



St Kilda  
**Community  
Housing**

**Annual Report 2019-20**

*Building housing communities in St Kilda*



# Contents

03	Chair & CEO reports
04	Our board
06	The refurbishment of the Beach House
07	St Kilda Community Housing at a glance
08	The Barkly Street Community Land Trust Project
08	Tenant satisfaction survey results
09	Surviving COVID-19
10	Tenant programs
11	Financial statements

## Who we are

**Mission:** Through sustainable housing we build communities that help socially disadvantaged people at risk of homelessness to improve their lives.

**Values:** Inclusiveness, Integrity, Kindness, Respect.

**Vision:** To advocate for and deliver innovative housing solutions for at risk communities.

**Our strategy and Outcomes:** To be strong and vibrant community housing provider who delivers housing to increase the well-being of residents.

### Goals & Initiatives 2020-2023:

1. Build increased and innovative housing stock
2. Enhance resident experience
3. Develop Strategic partnerships and advocacy
4. Strengthen the organisation
5. Streamline compliance and reporting

Front and internal cover images by Henry and Joanne Holl.

Board photos by Dean Briggs.

Tenant Program Photos by Linda Graham and Dean Briggs.



## Chair & CEO reports



I find difficulty in presenting an adequate overview of the past year with its so many challenges and our organisation's responses. In the second half of the year, the global pandemic crises has dominated our operations and disrupted our board's strategic direction accommodating people in medium density housing, many with physical and mental health issues, we found that COVID-19 has presented a huge risk to our residents and staff.

Under Joanne Holl's leadership our experienced staff have responded magnificently. Milestones during the year included: keeping all residents safe, but with higher housing vacancies; dramatic improvement in our financial position; creating 22 new self-contained units in Lt Grey St; and commencing a Common Ground project in Wellington St. I thank our board for their wonderful commitment to further our mission in 2019-20. Dale Ralph, a finance professional joined the board in August 2019. Mary Bartlett and Bridie Allanadale left the Board after five and two years respectively. I sincerely thank them both for their service.

Elena Mogilevski resigned as CEO in February 2020. Joanne Holl who has given four years' service to our residents was appointed CEO in July 2020. I particularly want to acknowledge the work of Janet Cribbes as Co-Chair during the course of the year. Thank you to our Friends of St Kilda Community Housing for your encouragement and support in 2019-20.

**Paul Madden**  
Chair



What a year it has been! Despite the challenging environment, St Kilda Community Housing (SCH) continued to operate and provide a responsive tenancy and property management service to our residents. There have been many achievements and projects progressed during the year. One major project completed this year was the upgrade of the Beach House, with the amenity of the property greatly improved. The Beach House had a full internal refurbishment, converting it into 22 self-contained units. A Feasibility Assessment for the construction of a multi-unit self-contained apartment building at the rear of 96 Barkly Street was completed and the City of Port Phillip funded a joint feasibility study on the viability of developing a 24-unit Common Ground facility at 28 Wellington St, recommending that Council commit capital funding. Other achievements included expanding the social meals program for residents in partnership with Port Phillip Community Group and starting a new Photography Group held at Elenara. The Tenant Satisfaction Survey was completed with 87% of residents expressing overall satisfaction with our service. SCH has shown itself to be resilient and adaptable during this challenging time and continue to provide residents with a responsive service. I would also like to thank the board for their support and direction during the year.

**Joanne Holl**  
CEO

## Our board

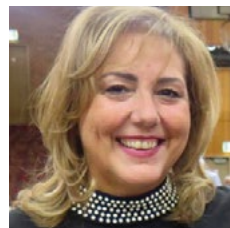
SCH is privileged to have a strong skills-based board. Often smaller not-for-profit organisations have boards that are well intentioned and well meaning, whilst lacking in the skills needed for good governance. Despite its relatively small size, the SCH board is well represented in the area of governance, with board members bringing with them the qualifications and experience that has enabled SCH to go from strength to strength. Contemporary community housing is operating in a complex regulatory environment and needs skills on the board that can provide navigation and insight into strategy, current and future needs of the organisation as a whole.

The board members and their experience and qualifications are presented below for your interest.



**Mr Paul Madden**  
Chairperson

Paul is board Chair, and Chair of the Management & Finance Committee; member, Client Services; Housing & Development, and Profile committees. Paul's extensive experience is in housing policy, research and senior management, in both not-for-profit and the public sectors results in strong and sound leadership, governance and guidance to the organisation.



**Janet Cribbes**

With years of extensive experience in community service and community development work, Janet brings understanding and professionalism to SCH, as a member of the Management & Finance, and Housing & Development committees. Janet is a former Councillor and Mayor of Port Phillip Council 2004-2008. Janet was appointed to the board in 2009.





### Liz Johnstone

Liz has long term experience in public policy, urban planning, building and sustainability at a local and state government level. Liz was appointed to the board in 2015, providing professional input to the board. Liz is a member of the Management & Finance, and Housing & Development Committees.



### Steve Peluso

Steve is Managing Director of Master Menders Group, and a registered builder. In addition to being a board member of SCH, he is also on the board of management for Master Builders Association of Victoria. As a registered building practitioner, he provides building services to all facets within the commercial and residential sector with over 30 years' experience. Steve was appointed to the board in 2016 and is a member of Housing & Development Committee.



### Ian Graystone

Ian has more than 20 years' experience in IT and the Telecommunications sector. With a strong sales, marketing and business development expertise in the corporate sector, his Chairmanship of the Profile & Marketing Committee enables SCH to develop strategy in a changing and challenging environment. Ian was the Treasurer during the year and was appointed to the board in 2015.



### Dale Ralph

Dale has extensive strategic, commercial and operational experience in large-scale commercial enterprises, predominantly in the retail and consumer goods industries. He holds tertiary and postgraduate qualifications and has been an active member and contributor to community based and charitable associations over a number of years. Dale was appointed to the board in 2019 and appointed Treasurer in February 2020.

SCH would like to thank and acknowledge the following board directors who resigned during 2019-2020 for their commitment, knowledge and expertise they brought to the board.

Mary Bartlett: Resigned April 2020

Bridie Allandale: Resigned April 2020

Mark Gove: Resigned 2020.

## The refurbishment of the Beach House is complete

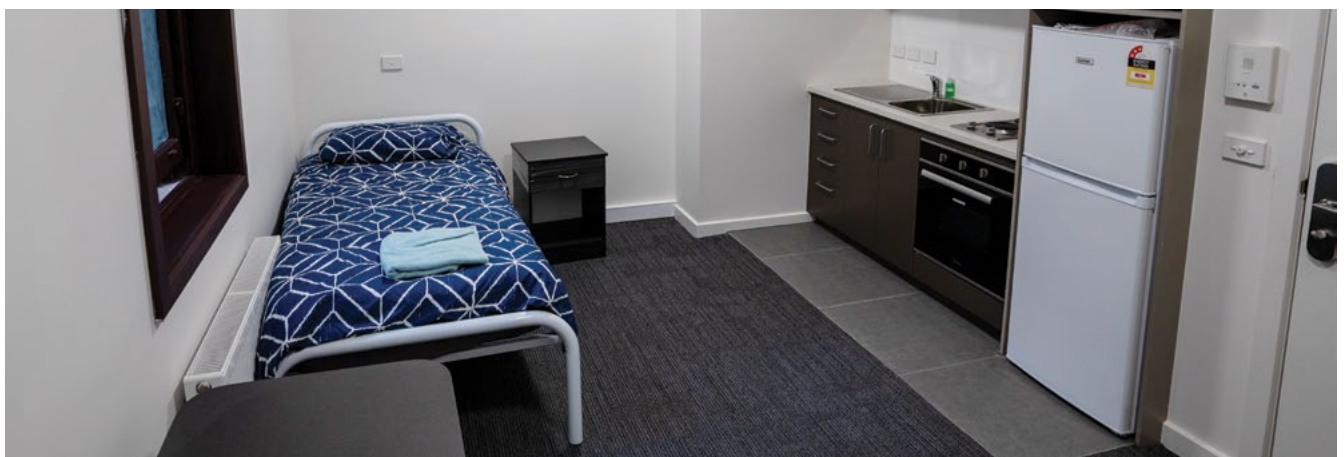
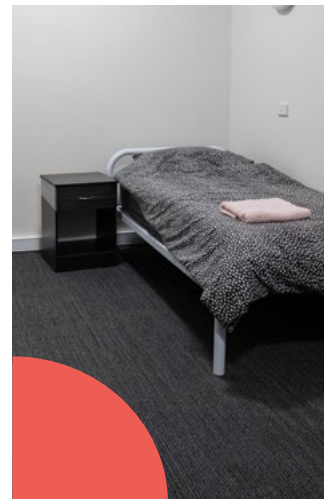
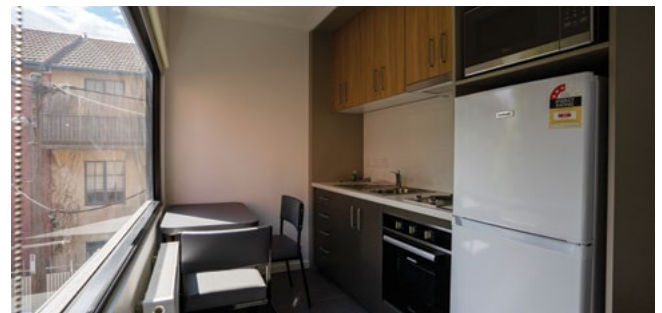
The Beach House has had a full internal refurbishment, converting it into 22 fully self-contained units for women on a low income, who are at risk of homelessness and on the Victorian Housing Register waiting list.

The refurbishment of the Beach House is part of our ongoing property upgrade and redevelopment program.

Prior to the closure of the Beach House last year, the previous residents of the beach house were successfully relocated to SCH's rooming houses and other community housing accommodation.

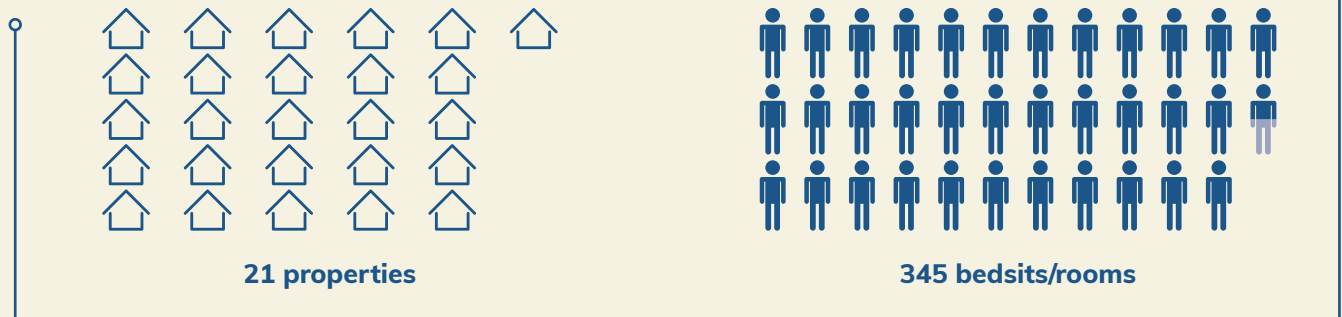
The upgrade was jointly funded by the State Government and SCH. The refurbishment of the Beach House into self-contained independent living units better reflects the needs of our clients, as well as community expectations. SCH's goal is to increase safe and secure housing opportunities for low income and at-risk single people in St Kilda by expanding the supply of affordable community housing.

The refurbishment of the Beach House has greatly improved the amenity of the property and will provide much needed secure, affordable and long term accommodation for women.

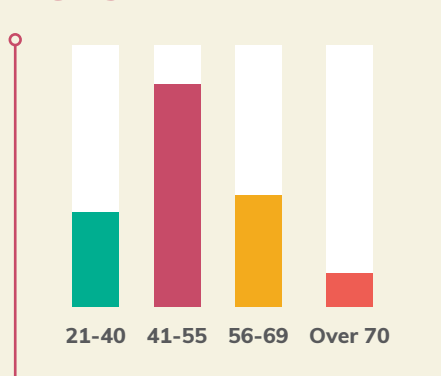


# St Kilda Community Housing at a glance

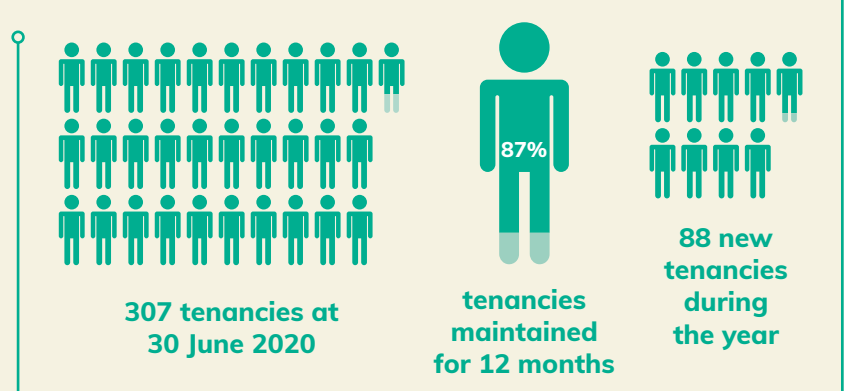
## PROPERTY PORTFOLIO



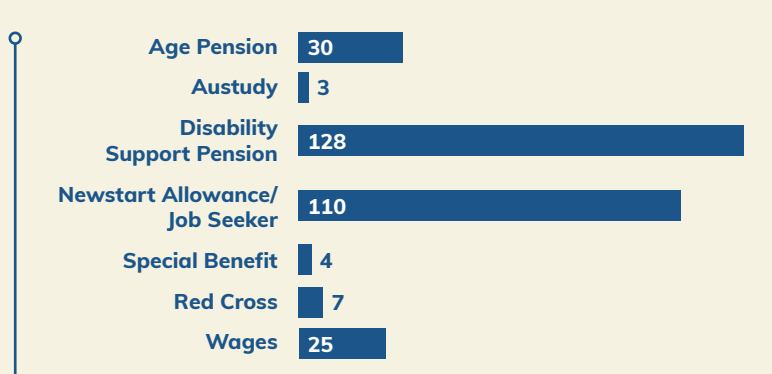
## AGES



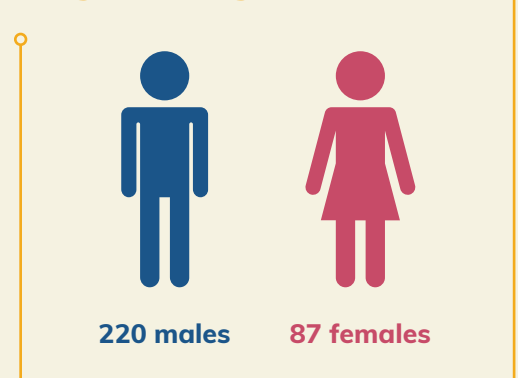
## TENANCIES



## INCOMES



## RESIDENTS





## The Barkly St Community Land Trust Project

*The Barkly Street project aims to assist women access affordable home ownership.*

SCH has been determined to see Australia's first Community Land Trust (CLT) be established. The Barkly St Project will introduce the CLT shared equity model to Melbourne. SCH developed a business case with a clear focus on women's housing and a feasibility study recommending the construction of a multi-unit apartment building at the rear of our Barkly St property. The project aims to improve women's economic security by providing access to affordable, secure home ownership. This project will add to the many solutions available to increase affordable housing supply and reduce demand for social and public housing. The features of the CLT model are; land is collectively owned and managed by the owners jointly, housing is owned by an individual, who also has a ground lease and is a member of the collective and the subsidy is retained in perpetuity and the price does not revert to market price. This makes home ownership more accessible to lower income earners. SCH will undertake stakeholder engagement to build understanding, test support and develop the relationships necessary to successfully achieve the project.



## Tenant satisfaction survey results

The Victorian Housing Registrar requires that registered housing agencies conduct a resident satisfaction survey every two years. SCH completed the survey in December 2019 and a total of 112 (35% of residents) responded to the survey.

The aims of the survey are to:

- Comply with the requirements of Victorian Housing Registrar, and
- Inform SCH of future service delivery improvements

The survey asks residents to give feedback on their overall satisfaction with SCH service, maintenance, properties and communication, as well as gathering information on residents links to support services and employment.

The results for 2019-2020 include:

- **Our service:** overall, **87%** were satisfied with our service and **71%** of our residents were satisfied with how their views were being taken into account by SCH.
- **Maintenance:** overall, **75%** of our residents reported that they were satisfied with the maintenance carried out by SCH and **78%** of our residents were satisfied with the quality of the maintenance work carried out by SCH.



# Surviving COVID-19

SCH continued operation during the COVID-19 pandemic albeit providing services in a different way. The office was locked with reduced number of staff in the office each day and working remotely. Essential works were attended to by the staff and communication with our residents was via telephone. Residents were provided with regular information on preventing the spread and risk of COVID-19 and all were provided with hand sanitiser and face masks. Hand sanitiser dispensers were installed at all entrances and exits in each property. SCH developed COVID plans and adhered to all the public health and governments' advice on how to prevent the risk and spread of COVID-19 with the aim of keeping staff and residents safe during this time.



## Star Health Mobile COVID Testing Clinics

Star Health commenced free Mobile COVID Testing Clinics program of awareness, and access to testing, for people living in social housing and for vulnerable communities. It included setting up testing clinics at each of our rooming houses, providing easy access for rooming house residents to get tested and be provided with further information about COVID-19. The testing program has entered a new phase with the number of cases in Victoria being low. We are now in a “preventative measure” of testing and that is why it is still very important that residents continue to get tested to allow for monitoring and staying on top of any possible outbreak.

## The Mask Makers

Sometimes overwhelmed by big global issues, we can be left feeling powerless. “What can I possibly do?” is an understandable response.

The arrival of the COVID virus however, illustrates how this thinking must be turned around. Suddenly it really was up to us!

Warren and Steve, two residents of SCH, took the initiative when the pandemic first broke and made their own masks and distributed them among their own social circle, or “bubble” as we have come to say. It helped that in a previous life Warren was a tailor.

Their initiative led SCH to make contact and enlisted them both to make enough masks for all of SCH residents. This filled an important gap as in the initial stage of mandatory compliance masks were only available at a cost and for some the cost was too high. Not long afterwards Victoria Police could be observed handing out masks as well.

So a great example of a community initiative, or you might say, making a ‘positive’ contribution.



## Tenant programs



### Social Meals Program

In partnership with Port Phillip Community Group (PPCG), the social meals program expanded this year providing meals to residents in ten of our rooming houses. The social meals program aims to enhance the social wellbeing of rooming house residents through a shared nutritious meal; positive social interactions; developing cooking skills, food knowledge and hygiene; providing pathways to further skills development and participation in services provided by PPCG and community agencies.

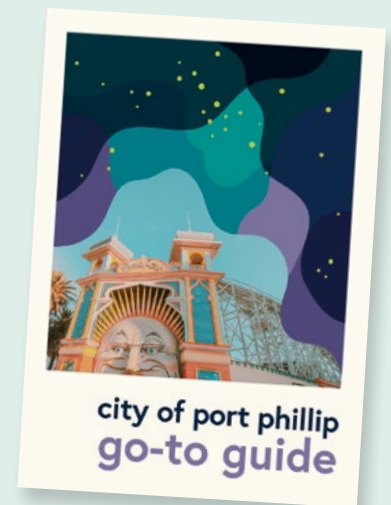


### Photography Group

The photography group started this year with a new teacher, Mark Raffety and the classes were held in the meeting room at Elenara. All the cameras and equipment is supplied by SCH. The classes attracted a new group of residents and one previous member, who all enjoyed meeting weekly and learning new camera and lighting techniques and improving their photography skills.

### Go To Guide

The **Go to Guide**, formally the *Rooming House Survival Guide*, provides an updated directory of services and programs that operate in the City of Port Phillip. The guide features over ninety services focusing on; women, accommodation, LGBTQI, health and wellbeing, legal and financial, training and development programs in the area.



The Guide was developed in partnership with HousingFirst, Port Phillip Community Group and SCH and it was produced after extensive resident feedback. The Guide was made possible through a City of Port Phillip Community Strengthening Grant. The new Guide format is a smaller booklet size with an inviting design.



# Financial report

## Income Statement

for the year ended 30th June 2020

	2020 \$	2019 \$
Rental and Other Business Unit Income	3,157,289	3,450,534
Other Revenue	1,515,144	180,686
	<b>4,672,433</b>	<b>3,631,220</b>
Depreciation and Amortisation	308,694	235,028
Employee Expenses	1,853,279	2,309,490
Finance Costs	159,720	136,557
Property Management	750,168	994,966
Rental Expenses	7,049	84,750
Tenancy Management & Operations	223,224	423,297
	<b>3,302,134</b>	<b>4,184,088</b>
Net Deficit for the year - no tax applicable	<b>1,370,299</b>	<b>(552,868)</b>

## Balance Sheet

for the year ended 30th June 2020

	2020 \$	2019 \$
<b>CURRENT ASSETS</b>		
Cash	744,514	1,465,042
Receivables and prepayments	95,723	119,953
	<b>840,237</b>	<b>1,584,995</b>
<b>NON-CURRENT ASSETS</b>		
Property, Plant & Equipment	10,490,952	8,569,877
Intangible assets	56,817	
<b>TOTAL ASSETS</b>	<b>11,388,006</b>	<b>10,154,872</b>
<b>LIABILITIES</b>		
Creditors & Borrowings	4,631,623	4,732,160
Provisions - Employee Entitlements	254,405	291,033
	4,886,028	5,023,193
<b>TOTAL LIABILITIES</b>	<b>4,886,028</b>	<b>5,023,193</b>
<b>NET ASSETS</b>	<b>6,501,978</b>	<b>5,131,679</b>
<b>EQUITY</b>		
Accumulated Members Funds	4,601,978	3,231,679
Beach House Reserve	1,900,000	1,900,000
<b>TOTAL EQUITY</b>	<b>6,501,978</b>	<b>5,131,679</b>

Note: These abridged financial statements are extracts from the audited financial statements of SCH as approved by the Board of Directors on 30th October 2020. A copy of the audited Financial Statements is available on request from the registered office of SCH.

Sincere thanks to all the organisations and partners  
we have worked with in 2019-2020:



AlfredHealth



102 St Kilda Road, St Kilda, Vic 3182  
Phone: (03) 9534 1809 | Email: [admin@stkch.org.au](mailto:admin@stkch.org.au)  
[www.stkch.org.au](http://www.stkch.org.au)

*Building housing communities in St Kilda*

If you would like to receive more information about our work and become a Friend of St Kilda Community Housing Ltd then please email [friends@stkch.org.au](mailto:friends@stkch.org.au) or call (03) 9534 1809.