure State Council reflects the standards of good practice the Federation advocates in the sector and at the same time considering ways to make participation in State Council more straight forward.

Finally, I'd like to acknowledge the achievements of staff – particularly the major work developing two new Training Programs – for Department of Housing, and Registration. And I'd like to thank the members of State Council and the Executive Director, Adam Farrar, for their diligence and support as we accomplished the tasks before us.

**Pat Martin**  
**President**

# How Does the Federation Work?



## 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 member's directions and aspirations with effective research and policy development on key issues affecting 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 associations to play their part in the wider community sector.
- **Training** – this is our most prominent direct service to members and others in the social housing sector. Our Centre for Training in Social Housing, our accredited vocational training and other short courses, support and build the capacity of organisations and the careers of workers in the sector.
- **Supporting organisations** – the Federation directly supports individual members, their boards and management, in their work as housing providers. This ranges from free advice provided through our Housing Hotline, to consultancies on strategic planning, organisational reviews, tenant participation and the like, to intensive work with organisations to achieve their particular goals.
- **Good practice resources** – this also supports our members and other providers by developing and continually updating resources on good practice 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.

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# 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 2003 and 2004.



## **President - Patricia J Martin OAM**

Pat has been the Chairperson of Hume Community Housing Association for over twelve 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 - Karen Andrew**

Karen's affiliation with Community Housing began in 1984 when she became a tenant at the local CTS 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. Karen was first elected to State Council as an Ordinary Member in November 2002, and then as Vice President in Nov 2004.



## **Treasurer - 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 President. She was re-elected for a two year term in 2000, and again in November 2002. Bobbie was elected Treasurer at the AGM in November 2004.



## **Secretary - Margaret Robinson**

Marg is the Housing Manager for Parkes-Forbes CTS and has worked there for over 7 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, and again in November 2003.



#### **Ordinary Member - Barbara Brown**

Barbara has been the Housing Manager at Western Plains Housing Scheme for over 2 years. Western Plains is a small rural organisation and she therefore brings this perspective onto State Council. Barbara has worked for another NSW peak body in the Western Region of NSW and therefore has an understanding of the roles and responsibilities of a peak body. She has also been a Board Member and President of another community service and has an understanding of governance. Barbara has the Certificate IV in Community Housing. Barbara was elected to State Council in November 2004.



#### **Ordinary Member - Pamela Pryor**

Pamela has been a Director of Eastern Suburbs Rental Housing Association since 1998 and has been Treasurer since 2000. During this time she have undertaken a wide range of professional development training opportunities to keep abreast of the continuing changes in Legislation and Office of Community Housing. Pamela's previous experience has been in small business and banking. She has participated on a number of not for profit boards and has been appointed as Chairperson, Secretary, Treasurer and Public Officer. Pamela was elected to State Council in November 2004.



#### **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 over 7 years, during which he has seen the association through 2 rounds of accreditation and registration. WACH carries out much of its work through partnerships, and is currently working in this way with approximately 28 other organisations. Nick was co-opted to fill a casual vacancy in June 2003, and then elected to State Council in November 2003.



#### **Ordinary Member - Brian White**

Brian is on the Board of Argyle Community Housing where he has been its Treasurer since early 2004. He currently works in the Asset Strategy and Financing Branch of the Department of Housing where he evaluates major public housing projects. Brian's career includes policy development in the public sector, as well as consulting and business development in the private sector. Brian also participates in humanitarian and community development activities. Brian was elected to State Council in November 2004.



#### **Ordinary Member - Patrick Yeung**

Patrick has been the Chief Executive Officer of St George Community Housing for more than 7 years and has worked in the social housing sector for over 13 years. He has done Community Development work on housing development, and worked with the Department of Housing in various senior staff positions including strategic planning and asset management. Prior to social housing, Patrick worked in the social welfare field for more than 9 years targeting deprived communities. Patrick was elected to State Council in November 2004.

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# Staff 2004-05

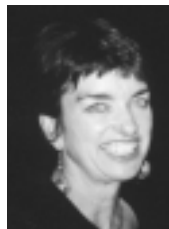
## Executive Director



**ADAM FARRAR**  
MA (Hons), MAHI

## Good Practice Unit

### MANAGER



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

## Policy & Research



**ANDREW MEEHAN**  
BA in Social Science and in International Studies

### TRAINING & RESOURCE WORKERS



**LYNDALL KATZ**  
BA; Cert IV in Assessment and Workplace Training; Diploma in Social Housing; MAHI



**SUE AUJARD** *(July 04 - Jan 05)*  
BA; Cert IV in Assessment and Workplace Training; Grad Cert in Housing Management and Policy; Cert IV in Social Housing; MAHI

## Office Services Team



**MANAGER**  
**WENDY ROCKWELL**  
BS Psych/Math.



**ADAM WEST**  
Post Grad Diploma in Housing Policy & Practice; Cert IV in Assessment & Workplace Training; AICD Directors Course Diploma



**ADMINISTRATIVE ASSISTANT**  
**CASSANDRA THORNE**



**SHERYL DE VRIES** *(Jan - June 05)*  
BS Business Studies; Master of Management - Community Sector Management; Grad Cert in Housing Policy



**INFORMATION TECHNOLOGY**  
**ANDRA KEAY**  
BA Communications



**TRAINING CO-ORDINATOR**  
**ESTELLE LOHMAN**

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# Executive Director's Report

This was a very full year.

Four major areas of work took up a large part of the staff effort – developing and rolling out training on the new Performance Based Registration System; developing and commencing a program of training for the Department of Housing trainees; working on the review of the CHLP funding formula; and working with private sector partners and members around the public private partnership to redevelop Bonnyrigg housing estate and other private sector initiatives.

The registration training was a huge development effort, which also informed our representation on the Implementation Group. This was undertaken in partnership with ARCH. The delivery was also a major task with 98 participants in eight locations across the state.

The new DoH training is a major step forward for the Federation. The project is being undertaken in partnership with Swinburne TAFE and means that we not only have a stronger base from which to meet members' training needs, but it confirms and deepens our leading expertise in social housing training.

There has been a huge demand for advocacy and representation this year in response to a raft of government initiatives (See the President's report for more detail). The CHLP funding review has been the single most pressing issue for members; and despite some useful interim changes, we still have long way to go. But a range of other government measures reported in last year's Annual Report have now come to fruition.

At the same time, we have tried to ensure that members are positioned to take up new opportunities created by private sector involvement in social and affordable housing. One of the most important has been Bonnyrigg – both to broker members' involvement with private tenderers and to be part of the wider policy environment.

Of course the rest of our core work also had to carry on as usual. In fact, we saw significant new development in most other areas too.

In the second half of the year we had a significant increase in registrations in our core Certificate IV training. We launched a new program of distance learning to respond to the difficulties of regional members. We completed the audit and were reaccredited for three years as a Registered Training Organisation; and we launched a new business unit – The Centre for Training in Social Housing.

This year we have tried to enhance our contact with members. We launched a new series of e-bulletins – the general members' e-bulletin, a training e-bulletin and the directors network e-bulletin. In a year without a state community housing conference, we decided to fill this gap by holding three seminars – on housing and support, working with private sector partners, and new approaches to rent setting. These are all on top of our regular Housing Association Meetings and support for regional meetings.

An important new initiative was taken by small associations this year by holding the first of regular small associations meetings to coincide with the HAM.

All of this has been done with one less staff member than usual. I want to acknowledge the extraordinary efforts by all staff members to carry off so many new initiatives so very well. In this we have been guided and supported by State Council who has worked particularly hard to ensure that we delivered for members. I would particularly like to thank our President, Pat Martin who, after many years of involvement with the Federation, is not standing again.

**Adam Farrar**  
**Executive Director**

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# Achievements for 2004-05

## Representation and sector co-ordination

### **Representation and advocacy**

Representation was particularly important this year. The Federation has been very active on four major bodies over the year that could significantly change the sector – the Implementation Reference Group guiding the roll-out of the new Performance Based Registration system, the reference group advising on the review of Community Housing Leasing Program funding formula, the Community Housing Strategic Policy Framework reference group, and the Living Communities Consultative Committee which provides input into the Bonnyrigg public private partnership. In all of these we have been guided by working groups or other contact with Federation members.

We also met with the two Ministers in office over the year, focussing particularly on getting the strategic framework moving and on the implications of Reshaping Public Housing for the sector.

As well as these major policy initiatives, we played a large role in the structures to inform three other important developments. We worked with OCH to host a workshop on sector requirements for IT, we participated in the Roundtables held to decide on the requirements of larger scale tenanted stock transfers and we have been involved in the establishment group for the Port Jackson supported housing company.

As well as these, the Federation is represented on 30 other committees and forums (see representation on committees, p 15). Through these we provide advice and participate on training, specific needs groups, community housing strategic directions, operational policy, tenancy matters, affordable housing, other community sector peaks, and DoH policy.

### **Sector networks and forums**

The Federation held two state-wide Housing Associations Meetings, in August 2004 and February 2005. These were attended by

representatives from 65% and 71% of housing associations across the state. They covered the key issues of the day including funding, affordable housing, registration and future sector development. A new standing agenda item was introduced – Sector issues – to allow open discussion of operational issues by members. Full briefing papers for the meetings were prepared in advance and distributed to all housing associations with a report issued a few weeks after each meeting.

Federation staff also attended around 86% of regional network meetings. We prepared an up to date bulletin of news and information for each meeting. We also attended the two small associations meetings held to coincide with the Housing Associations Meetings.

### **Housing Associations Directors Network**

The Federation built on the establishment of the Directors Network this year. There are now 86 members of the network from 32 housing associations. They represent 75% of housing associations. We held three Directors Network meetings attended by 38 directors in all. In addition around 25 directors attended either the two housing associations meetings or sector seminars. Two director network members were elected to the Federations State Council. We sent out eight network e-bulletins informing members of key issues relevant to sector directors.

### **Sector seminars**

State conferences are held every two years. To fill this gap, this year we held two sector seminars in key emerging policy areas. We delivered two seminars attended by 42 participants – Working with Private Sector Interests and New Approaches to Rent Setting. A report, *Working Effectively with the Private Sector Interests*, was sent to all housing associations and directors network members and posted on our website. We were also invited to present two workshops at the Homelessness Conference in November 2004, which were ably presented by Sue Aujard. Hunter

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Region DoCs also invited us to run a Housing and Support seminar in their region in November 2004 to bring together social housing workers and support workers to explore partnership and support issues. The seminar was attended by 48 participants.

### ***Sector-wide structures: Code of Practice and the Common Application Form***

On behalf of the sector, the Federation administers the Code of Practice for Housing Associations including its complaints function. A number of complaints were finalised with final reports and recommendations issued. Consultation with the sector to inform a full review of the Code of Practice was also undertaken this year. 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 was also reviewed this year.

## **Relationships and alliances**

A key part of the Federation's work is to ensure that we have strong relationships with stakeholders outside the sector and the Department of Housing who could influence the development of community housing.

### ***Governments***

Part of this is to ensure that the sector has an effective working relationship with the Minister, and a number of meetings were held over the year.

We also aim to raise the profile of the sector wherever possible. We spoke at two regional forums with a local government focus exploring the options for affordable housing in the region – one in the Shoalhaven and the other in Coffs Harbour. We also presented a paper on the role of community housing at the National Affordable Housing Conference. We were a member of the steering committee for this national conference.

### ***Private sector***

But one of our main objectives this year has been to build relationships with private sector organisations who are becoming involved in social and affordable housing. Two major initiatives have been to broker partnerships

between members and tenderers for the Bonnyrigg public private partnership. This has meant building further relationships between the Federation and organisations such as Macquarie bank, Lendlease and Becton. We have also been working with a new private company, Ahouse, to explore a relationship between the company and interested members.

Beyond these two projects, we have been working with banks such as the Bendigo community sector franchise, CSB. We participated in the NCHF national forum with leading financial institutions like the National Australia Bank. Perhaps most importantly, we provided the overview at an invitation only forum hosted by the ACTU to expose superannuation funds to proponents of various affordable housing models. This initiative is one of the ongoing activities flowing from the National Affordable Housing Summit. We also participated in a follow-up state forum exploring the summit outcomes.

### ***The community sector***

An important part of our sector development work is to work as part of wider groups at state and national levels. Nationally, we are in regular contact with our national peak, the Community Housing Federation of Australia. We are also represented on the National Community Housing Forum's Policy Advisory Committee. More broadly, we work through the Australian Council of Social Services, and Adam Farrar is the principal national policy adviser on housing to ACOSS. This has enabled us to participate in and maintain contact with initiatives such as the National Housing Alliance, which includes the HIA, ACOSS, the ACTU, Shelter and CHFA. Our state relationships are also vital. This year we have worked closely with the two sector peaks, ARCH and Churches Community Housing, with whom we have had regular meetings. We have been represented on Shelter board for a number of years and attend the NCOSS state peak forum (FONGA).

Finally, this year we have established a new active relationship with the Australian Services Union in order to encourage them to focus on the pressures experienced by workers in our sector.

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## Research and sector development

Most of our R&D this year has been very practically focused to support the development of materials we have been developing for the sector.

The Federation completed research into appeals systems for community housing providers. It encompassed key policy areas likely to attract appeals and best practice policy and practice in those areas. This research formed the basis of the appeals training delivered to the sector.

We undertook further research into best practice risk management, partly to allow us to complete a Good Practice Guide on risk management, but also as a basis for training and consultancy services delivered this year.

A substantial project funded by the Department of Community Services has been to develop and pilot a cultural awareness program. This entailed a significant initial research phase. The final product which has been delivered to DoCS funded services, will now be available for housing associations.

A very substantial area of research this year was undertaken as part of our work on the CHLP funding review. We modelled the impact of the current funding regime, identified the major gaps in the formula and tested a number of options to overcome these. This continues to inform our representation on the review.

Late in the year, we began work on a project to identify and clarify the financial concepts involved in new commercial partnerships, to develop a kit to help associations assess partnerships and to develop a financial model for associations.

## Training

The demand for professional qualifications for social housing workers across Australia has grown during the last year, and the Federation has been well positioned to respond to this demand. We launched our new trading name – the Centre for Training in Social Housing at last year's AGM to profile our strong identity in providing training and

assessment in accredited social housing training. At the same time we also launched new brochures to promote the Federation and our work.

This year the Federation's accreditation as a Registered Training Organisation was renewed with flying colours for a further three years.

Sue Aujard, who has been a Training and Resource Worker with the Federation for over ten years, took leave for one year to accompany her partner to her hometown of Adelaide. She has been working with the



*Launch of "Centre for Training in Social Housing" at last year's AGM*

South Australia Housing Trust as a training coordinator during her time in Adelaide. We were fortunate to be able to employ Sheryl De Vries to fill the gap. Sheryl is an extremely experienced and committed senior social housing professional, who brought a depth of knowledge and skills to the Federation.

### ***New Certificate IV in social housing***

We delivered 7 one day training sessions between July and December 2004. This covered 10 units from the new Certificate IV in Social Housing and completed the first year of our delivery of this new qualification. There were 44 participant attendance days, or on average 7.2 participants per training day. Congratulations to Renee Davidson from ESHRA who was the first participant to be awarded the new qualification.

For the first time this year we offered an introductory day for prospective participants in the face to face training so participants could meet key Federation staff and understand qualification requirements more

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fully. We delivered 8 days of training in 8 units of competency between February and June 2005. There were 73 participant attendance days, an average 9.1 participants per training day.

A new initiative in 2005 has been the expansion of our provision of training and assessment services to offer units from the Certificate IV in Social Housing by distance delivery. This addressed a need in regional areas as 9 participants enrolled for the course by Distance Delivery at the beginning of 2005, including one enrolment from Darwin! We prepared and sent out Distance Delivery materials for four units of competency in the first half of 2005.



*Lyndall Katz, Federation Trainer and  
Kyra Kum-Sing, Certificate IV Participant  
and Aboriginal Trainee*

We continued to deliver accredited training for the Coalition of Community Housing ACT (CCHOACT). We provided 8 training sessions in Canberra for ACT community housing workers in units from the Certificate IV in Social Housing and provided assessment services for a number of participants.

Our training materials have also been made available for licensing through the online broker ASharenet. Materials have been purchased by community housing and TAFE in Queensland and by WestOne in Western Australia.

We continued to provide Tenancy Management training as part of the DoCS

NGO Training Unit's regular calendar – we provided three training sessions for workers wanting to find out more about their obligations in managing client housing.

#### ***DoH trainees***

In partnership with Swinburne University we were also successful in our bid to provide accredited training and assessment to trainee Client Service Officers (CSOs) in the Department of Housing. We have worked closely with the Department to provide a range of delivery options for the Certificate IV in Social Housing, including recognition of prior learning (RPL) assessment services for 34 trainees, contextualising training materials for face to face and distance delivery and the delivery of structured face to face training to trainees for nine trainees. This has been a valuable partnership for all concerned, particularly in acknowledging the common skills across the different sectors who manage social housing in NSW. to the application form and information about scholarships

#### ***Appeals and registration training***

This year we worked in partnership with the Housing Appeals Committee (HAC) to develop and deliver training on the Housing Appeals process for housing associations. We delivered two training sessions to two regional housing associations and provided two sessions at our Surry Hills training room. In partnership with the Association to Resource Co-operative Housing (ARCH) we developed and delivered training in the new Performance Based Registration System. We developed training based on the processes and documents that were emerging from the OCH Performance Management Unit. We designed training to assist Community Housing Providers understand and respond to the requirements of a new system which was still being developed while it was being implemented. We provided eleven sessions in 8 locations across NSW in February 2005. Ninety eight participants attended this training.

#### ***New training***

**Asset management** – Additional training needs for the sector were also identified as a result of Registration. One area in particular was risk management planning. We developed

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training and a risk management template to provide housing associations with a framework for implementing a risk management approach in their organisation. We provided 5 sessions in risk management planning using the templates we developed. We also delivered further asset management planning training in August and September 2004. This training was developed in response to OCH requiring for the first time an asset management plan as part of the Funding Agreement. Adam West developed a planning tool suitable for a limited number of properties, with input from sector experts. We provided training in Lismore, Bateman's Bay and Surry Hills.

**Cultural diversity training** – We were successful in a bid to develop and deliver training in Cultural Diversity Training for DoCs funded agencies through the DoCs NGO Training Unit (formerly the SAAP training unit). Special thanks to Lyndall Katz who developed the training materials and delivered nine training sessions to DoCs funded agencies.

***Governance and senior manager training***

This year also saw a change to the way we offered governance training. We continued to provide induction for boards – we delivered our *Welcome Aboard!* training to two regional and one metro housing association. We also provided presentations on the current business environment to two metro boards. In November we provided a governance workshop on Board/EO relationships prior to the AGM which was attended by 14 people. In May and June we offered 5 evening governance sessions at our Surry Hills training room which provided a series of evening sessions for directors who are unavailable for day time sessions. There were 32 participant attendance days for these evening governance sessions. In January 2005 we again brokered high level training for Executive Officers of Community Housing Organisations. Paul Vorbach from UTS Graduate School of Management, who has worked with the sector previously, provided a stimulating two day workshop in "Preparing a Business Case". There were fifteen participants in this course.

In order to maintain professional expertise

and build current knowledge, Good Practice Unit staff achieved additional training and qualifications in the 2004/5 year. Lyndall Katz is one of the first people in Australia to achieve a Diploma in Social Housing. Sue Aujard was successful in achieving her Certificate IV in Social Housing. Adam West achieved a Diploma from the Australian Institute of Company Directors.

## **Supporting organisations**

**Hotline** – The Good Practice Unit has continued to respond to a variety of requests from the sector. We received at least 309 Housing Management Hotline calls this year, and we spent on average ten minutes on each call. The Hotline operates from 10 – 1 every week day. The GPU workers who responded to Hotline queries – Lyndall Katz, Adam West, Sue Aujard (04) and Sheryl de Vries (05) provide a valuable service to assist housing workers to resolve operational issues. Special thanks for their attention to this service over the past year. We receive national and international requests for information about community housing through our website as well as local requests for information on a wide range of operational and management matters which we respond to.

**Tenant participation** – Adam West has had extensive experience in working with tenants involved with stock transfers and community renewal in the UK. His experience in this area has been recognised by some housing associations who requested Adam's skills in facilitating Tenant Forums and Tenant Planning days. Adam facilitated five tenant workshops with Hume Community Housing Tenant's Voice group covering submission writing, planning a survey, writing newsletters, chairing a meeting, and confidentiality. Adam also facilitated two planning days with Wentworth Area Housing Tenants Advisory Group. We also facilitated a governance workshop with Bolton Estate Tenants in Newcastle.

**Accreditation assistance** – We provided accreditation assistance for two organisations.

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Strategic and business planning – We also facilitated strategic and/or business planning consultancies with five housing associations this year.

**Staffing reviews** – This year we undertook a review of staffing structures and recommendations for redesign, for two organisations.

## Good practice resources

In partnership with the Aboriginal Housing Office (AHO), we were successful in receiving a consumer service award for services to the Indigenous Community, the Adrian Newman Award. The award recognised the Housing Hints project, which has been a joint project between the Federation and AHO since 1998, for its contribution to promoting housing management advice and information.



*Winning the Adrian Newman Award for Housing Hints*

We produced and distributed 28 Hints in 2004-05.

We continued to produce our information sheets for board members – Across the Board. These information sheets provide a snapshot of key governance issues. We produced nine of these in the year

A significant new development this year has been the production of an asset management spread sheet to provide associations, particularly smaller associations, with a tool to develop their asset management plans.

A new Good Practice Guide on Risk Management has almost been completed and will be launched in 2005-06.

## Organisational support

### **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.

**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, allowing for effective information distribution and record keeping.

### **Communication with Members**

**E-bulletins** – The federation is committed to maintaining, and improving, effective communication with members. Out of the review of the Federation's communication strategy came the idea of the E-bulletin. A short, timely, snapshot of information – received by members via email, which delivers urgent information or issues, without having to wait for the next edition of Housing Matters, or the next Regional Network meeting or HAM.

**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 has the major responsibility for the layout & design of publications, event announcements and invitations.

All IT systems in the Federation are maintained by our IT worker, Andra Keay, who is committed to keeping us technologically up-to-date. Andra is also exploring new technology for e-learning, and the possibility of video-conferencing with our members and trainees.

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.

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# Publications

- *Housing Matters*
  - Vol 10, Issue 4 (Aug 2004)
  - Vol 10, Issue 5 (Oct 2004)
  - Vol 11, Issue 1 (Jan 2005)
  - Vol 11, Issue 2 (March 2005)
  - Vol 11, Issue 3 (May 2005)

*Housing Hints* - 28 produced.

*Across The Boards* - Volumes: 66 -75

*Working Effectively with Private Sector Interests* - Seminar report, April 2005

*Housing Associations Meeting reports* - 20<sup>th</sup> August 2004 and 25<sup>th</sup> February 2005

*Directors network e-bulletins* (7 sent)

*Regional bulletins* (6 produced)

*Federation Members' e-bulletins* (11 sent)

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# Representation on Committees

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

- Assessor Network (Sue Aujard and Sheryl de Vries)
- Australian Council of Social Service – Principal Housing & Regional Policy Adviser (Adam Farrar)
- Australasian Housing Institute – Education and Practice Committee (Adam Farrar)
- Bobby Goldsmith Floating Care selection panel (Laurel Draffen)
- Bobby Goldsmith Training Advisory Panel (Laurel Draffen)
- Community Housing Federation Members Forum delegate (Adam Farrar)
- Community Sector Banking – Federation nominated Eleri Morgan-Thomas to the Board of C21 (Eleri was elected)
- Consumer Trading and Tenancy Tribunal Advisory Forum (Laurel Draffen and Sheryl de Vries)
- Department of Corrective Services – Women Leaving Prison Workshop (Andrew Meehan)
- Department of Housing – New Products NGO Reference Group (Adam Farrar)
- Department of Housing – Port Jackson Supported Housing Company Establishment Advisory Group (Adam Farrar, Andrew Meehan)
- Department of Housing – Community Housing Strategic Policy Framework (Adam Farrar)
- Department of Housing Living Communities Consultative Committee (Andrew Meehan)
- Department of Housing – Review of Client Services Applicant and Tenancy Management Policies and Procedures Workshop (Andrew Meehan)
- Centre for Affordable Housing – National Affordable Housing Conference Steering Committee (Adam Farrar)
- Centre for Affordable Housing – NSW Affordable Housing Awards Judging Panel (Adam Farrar)
- HASI Advisory Committee 1 & 2 (Laurel Draffen)
- National Community Housing Forum Policy Advisory Committee (Andrew Meehan)
- National Community Housing Forum - National Stakeholders Roundtable Private/public partnerships (Adam Farrar, Andrew Meehan)
- National Affordable Housing Summit Steering Committee (Adam Farrar - part-time)
- NSW Council of Social Service – Forum of Non-Government Agencies (Adam Farrar)
- Office of Community Housing Community Housing Advisory Committee (Bobbie Townsend - Federation nomination, Ministerial appointment)
- Office of Community Housing – Resourcing Forum (Adam Farrar)
- Office of Community Housing – Performance Based Registration Implementation Reference Group (Adam Farrar)
- Office of Community Housing – Community Housing Leasing Program Review Reference Group (Adam Farrar)
- Office of Community Housing – Community Housing External Appeals System Steering Committee (Andrew Meehan)
- Office of Community Housing – Disability Consultative Committee (Andrew Meehan)
- Office of Community Housing – Disability Training Subcommittee (Andrew Meehan)
- Office of Community Housing – Tenant Participation in Community Housing Steering Committee (Andrew Meehan)
- Shelter NSW – Board of Directors (Adam Farrar)
- Shelter – Affordable Housing Network (Andrew Meehan)
- Supported Accommodation Advisory Council (Adam Farrar in an individual capacity)



# **NSW Federation of Housing Associations Incorporated**

## **Financial Statement for the year ended 30th June 2005**

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

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## FINANCIAL STATEMENTS – 30<sup>TH</sup> JUNE 2005

### DIRECTORS' REPORT

Your directors submit the financial accounts of the association for the year ended 30<sup>th</sup> June 2005.

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

Patricia June Martin	<i>President</i>
Karen Blake	<i>Vice President (from Nov 2004)</i>
Bobbie Townsend	<i>Treasurer (from Nov 2004)</i>
Lindsay Kelly	<i>Treasurer</i>
Margaret-Ann Robinson	<i>Secretary</i>
Nick Sabel	<i>Member</i>
Christine Robinson	<i>Member</i>
Debbie Ann Tribe	<i>Member</i>
Barbara Brown	<i>Member (from Nov 2004)</i>
Patrick Yeung	<i>Member (from Nov 2004)</i>
Brian White	<i>Member (from Nov 2004)</i>
Pamela Pryor	<i>Member (from Nov 2004)</i>

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 \$61,216.

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 seen revenue decrease marginally to \$835,798. The surplus however increased dramatically over the prior year. This was largely attributable to a training contract. The contract whilst being over a number of years resulted in a large surplus in the first year of service but is projected to breakeven over subsequent years. The directors have budgeted to use the surplus to update certain capital equipment. As no contracts have been entered into, there is no impact on the current year

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.

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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: P.J. Martini

Director: B. Gourmand

Dated this 21st day of OCTOBER 2005

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**STATEMENT OF FINANCIAL PERFORMANCE  
FOR THE YEAR ENDED 30 JUNE 2005**

	Notes	2005 \$	2004 \$
Revenues from ordinary activity	2	832,798	880,886
Property expenses		(59,279)	(37,204)
Employee benefits expenses		(513,088)	(544,315)
Other expenses from ordinary activities		(199,215)	(297,316)
Net surplus from ordinary activities attributable to members of the association		<b>61,216</b>	<b>2,051</b>

*The accompanying notes form part of these financial statements*

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**STATEMENT OF FINANCIAL POSITION  
AS AT 30 JUNE 2005**

	NOTE	2005 \$	2004 \$
<b>CURRENT ASSETS</b>			
Cash Assets	4	177,954	25,959
Receivables	5	65,929	110,795
Prepayments		<u>10,377</u>	<u>9,594</u>
<b>TOTAL CURRENT ASSETS</b>		<b>254,260</b>	<b>146,348</b>
<b>NON-CURRENT ASSETS</b>			
Other Financial Assets	6	<u>20,000</u>	<u>20,000</u>
<b>TOTAL NON-CURRENT ASSETS</b>		<b>20,000</b>	<b>20,000</b>
<b>TOTAL ASSETS</b>		<b>274,260</b>	<b>166,348</b>
<b>CURRENT LIABILITIES</b>			
Payables	7	133,405	85,750
Provisions	8	<u>37,335</u>	<u>35,775</u>
<b>TOTAL CURRENT LIABILITIES</b>		<b>170,740</b>	<b>121,525</b>
<b>NON CURRENT LIABILITIES</b>			
Provisions	9	<u>27,182</u>	<u>29,701</u>
<b>TOTAL NON CURRENT LIABILITIES</b>		<b>27,182</b>	<b>29,701</b>
<b>TOTAL LIABILITIES</b>		<b>197,922</b>	<b>151,226</b>
<b>NET ASSETS</b>		<b>76,338</b>	<b>15,122</b>
<b>EQUITY</b>			
Accumulated Surplus	10	76,338	15,122
<b>TOTAL EQUITY</b>		<b>76,338</b>	<b>15,122</b>

*The accompanying notes form part of these financial statements*

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**NOTES TO AND FORMING PART OF THE ACCOUNTS  
FOR THE YEAR ENDED 30 JUNE 2005**

**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 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.

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**NOTES TO AND FORMING PART OF THE ACCOUNTS  
FOR THE YEAR ENDED 30 JUNE 2005**

	<b>NOTE</b>	<b>2005</b>	<b>2004</b>
		<b>\$</b>	<b>\$</b>
<b>2. REVENUE</b>			
Included in the ordinary revenue are the following items:			
Government Grants		582,135	624,381
Service Fees		89,785	130,292
Training Fees		95,112	63,915
Membership Fees		44,118	45,946
Publications		2,942	3,948
Interest Received		7,317	5,825
Other Revenue		<u>11,389</u>	<u>6,579</u>
		<b>832,798</b>	<b>880,886</b>

**3. SURPLUS FROM ORDINARY ACTIVITIES**

Surplus from ordinary activities has been determined after:

Charging as Expenses:

Provision for Holiday Pay and Long Service Leave	4,041	(1,569)
Equipment Purchases Expensed	(1,748)	8,847
Auditors Remuneration	4,354	3,750
Rent Expense on Operating Lease – Premises	59,279	37,204
Rent Expense on Operating Lease – Copier	12,145	11,695
Rent Expense on Operating Lease – Telephone	2,649	2,649

**4. CURRENT ASSETS – CASH ASSETS**

Cash on Hand	177,794	25,840
Petty Cash	<u>160</u>	<u>119</u>
	<b>177,954</b>	<b>25,959</b>

**5. CURRENT ASSETS – RECEIVABLES**

Trade Debtors	65,929	113,795
Provision for Doubtful Debts	<u>-</u>	<u>(3,000)</u>
	<b>65,929</b>	<b>110,795</b>

**6. NON-CURRENT ASSETS – OTHER FINANCIAL ASSETS**

Community 21 Ltd – at cost	<u>20,000</u>	<u>20,000</u>
	<b>20,000</b>	<b>20,000</b>

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 2005 was approximately \$7,000.

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**NOTES TO AND FORMING PART OF THE ACCOUNTS  
FOR THE YEAR ENDED 30 JUNE 2005**

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	2005	2004
		\$	\$
<b>7. CURRENT LIABILITIES – PAYABLES</b>			
Trade Creditors		4,257	13,862
Other Income in Advance		43,725	19,580
Accrued Expenses		71,955	36,651
GST Payable		<u>13,468</u>	<u>15,657</u>
		<b>133,405</b>	<b>85,750</b>
<b>8. CURRENT LIABILITIES – PROVISIONS</b>			
Provision - Annual Leave		<u>37,335</u>	<u>35,775</u>
		<b>37,335</b>	<b>35,775</b>
<b>9. NON CURRENT LIABILITIES – PROVISIONS</b>			
Provision – Long Service Leave		27,182	24,701
Provision – Equipment Replacement		=	<u>5,000</u>
		<b>27,182</b>	<b>29,701</b>
<b>10. ACCUMULATED SURPLUS</b>			
Accumulated surplus at the beginning of the year		15,122	13,071
Net surplus		<u>61,216</u>	<u>2,051</u>
<b>Accumulated surplus at the end of the year</b>		<b>76,338</b>	<b>15,122</b>
<b>11. CAPITAL AND LEASE COMMITMENTS</b>			
(a) Operating Lease Commitments.			
Non-cancellable operating leases contracted for but not capitalised in the financial statements:			
- not longer than 1 year		73,342	72,417
- longer than 1 but not longer than 5 years		<u>55,687</u>	<u>123,547</u>
		<b>129,029</b>	<b>195,964</b>
(b) Other			
The directors have budgeted to update certain items of equipment over the next two years. No contracts have currently been entered into however, the budget is in the range of \$20,000 to \$60,000.			
<b>12. CONTINGENT LIABILITIES</b>			
The association has entered an unsecured commercial business bank guarantee facility for securing its office premises rental bond		<b>14,553</b>	<b>14,553</b>

**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.

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## 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 2005 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:

*P.J. Martin*

Director:

*B. Gausson*

Dated this 21<sup>st</sup> day of OCTOBER 2005.

## 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 2005, 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.

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## INDEPENDENT AUDITORS REPORT (Cont.)

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 30<sup>th</sup> June, 2005 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 2005 and of its performance for the year ended on that date in accordance with the accounting policies described in Note 1; and
  - (i) complying with Accounting Standards in Australia to the extent described in Note 1 and the Corporations Regulations 2001; and
  
- (a) other mandatory professional reporting requirements to the extent described in Note 1.



### Haywards Accountants

**John G. Newton**, ACA, Registered Company Auditor:

Dated this 21<sup>st</sup> day of October 2005.

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## 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, 2005. 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 21st day of October 2005.

**DETAILED FINANCIAL PERFORMANCE STATEMENT  
FOR THE YEAR ENDED 30 JUNE 2005**

	<b>2005</b>	<b>2004</b>
	<b>\$</b>	<b>\$</b>
<b>INCOME</b>		
Government Grants	582,135	624,381
Service Fees	89,785	130,292
Training Fees	95,112	63,915
Membership Fees	44,118	45,946
Publications	2,942	3,948
Interest Received	7,317	5,825
Other Revenue	<u>11,389</u>	<u>6,579</u>
<b>TOTAL INCOME</b>	<b>832,798</b>	<b>880,886</b>
<b>EXPENSES</b>		
Advertising	3,690	2,715
Accountancy Fees	4,354	3,750
Bank Charges	453	428
Conferences/Catering	15,609	25,464
Contractors	62,632	73,521
Couriers	447	270
Equipment & Furniture Purchases	(1,748)	8,847
Information	3,734	2,554
Internet Fees	1,035	1,214
Insurance	9,212	8,712
Legal and Licence Fees	1,458	2,035
Movement in Provision for Doubtful Debts	(3,000)	-
Movement in Provision for Leave Entitlement	4,041	(1,569)
Office Utilities	1,827	2,173
Printing, Postage & Stationery	37,186	31,419
Relocation expenses	(106)	46,462
Rent – Office Premises	59,279	37,204
Rent – Plant and Equipment	12,145	11,695
Rent – Telephone	2,649	2,649
Repairs & Maintenance	4,518	5,013
Software	390	1,038
Staff Training	8,651	11,688
Superannuation	42,365	44,943
Telephone & Faxes	8,034	12,653
Travelling & Accommodation	22,004	44,585
Wages & Salaries	<u>470,723</u>	<u>499,372</u>
<b>TOTAL EXPENSES</b>	<b>771,582</b>	<b>878,835</b>
<b>OPERATING SURPLUS</b>	61,216	2,051
<b>ACCUMULATED SURPLUS/(DEFICIT) AT THE BEGINNING OF THE FINANCIAL YEAR</b>	15,122	13,071
<b>ACCUMULATED SURPLUS AT END OF THE FINANCIAL YEAR</b>	<b>76,338</b>	<b>15,122</b>

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# Federation Members

## 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. As of 30 June 2005, 73% of all housing associations had adopted the Code, managing around 84% of the sector's properties.

### **Organisations that have adopted the Code of Practice:**

- 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 Cooperative Ltd.
- Eurbodella Community Housing Inc
- Garrigal Housing Association Ltd.
- Homes North Community Tenancy Scheme
- Homes Out West
- Hume Community Housing Association
- Lithgow Community Tenancy Scheme Inc.
- 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 Ltd.
- Sapphire Coast Tenancy Scheme Inc.
- Shoalhaven Community Housing Scheme Ltd
- South West Community Housing Association
- St George Community Housing Co. Ltd.
- Tamworth Community Housing Association Inc
- The Housing Trust Ltd.
- Upper Hunter Tenancy Scheme Ltd.
- Wellington Community Tenancy Scheme Ltd
- Wentworth Area Community Housing
- Western Suburbs Housing Cooperative
- Western Plains Housing Scheme Inc
- 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 and attempt to cover all elements that constitute high quality housing service. As of 30 June 2005, 69% of housing associations were accredited.

### **04-05 Accredited Organisations:**

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

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## Directors Network

The NSW Federation of Housing Associations established a network of sector directors in 2004.

The purpose of the Housing Associations Directors Network is to enable sector directors to work together to share information, provide peer support and to develop a range of resources to meet their needs.

This will assist to break down isolation of sector directors from their peers and the sector as a whole, ensure peer information is available to directors, facilitate the spread of expertise based boards and, identify the further governance training and support needs of directors.

As of June 2004, the Network has 86 members from 32 housing associations. They represent 75% of housing associations.

### **Organisations with directors that are members of the network:**

- Albury Community Housing Inc
- Argyle Community Housing Association
- Burwood Area Community Housing
- Central Tablelands Housing Association
- Community Housing Lower North Shore
- Coastal Community Tenancy Scheme
- Cumberland Housing Co-op Ltd
- Eastern Suburbs Rental Housing Association
- Eurobodalla Community Housing
- Garrigal Housing Association
- Homes North Community Housing co
- Homes Out West
- Hume Community Housing Association
- Marrickville Area Community Housing
- Monaro Tenancy Scheme Ltd
- Narrabri Community Tenancy Scheme
- Newmacq Community Housing Company Ltd
- Parkes/Forbes Community Housing Inc
- Queanbeyan Community Housing
- RESAMEN Men's Housing Ltd
- Ryde-Hunter Hill Community Housing Co-op
- Shoalhaven Community Housing Scheme
- South-West Community Housing
- South West Inner Sydney Housing co-op Ltd
- St George Community Housing Co-op
- Tamworth Community Housing Association Inc
- Wentworth Area Community Housing
- Wellington Community Tenancy Scheme
- Wentworth Area Community Housing
- Western Plain Housing Scheme
- Western Suburbs Housing Co-operative Ltd
- Women's Housing Company

# 2004-2005 Membership

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## FULL

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  
Cumberland Housing Co-op Ltd.  
Eastern Suburbs Rental Housing Association  
Eurobodalla Community Housing  
Fusion Accommodation & Support Services  
Garrigal Housing Association  
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  
MHARS Inc.  
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 Housing Inc.  
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's Housing Company

## ASSOCIATE

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

## AFFILIATE

ACON (AIDS Council of NSW)  
Alice's Cottage Inc.  
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 (E.Subs Youth Asscn)  
Bonnie Women's Refuge Ltd  
Byron Emergency Accommodation Project Inc.  
Centacare - St. Agnes Parish  
Centacare Youth Accommodation & Support Services  
Community Connections North Coast Inc.  
Community Housing Mid North Coast Inc.  
Community Restorative Centre  
Cooloola Community Housing Association  
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.  
INNARI Housing Inc  
Katakudu Women's Housing Inc  
Liverpool Youth Accommodation Assistance  
Lower Hunter Women's Housing  
Macarthur Ozanam Centre  
NESH Women's Scheme Inc.  
North Coast Womens Housing Co-op  
Northern Region Young Women's Accom  
NSW Women's Refuge Referral & Resouce Ctr  
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 Crossing (Mission Australia)  
The Gender Centre  
The Salvation Army  
The Salvation Army - Carinya Cottage  
The Settlement Neighbourhood Centre  
The Twenty-Ten Association Ltd  
Top End Association for Mental Health  
United Tenants Housing Co-op Ltd  
Vinnies Emergency Accommodation Program  
Western Housing for Youth Ltd  
Wollongong Women's Housing Inc  
Women Up North Housing Inc

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# Notes



2004 - 2005



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