



ANNUAL REPORT

2017-
2018



ST.KILDA
Community Housing Ltd

Report from the Chair

Paul Madden

In the last year, 2017-18, we have seen the story of the sale of the GATWICK Hotel in Fitzroy Street and the displacement of its long-time residents dominating the news headlines in an unprecedented manner. Unprecedented for a housing story. Over many months news articles and television presented the story on a weekly basis. Once the sale was completed, St Kilda Community Housing (SCH) acted quickly to assist the relocation of these residents. SCH devoted a great deal of staff resources, setting up an office in the building and working closely with other agencies to find suitable alternative housing for many of the residents.

This abrupt sale came after we had been involved over more than eight years in protracted discussions with the owners to find a solution to the housing problem the closure of the GATWICK represented. We are now able to finally acknowledge that this chapter is closed. But the legacy from the bad publicity is likely to flow on to organisations in our community seeking to provide housing in St Kilda to people in need.

A more joyful story in 2017-18 came with the opening of Elenara, two hundred metres from the GATWICK, in March this year. The renovation has produced a magnificent example of what community housing can be: spacious units, a high

quality of amenity. A number of residents were able to return. Importantly, the opening of Elenara was the result of a community campaign lasting five years. It showed that there is still a place for poor people in “expensive” inner city real estate. We thank the Victorian government for their support.

The appointment of Shane Austin during the year as our new CEO will be an impetus to our longstanding efforts to develop a community land trust. Shane is an advocate of CLTs over a number of years. After some disappointments we are now able to say that a positive opportunity to establish a CLT has presented itself. We will see exciting developments in 2019. Watch this space!

My thanks to Board members, the management team, housing managers, administrative staff and all our workers in T2M and skysdesign. Without your dedication and commitment, our organisation would not be able to achieve our mission.

Thank you also to all our Friends of St Kilda Community Housing for your encouragement and support in 2017-18.

Paul Madden
Chair

Message from the CEO

Shane Austin

As I write this, my first CEO's annual report, I want to thank the staff and Board, and in particular, the Board Chair, Mr Paul Madden, for the support and enthusiasm he has exhibited as he provided me with guidance and governance since my appointment. A special thanks to Ms Joanne Holl, who managed the organisation through a significant time of transition as Acting CEO. I am delighted Joanne has continued at SCH, and accepted the role of Senior Manager – Tenancy & Reporting.

As a community housing organisation with strong bias toward inclusion and social justice, we continue to maintain the focus on providing safe and secure housing for low income earners and those at risk of experiencing homelessness. As the Chair has written in his report, this year has been a dramatic year of movement in housing locally, and we are driven to continue to respond to the ever-increasing issues of housing that face our local community. With the reestablishment of Elenara for tenancies, we now have over 70% of the housing portfolio as self-contained units. Whilst providing greater amenity and comfort for the resident, this also means that the social meals program, conducted in partnership with Port Phillip Community Group and the City of Port Phillip becomes ever more important for social connection. In terms of housing developments, we expect that 2019 will prove to be a watershed year for us. This can only be achieved with the committed staff and supporters that personify St Kilda Community Housing.

The organisation's strategic plan is in its second year, and I want to share three words that encapsulate the plan. Consolidate, Grow and Create. Consolidate means to ensure internal structures, functions and systems are fit for purpose; Grow – to do more of what we do well; and finally, Create – new opportunities, housing models (such as CLT), relationships and partnerships. We have used these three words as yardsticks that will enable us to move forward in an everchanging environment.

I am delighted to report that our two social enterprises, T2M, and skysdesign, have both had a stellar year with significant increase in revenue. This not only reflects the talent we have in these operations, allowing for performance and growth, but importantly the result reminds me that there is a need for social purpose businesses; in our case, maintenance and graphic design.

As CEO, engagement with the housing sector and the local community are a significant part of my work, and will continue to be so in 2019 and beyond.

I commend this report to you and hope that you are enthused with the views, opinions and stories of those great folks included in this report.

Shane Austin
CEO



Social Enterprise in Review

Michael McGann & Peter Dunn

The two social enterprises we operate, T2M and skysdesign, have had a very successful 2017-18 financial year.

T2M has once again undertaken and successfully completed maintenance projects across all of our property portfolio. At the same time the enterprise has continued to employ tenants wherever an opportunity arises and in this financial year the total workforce of T2M consisted of approximately 50% tenants.

An exciting aspect of T2M's growth has been the increase in external clients who contracted the team to complete maintenance and renovation projects.

Overall the social enterprise grew its revenue from external projects by 65% which is a great contribution of untied funding to the organisation.

Having joined the organisation in 2015, skysdesign has continued to grow their client base as well as the graphic design services they deliver. This financial year has seen a growth in clients seeking print and digital design services which has contributed to an increase in income of 40%. We have also had 2 new staff join us.

A highlight for the enterprise was the establishment of a partnership with Youthworx Productions to deliver an introductory graphic design training course to disadvantaged young people. The training is a trial, funded by Lord Mayor's Charitable Foundation.

Michael McGann & Peter Dunn
Managers

T2M Staff Member - interview with Davod

Davod arrived in Australia from Iran with his wife and 2 sons in late 2013. Upon his arrival he was connected to the Brigadine Sisters, a connection that led to his introduction to St Kilda Community Housing and T2M in November 2015.

Prior to coming to Australia, Davod worked in technical support for an industrial print company responsible for keeping these machines operating 24 hours per day no matter where they were in Iran. With clients across Iran, his phone would ring whenever something went wrong and he would regularly travel across Iran on short notice. According to Davod, 'everyone at the airports knew him'.

When he joined T2M he was removing rubbish, furniture and other items across properties. But he was keen to get more involved and in early 2016 he started working on maintenance projects. Davod has experienced most tasks that T2M undertake and the renovation work gives him the most satisfaction. The sense of completion is rewarding and he takes before and after photos that show him what could have been done better. He likes to keep learning.

But joining T2M hasn't been simple. Coming from Iran, a country with no social support system and working in community housing an environment not many Australians experience, it was challenging at first to understand how people came to be our tenants and why government provides support such as housing. Over the past 3 years his awareness of the diversity of people's situation and the role of government has changed.

Davod has settled into being an integral member of T2M and he enjoys the work and the experiences that each day brings.



Resident

The Six Faces by Joe Holstein

"I was born on a small farm 20 km out of Christchurch New Zealand, to my mother Dorothea Hutchins born in Reno, Nevada USA and my father, an Australian from Forbes New South Wales.

I had a good education, coming first in long jump, high jump and second best swimmer and won the mile race. I ran the canteen and was head of the science laboratory.

I joined the Airforce as an aircraftsman, did a five year course in three months in the London city of Guild. I was a leading aircraftsman and left two years later and came to Australia.

I entertained in Kings Cross nightclubs Les Girls and the Pink Pussy Cat. Stayed in Sydney for two years before going to Melbourne where I ran an antique shop in Caulfield and two massage parlours, one in St Kilda and the other in Geelong, the first with CCTV footage. All a lot of fun.

I retired at 50 years of age and I am now 68 years of age".

Joe has been a resident of SCH since 1995

Financial Report 2018

Income Statement

	2018	2017
	\$	\$
Rental and Other Business Unit Income	3,517,486	3,345,205
Other Revenue	27,641	209,450
	<u>3,545,127</u>	<u>3,554,655</u>
Depreciation and Amortisation	211,402	194,712
Employee Expenses	1,985,355	1,878,154
Finance Costs	-	1,224
Property Management	899,956	936,342
Rental Expenses	89,635	99,592
Tenancy Management & Operations	364,798	379,806
	<u>3,551,146</u>	<u>3,489,830</u>
Surplus for the year - no tax applicable	(6,019)	64,825

Note: These abridged financial statements are extracts from the audited financial statements of SCH as approved by the Board of Directors on 25th September, 2018. A copy of the audited Financial Statements is available on request from the registered office of SCH.

Balance sheet	2018	2017
	\$	\$
CURRENT ASSETS		
Cash	674,348	688,897
Receivables and prepayments	139,484	190,966
	<u>813,832</u>	<u>879,863</u>
NON-CURRENT ASSETS		
Property, Plant & Equipment	5,268,539	5,302,594
TOTAL ASSETS	<u>6,082,371</u>	<u>6,182,457</u>
LIABILITIES		
Creditors & Borrowings	128,908	249,061
Provisions - Employee Entitlements	268,916	242,830
TOTAL LIABILITIES	<u>397,824</u>	<u>491,891</u>
NET ASSETS	<u>5,684,547</u>	<u>5,690,566</u>
EQUITY		
Accumulated Members Funds	3,784,547	3,790,566
Beach House Reserve	1,900,000	1,900,000
TOTAL EQUITY	<u>5,684,547</u>	<u>5,690,566</u>

Tenant Satisfaction Survey

2018 results



45.8% of all tenants responded



92% of residents were satisfied with our service



89.7% of residents expressed high satisfaction with how SCH staff communicates with them



81.5% of residents are highly satisfied with the way their issues are dealt with



85% of the residents are satisfied with the maintenance and repair work carried out



79.5% of respondents said they do not have issues with their current house

Recommendations

The survey has provided us with some ideas for how to improve the experience of being one of our tenants. We have begun to explore and/or implement initiatives that will achieve this goal, such as:

- Establish a resident advisory group
- Monthly house meetings in properties with communal facilities;
- Reviewing security measures in properties;
- Improve communication between residents and staff.

Elenara

John Broderick

Elenara re-opened April 9th 2018. It was a fine launch attended by the Minister, residents and St. Kilda Community Housing supporters. Many very deserved words were said. Amidst a housing crisis, the addition of 26 environmentally sensitive, spacious, affordable bed sit units to a robust social housing stock, is perhaps a small accomplishment on a national level; but a great example of what can be done when the community and government work together.

The immediate beneficiaries are the tenants. We have a mix of workers (mostly part time), pensioners, Newstart recipients and students, (hopefully in the case of the latter two, emerging workers). All up, 30 residents, 11 women, 19 men. All now have secure housing.

Seven of the original residents of the old Elenara returned. A total of sixteen long term residents were transferred from other St. Kilda Community Housing rooming houses. This was there long waited for chance to trade up from a room to a self-contained unit. The balance came off our waiting list.

And of course there is the wider social dividend. A beautiful building has been restored. The residential mix and diversity of the Fitzroy St precinct has been enhanced, contra "The Block", in the direction of inclusiveness.

The logistics of the relocation were overseen and executed by T2M and they did a fantastic job. It is a well-known axiom that nothing contributes to more stress than moving. T2M took control of all the executive decision making and nothing got lost.

The overwhelming sense one gets after the first six months is that Elenara is home. Its an elusive construct when one tries to put the idea into words. One of our regulatory requirements is that the units have to be inspected every six months. Perhaps this sense of home is best captured by the welcome I was given by one of the residents; she said, her hand gesturing that I enter, "hello, this is my place".

"My place" says it all.

John Broderick
Housing Manager



ST.KILDA
Community Housing Ltd