



ANNUAL REPORT 2011





Our Vision

**All women will have safe,
secure, affordable housing choices**

Our Purpose

**Effective provision of
specialist housing services**

Our Goal

**To be a Registered
Affordable Housing Association**

Our Progress

Annual Report 2011

Our People

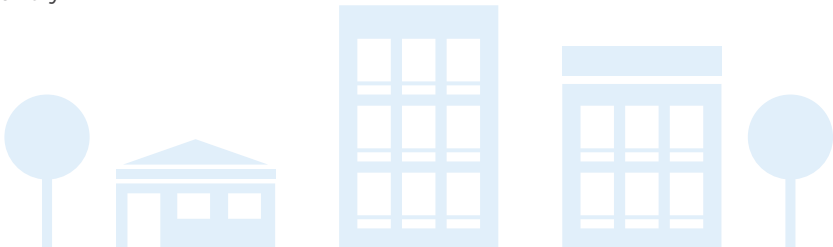
Board, Staff & Volunteers



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Our office is on the Traditional lands for the Wurundjeri People of the Kulin Nation and we pay our respects to their Elders both past and present. We acknowledge their spiritual relationship to their country.



CHAIRPERSON AND CHIEF EXECUTIVE OFFICER REPORT



Livia Carusi

Women’s Housing Limited (WHL) focuses on social justice, particularly the rights of women (and their children) to affordable housing, healthcare, education and employment. We listen to and validate women’s experiences, and serve as a voice for women in the housing sector.

This year has been marked by a period of exponential growth and development of Women’s Housing Limited. We are proud of the synergized efforts of our staff, the Board, professional consultants and volunteers to build our housing portfolio and to diversify and increase quality service to our clients. WHL significant achievements have been underpinned by organisational strengthening in the areas of governance, human resources, financial analysis, risk management, asset management and a relentless focus on continual improvement.

At the 2010 Annual General Meeting a new Constitution for Women’s Housing Limited was adopted, in order to best structure the governance of the organisation, to address increased regulation and public accountability requirements, to prepare for affordable housing association registration and to provide a solid foundation for future growth.

The implementation of which has been cascaded throughout the organisation as reflected in enhanced governance structures, an expanded senior management team, implementation of rigorous and watchful housing development procedures, scheduled review of policies and programs, extended partnerships and in building internal expertise and capability through knowledge transfer and the adoption of best practice systems and processes.

“On behalf of my family, I want to thank you sincerely for our beautiful new home. It is so wonderful how hard your organisation works to help so many people, I thank you and your team for all of your hard work and the difference you make in so many peoples’ lives.”

Tenant Comment

This Annual Report focuses upon our progress in relation to the objectives of our Business Plan 2010 to 2015, and analysis of the service and support provided to our clients; that we are pleased to present as a record of WHL’s work and achievements.

All Board members, staff, volunteers and our partner organisations are sincerely thanked for their dedication to putting women and children first and in collaboratively striving to make women’s housing secure and more affordable.

WHL was proud to recommend Marilyn Kearney in the 2011 Westpac Community Treasures’ Award in acknowledgement of her outstanding service as our Treasurer since 2007.

We wish to particularly acknowledge the significant contribution of Narelle Kossatz WHL Board member, who is retiring at the 2011 Annual General Meeting. Narelle’s legal knowledge and insightful perspective have been invaluable over the course of her time as a Director to ensure effective due diligence in this period of expanded housing commitments and service provision by WHL. We are delighted to recognise Janet Horn, who has given WHL ten years of excellent voluntary support.

Women’s Housing Limited intends to vigorously pursue our goal to become an Affordable Housing Association and to lead a national focus on the promotion of women’s (and their children) rights to quality social housing choices, to support a sustainable future.



Judy Line

Livia Carusi
Chair

Judy Line
Chief Executive Officer

“WHL has demonstrated positive results for all Performance Standards and the overall performance of the agency. The agency displays a commitment to the regulatory framework.”
Housing Registrar Annual Report, 2009 -2010



WHO IS WOMEN'S HOUSING LIMITED

Women's Housing Limited (WHL) focuses on human rights, particularly the basic rights of women (and their children) to housing, healthcare, education and employment.

Since our establishment in 1997, we've been listening to and validating women's experiences, and acting as their voice in the housing sector.

Putting women and children first

Our long history in this area has provided us with a specialised understanding of the needs of women. And it's our experience that women are particularly vulnerable to housing stress. This is driven by the fact that women's incomes are generally lower than those of men, which, in turn, is influenced by the gender wage gap, intermittent and part-time workforce attachment, as well as occupational segregation into lower income industries.

Women are also more vulnerable to changing social and market conditions. In particular, women's housing security and economic position is more likely to decline with divorce and separation. And as Australia's aged population (with its higher proportion of women) increases, affordable housing will become an even more pressing issue.

Those who are most like to experience housing stress include older women who are nearing retirement and have limited superannuation; women with disabilities; elderly women; indigenous women; women with young children who don't have access to childcare that enables them to be suitably employed; and women who are forced to leave their family home because of domestic violence.

Making women's housing more affordable

Since our foundation, WHL has developed a reputation for excellent practice as a transitional housing manager and provider of housing information and referral services for women. In recent years, we've also pursued a strategy to expand our activities into the development of affordable housing.

Today, we are positioned to be a lead agency in the provision of women's specific housing and the delivery of aligned services. The key drivers for our services include contributing to the growth in and effective management of community housing stock, and advocacy for the housing needs of women and children.

Since 2007, WHL has sustained registration as a successful Housing Provider under the Victorian Housing Act. To further enhance our capability and ability to service our ever-growing client base, we have recently also sought registration as an Affordable Housing Association.

Women's Housing Limited is committed to the following principles:

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

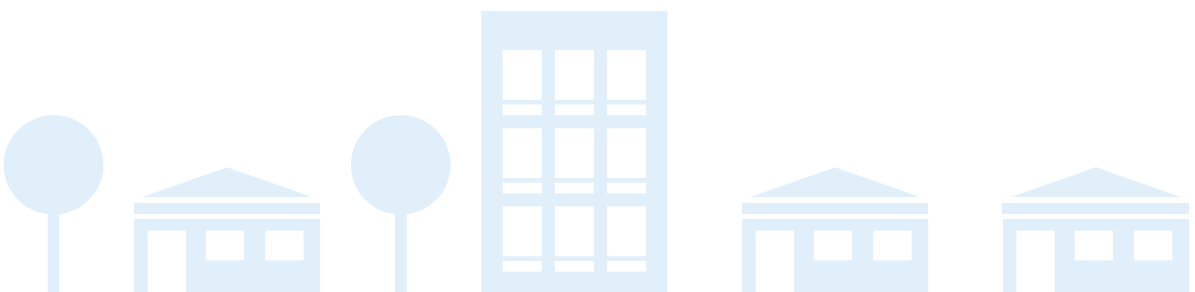
The significance of our work is reflected in client and tenant feedback, such as:

"I was elated when WHL gave me my current place. The feeling of...no more being scared, stressed, abused physically and emotionally, my kids safe and able to start again." (Affordable Housing)

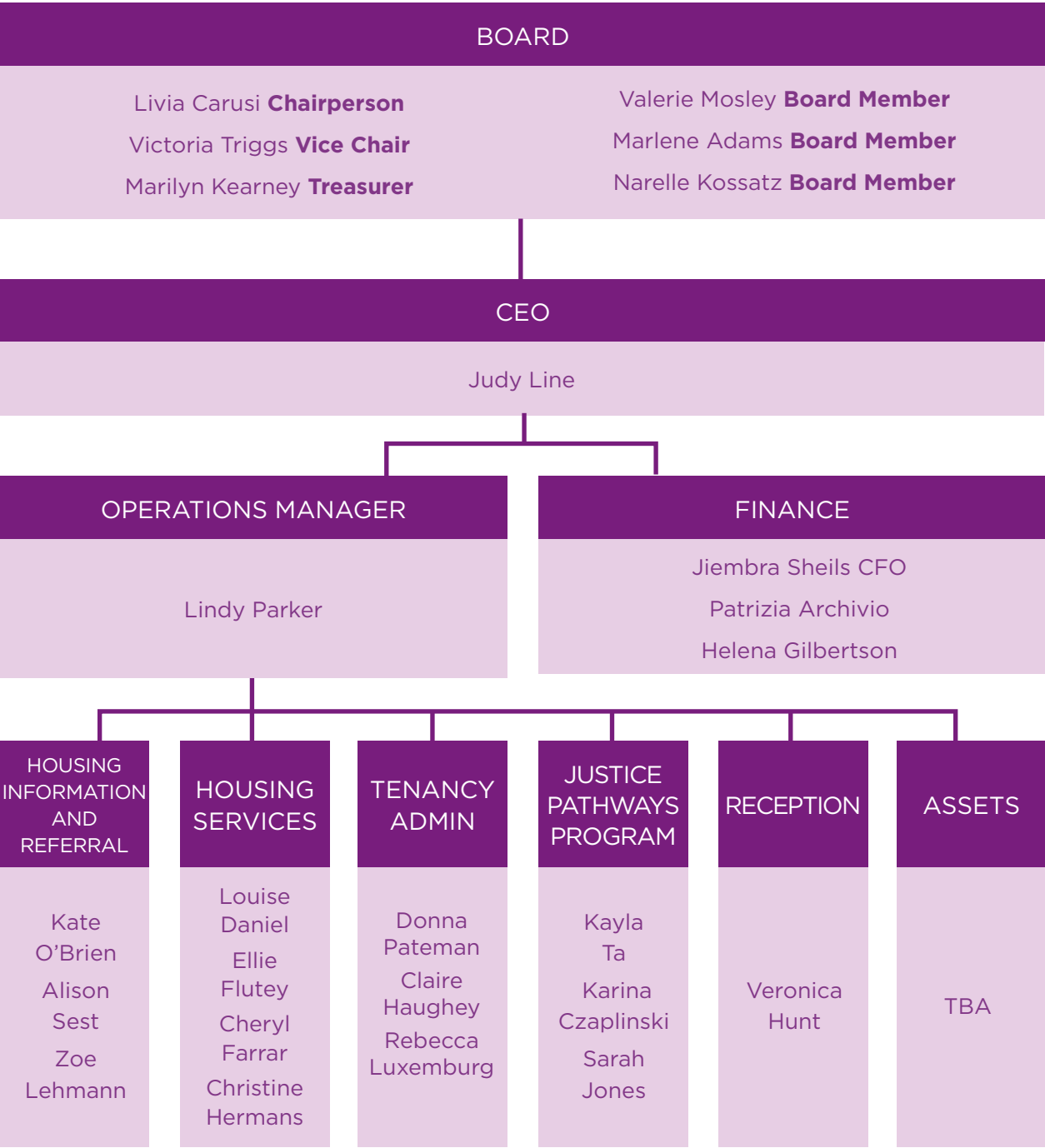
"WHL gave me the breathing space to focus and move forward despite the uncertainty of my future at that time." (Transitional Housing)

"I would like to thank you and your team in regards to the financial assistance granted to me. It was overwhelming and I shall not forget the kindness." (Women's Services)

"WHL staff are very warm, friendly and most helpful. They appear genuinely concerned about my well-being and are very re-assuring. I feel most welcome and comfortable here." (Housing Services)



WOMEN’S HOUSING LTD ORGANISATIONAL CHART



As at 30 June 2011

WHL STRATEGIC FOCUS AND PROGRESS

Women's Housing Limited strategic directions are established in our 2010 to 2015 Business Plan, in order to achieve our vision that all women will have safe, secure, affordable housing choices. The annual business plan 2010 to 2011 focussed upon developing our housing program, building WHL capacity and capability, migration to Housing Association Status and Governance.

Developing Housing Program

Since becoming a Housing Provider, WHL has significantly expanded and diversified our housing portfolio and our housing development capability.

WHL was successful in obtaining \$20m under the Nation Building Economic Stimulus Package stimulus package to develop four new affordable housing projects in Bayswater, East Bentleigh, Meadow Heights and Werribee. These projects added 89 units to agency's housing portfolio.

WHL property developments have become increasingly complex, progressing from:

- The purchase of turn-key projects from established builders, with the Meadow Heights and Werribee town houses purchased prior to construction and completed in August 2010, accommodating tenants from the public housing waiting list;
- The management of developers' building to a WHL design brief, with the purchase of land in Corbie Street, Bentleigh and entry into a developmental agreement for the supply of 49 units; and
- The full management of the planning process and the construction of housing by an external builder on land that WHL acquired on the open market, with the purchase of the Mountain Highway Bayswater property in October 2010 and project completion due by the end of 2011.

In addition, we acquired a substantial rooming house program and a number of additional units from the Office of Housing (OoH) under the Housing Provider Framework.

Including properties under development, the expanded WHL housing portfolio currently consists of:

- 108 Transitional properties;
- 9 Rooming Houses, accommodating 191 tenancies;
- 96 Social Housing Units; and
- 12 detached Units managed under the Housing Provider Framework.

At the end of this period of growth, WHL will have \$30m in property assets with a debt liability of \$4.9m, which is to be paid down in 15 years.



WHL STRATEGIC FOCUS AND PROGRESS CONTINUED

Strategies for growth: future housing scenarios

WHL will continue to pursue growth through self-funded projects, stock transfers, state and federal funding programs, and various niche opportunities and partnerships available to WHL as the “go to” provider for housing for women.

WHL’s favours future developments where it assumes risk and retains the associated development margin by the purchase of land, the negotiation of town planning approval and the construction of dwellings.

Building WHL capacity and capability

During this expansionary period, WHL has progressively evolved as an organisation, combining a strong commitment to the cause of women’s housing with an equally strong commitment to professionalism, accountability and integrity. The WHL Board and senior management have continued to build the organisational capacity and capability required to rigorously manage and further develop new initiatives.

WHL’s skills base and relevant expertise have extended in line with the new demands on our organisation;

appointments were made to new positions of Chief Financial Officer, Housing Services Manager and Housing Project Development Manager (on a retainer basis).

We have an established set of in-house skills that will contribute significantly to future development needs, including:

- Project feasibility and analysis;
- Land selection and acquisition;
- Project management;
- Financial modelling and analysis;
- Cost planning;
- Selection of builders and contract management;
- Capital raising; and
- Risk assessment and management

As our property development portfolio grows and we gain greater scale, we will expand our property development division to include areas such as design.

We have also increased our capacity to deliver and maintain high tenancy management standards and employed staff in line with our growth strategy (for example our long-term tenancy management team increased from one staff member to four during 2010). Our planning processes ensure that staff capacity is in place prior to commissioning new projects and rooming houses.



Migration to Affordable Housing Association Status

In November 2010, WHL submitted a formal application for AHA registration, outlining our business case, housing growth strategy and financial projections, supported by comprehensive documentation including: Business Plan, Policies and Procedures, Property Development Management Strategy, Asset Management Strategy, Treasury Policy, Risk Management Strategy/Plans and Limits of Authority.

“This year, WHL consolidated its operations, to prepare to apply for housing association status, and gained significant experience in property development”

Housing Registrar Annual Report, 2009 -2010

Registrar staff met with WHL in December 2010 and we were advised to extend the application to assume a much greater degree of growth.

WHL submitted the revised growth application and accompanying 25 year financial report to the Housing Registrar in March 2011.

WHL was subsequently informed that all applications for registration as an AHA had been placed on hold pending clarification of the new state government housing directions and policy implementation.

The Registrar met with the WHL Board in September 2011 to discuss the process to progress of our application. The Office of Housing has sought further information ahead of presentation to the Registrar for a decision.

Governance

WHL revised our organisational structure and adopted a new Constitution at the October 2010 Annual General Meeting to reflect the requirements of an Affordable Housing Association.



GOVERNANCE

Women's Housing Limited (WHL) is a not for profit company, registered under the Commonwealth Corporations Act (2001), and as a deductible gift recipient under Commonwealth Taxation Law. WHL is registered as a Housing Provider under the requirements of the Housing Act (1983). WHL is accredited under the Housing Assistance and Support Services (HASS) minimum standards. Ultimate responsibility for governance rests with the Board of Directors.

The Board's primary role is to ensure that WHL activities are directed towards achieving its mission that all women will have safe, secure, affordable housing choices.

The Board fulfils its role by:

- Appointing, guiding and monitoring the performance of the Chief Executive Officer (CEO)
- Formulating WHL's strategic plan in conjunction with CEO and senior management
- Approving operating and capital budgets formulated by CEO and senior management
- Monitoring management's progress in achieving the strategic plan
- Monitoring management's adherence to budget
- Ensuring the integrity of internal control, risk management and information systems

- Establishing governance policies and principles
- Ensuring compliance with relevant legislation, regulation and reporting requirements
- Operating in accordance with the Board Code of Conduct

In the context of WHL Business Plans and Development strategies the Board plays a highly informed, vigilant and active management role commensurate with our expanding and diversified scope of activity. The Board has established an Annual Program to ensure that key responsibilities are met in a timely manner. The Board approved new role descriptions for the executive positions of Chairperson, Vice Chair, Treasurer and Company Secretary.

The Board oversees Women's Housing Limited performance by:

- Meeting at least 10 times during the year
- Receiving detailed financial and other reports from management at these meetings
- Receiving additional information and input from CEO when necessary
- Assigning to Board committees of Governance; Audit, Risk, Compliance & Finance; and Project Control Group responsibility to oversee particular aspects of WHL operations and administration, in accordance with specified terms of reference which are reviewed annually and updated as necessary.

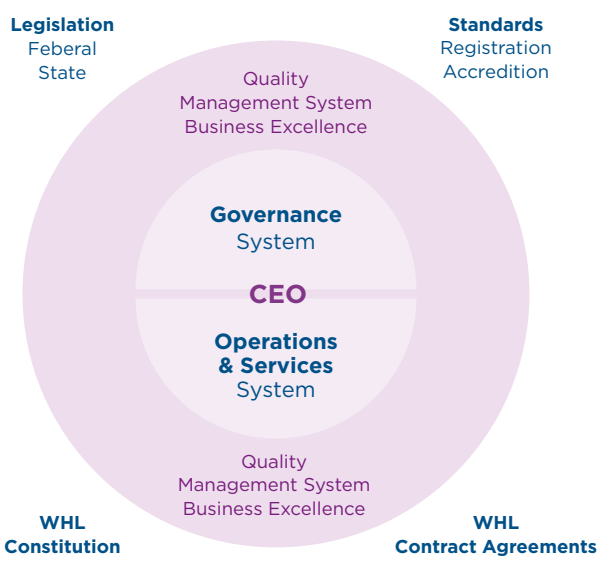
The Governance Committee oversees all processes, procedures and ensures that the WHL Board is working within the agreed governance principles, ASIC regulations and performance standards defined by the Housing Registrar. The committee comprises the Board Vice Chair, Marlene Adams, Judy Line (CEO) and Lindy Parker (Operations).

The Board recognises the value of participating in professional development and in strategic forums to support continuous improvement, with dedicated budget to support members training and development. Programs attended included: Leadership Victoria/SACS Leadership Forums; Occupational Health & Safety, Red Card Training; Community Housing Leaders' Network Seminars (CHFV); Affordable Housing and Local Government (VLGA); Living Rough presentation (VLGA); PowerHousing Australia National Conference; Australian Institute Company Directors 'Evaluating the Board' seminar and Victorian Women Lawyers "Women in Leadership" seminar.

The Board accesses legal, financial and consultancy advice as required and employs an executive assistant.

The Board reports at the Women's Housing Limited Annual General Meeting, with Annual Reports available for viewing on our website www.womenshousing.com.au

All Board members are non-executive directors and receive no remuneration for their services. The WHL constitution specifies that there must be at least three but not more than nine elected Board members, with quorum being one half plus one of the total number of Directors, rounded up to the nearest whole number.



Victoria Triggs
Chair Governance Committee

WOMEN'S HOUSING LTD BOARD



Livia Carusi (Chair) is employed by the St Vincent de Paul Society Victoria. In 2011, Livia was appointed to the Council to Homeless Persons (CHP) Policy Advisory Group.

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



Victoria Triggs (Vice Chair) is an educational and leadership consultant, engaging in pro bono and paid employment to support leaders of non profit and public organisations. This involves mentoring, coaching and working with leadership teams, boards and school councils to facilitate strategic planning for improvement, organisational performance review and leadership development.

Her full-time career spanned 35 years in the state education system as a teacher, curriculum consultant, School Council member, College Principal and Regional Director for the Department of Education. She is currently a member of the Leadership Victoria Alumni Reference Group, a leadership coach for Teach for Australia and an accredited DEECD School Reviewer.



Marlene Adams is business unit manager for the Metro North area, with Dennis Family Homes. A family managed company that has 50 years experience and focuses on providing affordable residential housing throughout Victoria by developing land, establishing communities (Manor Lakes, Hunt Club) and constructing homes for a broad range of clients.

Her previous experience includes Customer Services Manager for Citipower, Distributor Business Systems Manager for BP Australia, several years experience as a secondary teacher and operating her own training and consulting company providing services in process improvement, change management, systems integration and management reporting systems.

Livia Carusi

Chair

Key Responsibility

As Chair, ensure proper coordination of the WHL boards tasks.

Qualifications

- BA – Sociology and Political Science
- Post Graduate – Urban Research and Policy
- Master – Public Policy and Management
- Member Australian Institute of Company Directors

Victoria Triggs

Vice Chair; Chair of WHL Governance Committee

Key Responsibility

As Vice Chair, ensure the objectives and strategic directions of the WHL Board and as Chair of the Governance committee ensure the integrity of WHL governance policy and procedures.

Qualifications

- Bachelor Science Education, The University of Melbourne.
- Diploma Educational Administration, The University of Melbourne
- Williamson Fellow, Leadership Victoria
- Graduate Australian Institute of Company Directors

Marlene Adams

Board member; Member Project Group and Governance committees

Key Responsibility

As a board member, ensure the objectives and strategic directions of the board.

Qualifications

- Bachelor of Commerce (Melbourne)
- Bachelor of Education (La Trobe)
- Leadership Victoria Alumni

WOMEN’S HOUSING LTD BOARD CONTINUED



Marilyn Kearney (Treasurer) Joined the Board in 2007 and is the WHL treasurer and chairs the WHL Audit, Risk, Finance and Compliance Committee. Marilyn is a member of the Senior Executive Management team at Monash City Council and currently holds the position of Director Corporate Planning and Finance. Marilyn has held several senior management roles in local government and Victoria Police over the past 17 years.

Her current role has responsibility for Finance, Corporate Planning and Information Technology as well as Contract Management, Strategic Procurement, Capital Works, Continuous Improvement and Financial and Economic Analysis for the council.

Marilyn is also member of the advisory board for the Faculty of Business and Economics, School of Management at Monash University.



Valerie Mosley is a Property Investor with an interest in residential real estate. Her previous experience includes Director of IT, KPMG Management Consulting, where she managed an international team that provided enterprise solutions for delivering corporate and financial information. She has also worked as a financial consultant for Merrill Lynch as well as General Manager of an international consulting group that provided advisory services to governments in developing nations in the areas of economic policy and financial reform.



Narelle Kossatz is a solicitor with 12 years’ post qualification experience, Narelle has extensive major projects and commercial transaction experience in the construction and engineering sectors, both in Australia and the UK.

She specialises in drafting and negotiating complex agreements, providing practical real world advice and assisting senior management and key stakeholders in managing risk exposures whilst achieving successful commercial outcomes.

Marilyn Kearney

Treasurer; Chair of WHL Finance, Audit, Risk and Compliance Committee (ARFC); Member Project Group committee

Key Responsibility

As Treasurer ensure the objectives and strategic directions of the WHL Board and as Chair of ARFC ensure the integrity of Committee objectives and advice to the Board for these matters are sound.

Qualifications

- Graduate Diploma in Law (Local Government)
- Graduate Diploma in Public Policy and Management, Monash University
- Diploma in Management from Victoria University.
- Member Australian Institute of Company Directors
- Leadership Victoria Alumni

Valerie Mosley

Board member; Chair of WHL Project Group Committee

Key Responsibility

As a board member, ensure the objectives and strategic directions of the board.

Qualifications

- BS Business Education
- University of Houston (USA)
- Leadership Victoria Alumni

Narrelle Kossatz

Board member; Member Project Group committee

Key Responsibility

As a board member, ensure the objectives and strategic directions of the board.

Qualifications

- Bachelor of Laws (Hons) (Monash)
- Bachelor of Science (Monash)
- 1997 -Admitted as a solicitor of the High Court of Australia and as a barrister and solicitor of the Supreme Court of Victoria.
- 1999 – Admitted as a solicitor of the Supreme Court of England and Wales

PROJECT CONTROL GROUP



The Women's Housing Limited Project Control Group (PCG) was established as a Board committee in September 2009 with key objectives to:

- consider any property development opportunity referred by the Board;
- review all contracts and proposals relating to development projects and visit proposed sites;
- ensure that business cases for projects demonstrate both current capacity and a viable property development plan;
- ensure that the Board and CEO understand the financial and market risks associated with each project;
- ensure reliability, integrity and quality of information, documents and resources regarding property development projects.

The PCG is chaired by Valerie Mosley with members Marlene Adams, Marilyn Kearney, Narelle Kossatz and Judy Line, CEO. The group has met regularly through during 2011. The PCG has assisted the WHL board and staff in making significant progress towards the key deliverables of implementing a substantial development plan to grow the WHL stock portfolio and to be on track to complete building projects to occupancy stage. WHL secured the rights to manage a 45 unit rooming house in Mount Martha. Additionally, we purchased three properties for the purpose of developing low income housing with funding from the Nation Building Program. We are developing a project comprising 27 apartments in Bayswater to be completed in February, 2012; an eight unit development in Meadow Heights was completed and tenanted in September, 2011; and construction has begun on a 49 unit development in Bentleigh to be completed and tenanted by December 2012.

I would like to thank Karen Janiszewski for her expert advice regarding issues associated with the purchase and construction of the new properties and Chris Guiney for his contribution as project manager for the Bentleigh development.

Valerie Mosley

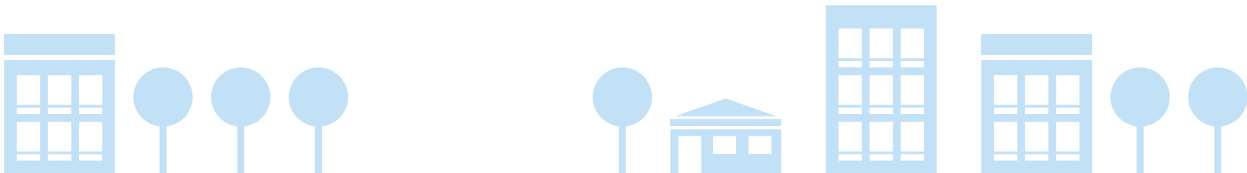
Chair Project Control Group

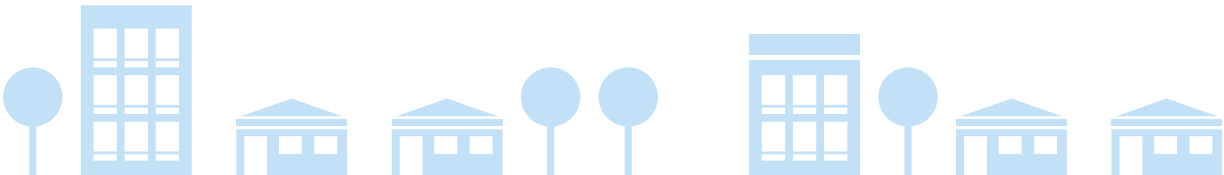
EAST BENTLEIGH PROJECT





BAYSWATER PROJECT





OPERATIONAL REPORT



Women's Housing Ltd has witnessed major growth of the organisation during 2011.

Women's Housing Ltd's housing portfolio has increased from 129 to 145. The number of tenancies has increased by 59%, from 194 tenancies as at June 2010 to 326 tenancies as at June 2011.

Although this is a significant and welcome increase for Women's Housing Ltd and the women that we assist, it is still a sad indictment that many women and children are still living in housing stress and without adequate housing.

The housing crisis facing Australia remains unabated and despite many millions of dollars being put into housing through the recent Nation Building exercise, Australia is still in need of significant injections of funding into new housing stock.

Workers from Women's Housing Ltd participated in the WISHIN Car Sleep Out to highlight the plight of the 46,000 women in Australia who are homeless at any one time.

Women's Housing Ltd is currently constructing 2 large developments that will add another 88 units of stock to our housing portfolio. These properties will be tenanted over the coming few months.

Women's Housing Ltd has witnessed successful transfer of many women into new housing that has been developed through the Nation Building process available both through other Community Organisations and the Office of Housing. Women who have moved into WHL community housing have commented that the houses far exceeded their expectation. One woman had driven past our housing development and witnessed its progress over time. She was surprised when she learnt that the new housing she had been allocated was in fact the very development that she had admired. She commented that she had never considered that her housing would look like this as she thought that this housing was for the "rich folk."



Exits from our transitional housing continue to challenge, with waiting times in transitional housing continuing to grow. In June 2007, the average time a woman and her children resided in WHL transitional housing was 8.33 months. This has now risen to over 17 months. Significant amounts of money need to be injected into the affordable housing market so that our community does not become further fragmented.

WHL's philosophy of community engagement is underpinned by a belief in strong partnerships to ensure sustainable housing for our tenants. Our Rooming Houses in the Western Region of Melbourne have thrived on an unique partnership with WOMBAT Housing and Support Services that allows WHL to redirect funding back into providing a robust community development program that is driven by the wishes of the tenants. This model is now being recreated in our newly acquired Rooming Houses in the Southern Region of Melbourne, with new partnerships being formed to ensure once again that WHL provides much more than accommodation to residents of the Rooming House program, with residents participating in training programs and activities from photography classes through to fishing.

WHL has commenced a program of environmental awareness; this commenced with our Environmental Expo and will further expand over the coming twelve months. Gardens in many of our affordable housing and rooming house sites are being created

so that they can be sustainable and provide food to the residents and tenants therein.

WHL was pleased to take out an annual subscription to The Big Issue publication, through the Women's Subscription Enterprise to assist homeless women gain employment and recommends other organisations consider doing likewise.

2011 provided WHL with the opportunity to reflect on performance and to review our current practices. All staff have actively been involved with reviewing practice and re-shaping the organisation. In addition, WHL has employed a number of new staff due to the expansion of the Housing Services, Women's Services and Admin areas of the organisation. I would like to thank all of the team for their commitment and willingness to challenge the status quo.

WHL looks forward to the coming twelve months with excitement and a drive to ensure that we continue to offer safe affordable housing to our clients.

I would like to take this time to thank our many partner organisations for their passion and various contributions to Women's Housing Ltd and our clients over the past twelve months.

In particular, I would like to thank the women and men residing in our housing who continuously teach me lessons and guide me on how to provide a better housing service.

Lindy Parker

Operations Manager



TRANSITIONAL HOUSING

The Transitional Housing team has had a total transformation this year with all three previous workers leaving Women’s Housing to take up new and exciting positions. WHL would like to thank Koni Tsakonas, Marg Osborne and Jessica De Mercurio for their service to the organisation. Their positions have now been filled by Rebecca Luxemburg, Claire Haughey and Donna Pateman. All three have brought valuable skills to the organisation.

“She was very helpful and treated me like a real person.” **Tenant**

WHL worked with Vicky Vacondios, a Peer Education Support Worker from the Council to Homeless Persons, to undertake an interview of transitional tenants on the provision of the

maintenance service this year. This information has been used to improve how we deliver our service to clients.

The transitional housing team have met with partner agencies to workshop the partnership agreement so that we can ensure that the best service is provided to women and their children.

“Women’s Housing is flexible in their approach and willing to work through situations with clients and support workers. It is a great partnership.” **Agency**

Women continue to remain in transitional housing for longer periods of time due to limited affordable exits.

WHL would like to thanks our partner organisations for their valued commitment to our clients.

TENANCY ADMINISTRATION	2011	2010	2009
Transitional Properties in Management at June	104	110	104
Tenants Exiting during the Year	63	57	79
TENANTS EXITING TO:			
Public Housing	30	29	41
Community Housing	3	2	3
SAAP/Other THM	9	8	9
Private Rental/Board	8	6	18
Institution	2	4	3
Other	1	0	0
No Information	10	8	5
TOTAL	63	57	79

WOMEN'S CAR SLEEP-OUT

“Every woman needs a safe home every night”

Women's Housing Ltd supported the Women's Car Sleep-Out organised by WISHIN in August 2010. Alison Sest and Lindy Parker from WHL participated. The event was organised as part of Homelessness Week to highlight the plight of the many women and their children who are homeless on any given night. Catherine Deveney, writer and comedian, supported the event and hosted a series of activities and speeches occurring during the night.

Family violence continues to be a contributing factor to why many women find themselves homeless. According to the latest ABS figures 100,000 people are homeless on any given night. It is estimated that 46,000 of these are women.

Our experience was challenging in that it tested our reality – we were cold, uncomfortable and craving the morning necessities of a shower and good coffee. Sleeping in a car is not ideal and we found that we were not able to function fully at work the next day.

However, our experience was one night surrounded by other colleagues and we were cloaked in the feeling of well-being. The nightly reality for women trying to keep both themselves and their children safe must be overwhelming.



The national media covered the event and the short film that was made was shortlisted for the Brunswick Film Festival.

We were proud to be part of this campaign and we thank WISHIN for organising this event.



WOMEN'S SERVICES



The Initial Assessment and Planning team and Justice Pathways team have undergone significant changes in the 2010-2011 year. The 2 teams merged to become Women's Services through a series of strategic planning days, redevelopment of position descriptions, program goals and focus. This strategic direction was implemented to streamline services and resources. It allowed for a more integrated focus on Corrections' clients, continued quality Initial Assessment & Planning (IAP) services to women, increased participation and collaboration with external agencies and projects, maximised management resources, maximised worker skills, and created a more integrated and vibrant team. The current team consists of Alison Sest (IAP Worker), Zoe Lehmann (Housing Pathways Worker), Karina Czaplinski (IAP Outreach Worker), and Sarah Jones (IAP Outreach Worker).

Women's Housing Ltd would like to thank previous workers Marg Osborne and Calista Zagorski for their contribution to the team. Marg and Calista provided outreach housing services to Corrections clients and their hard work and dedication has been much appreciated.

Women's Services provided IAP services to women who contacted our general service seeking housing information, financial assistance, housing and support referrals, advice, and advocacy. A total of 3020 contacts were made and 424 financial assists. The IAP service was extended to Brighton Manor, a WHL housing project providing 12 months temporary accommodation to women. This provided residents with extra support, advice, advocacy, and practical assistance to work on their housing exit plans.



Housing services to the Dame Phyllis Frost Centre (DPFC) and HM Tarrengower Prison were increased. This was in direct response to the significant increase in the female prison population and eventuated due the additional funding from Corrections Victoria. Housing outreach services are currently provided 4 days a week to DPFC, and fortnightly to HM Tarrengower Prison. WHL has developed a closer working relationship with the DPFC Programs Unit and is becoming a more integral component of the unit. WHL attends staff meetings and DPFC has provided desk space for our housing workers' use when they are based at the prison.

A total of 147 assessments were completed, 143 women exiting prison were assisted, 3324 contacts made, and 45 Corrections clients financially assisted.

The Corrections Victoria Supported Housing Project (CVSHP) also underwent extensive change. WHL continued to make available 8 properties for women exiting prison. Due to lack of throughput the housing project was redeveloped and managed under a crisis housing model. Corrections Victoria further funded a dedicated position to work intensively with tenants on their housing exit plans.

This is conducted on a fortnightly basis and has involved assessments, development of housing and support case plans, information, advice, advocacy, and completion of housing applications. An additional component of the CVSHP was the provision of \$60,000 brokerage funds. The brokerage funds service has proved valuable in assisting to secure temporary accommodation for women exiting prison, and establishing and maintaining long term tenancies. An agreement between WHL and Flat Out was also successfully achieved, with support provided to clients accessing the brokerage funds. Four clients of the agreement successfully secured private/ community housing, and 1 client was assisted with crisis accommodation. Fourteen transitional housing placements and 30 long term housing placements have been secured via the brokerage funds service.

WHL would like to thank Corrections Victoria for their continued support and advocacy towards increasing housing services to the Victorian women's prisons. This has duly assisted WHL to continue upholding the rights of women from a distinctly disadvantaged group to have access to safe and affordable housing.



WOMEN’S SERVICES CONTINUED

Corrections Victoria’s enthusiasm to form partnerships with community members and to ensure community linkages for women exiting prison is held in high regards.

WHL is grateful for the work and assistance undertaken by Corrections Victoria, both the Reintegration Programs Branch (formerly Corrections Victoria Supported Housing Unit) and staff of the Dame Phyllis Frost Centre. WHL additionally would like to thank the Victorian Association for the Care and Resettlement of Offenders (VACRO) for its continued support in delivering housing services to HM Tarrengower Prison.

WHL further extends our appreciation to Flat Out and the Women’s Integrated Support Program (Melbourne City Mission, VACRO, and Brosnan).

Flat Out and WISP continued to work alongside and collaboratively with WHL to deliver quality services to women exiting the correctional facilities. Their support and dedication is highly appreciated and acknowledged.

Women’s Services’ future aims includes a focus on improving the quality of IAP services, ensuring the increase of housing services to the Victorian women’s prisons, improving client participation, increasing collaboration with community members and stakeholders, promoting our expertise in housing and women’s services and continuing to build upon team strengths.

Kayla Ta
Women’s Services Manager

IAP EXPENDITURE	2011		2010		2009	
	CLIENTS ASSISTED	\$	CLIENTS ASSISTED	\$	CLIENTS ASSISTED	\$
Short Term Emergency Accommodation	49	15,380	134	37,345	135	30,002
Retrieval/Storage of Personal Belongings	76	18,724	65	14,176	56	12,481
Rent Arrears	145	60,237	213	77,192	256	68,840
Rent in Advance	123	53,609	127	38,661	210	56,306
Furniture/Whitegoods	28	6,890	18	4,265	14	3,173
Other	3	488	-	-	3	1,283
TOTAL	424	155,328	557	171,639	674	172,085

CORRECTION IAP EXPENDITURE	2011	2010	2009
Total Finance Assistance	14,112	20,856	9,186
Short Term Emergency Accommodation	30	47	14
Rent in Advance	4	11	9
Rent Arrears	-	3	2
Storage/Removalists	8	1	5
Furniture/Whitegoods	3	5	2
TOTAL	45	67	32

	2011	2010	2009
Clients who exited prison	143	128	113
Clients exited to:			
Correction Housing Pathways Initiative	5	-	10
Correction Victoria Support Housing Project	7	5	-
Other Transitional Housing Manager	13	2	12
Crisis Agency	9	13	15
Public Housing	13	4	4
Community Housing	2	1	1
Supported Accommodation	2	1	1
Family	48	36	37
Friends	11	13	13
Caravan Park	3	3	-
Rooming House	5	8	9
Motel	16	30	4
Private Rental	5	8	5
Other*	2	4	2
TOTAL	141	128	113

* Drug & Alcohol Rehabilitation

HOUSING SERVICES



The Housing Services area has grown considerably this with new properties in Brighton, Berwick and Mt Martha increasing the portfolio to over 200 tenancies.

With the growth, we have welcomed Christine and Ellie to the team this year. Christine and Ellie manage the various rooming house properties across the metropolitan area and are out posted at these properties each week. They each bring a range of experience and skills to the team and I would like to express my appreciation and gratitude to both of them for their support and hard work ethic. We have been fortunate that Bianca Dullard recently joined Women's Housing in July and we warmly welcome her to the team.

Sustainable living has been the focus of the Housing Services team during the past year and learning about ways to reduce the impact of waste on the environment and reducing utility costs to our residents. A strategy to have our properties undergo an environmental audit led us to the successful partnership with Green Renters. Green Renters are a not-for-profit organisation providing sustainable living advice for those residing in rental property. Green Renters and Women's Housing Ltd were successful in a joint tender for a Community Grant from the City of Yarra and held a Green Renting Expo at the Richmond Town Hall on 17th May.



The event was developed by a project group of WHL workers: Louise Daniel, Lindy Parker, Zoe Lehmann, Ellie Flutey, Cheryl Rich and Cate Lawrence from the Green Renters. The purpose of the event was to educate WHL residents, in particular those living in our Rooming Houses, about how they could live in an eco friendly home. WHL invited other Community Housing Organisations with a worker attending from COMPASS Housing in NSW. Event and stall holders included Sustainability Victoria, the Archicentre, Bunnings, Friends of the Earth, Sharehood and Kildonan.

The day was a great success with tenants of Women's Housing and general social housing enjoying a healthy lunch, a variety of informative workshops and the opportunity to take home a reusable cloth bag of gifts. Many of the residents of our Rooming Houses took pots of herbs home and these have now been planted and are being used for their cooking. Women's Housing Ltd trust that this will be the start of the development of environment plans in each of our Rooming Houses.

The day was a great success with tenants of Women's Housing and general social housing enjoying a healthy lunch, a variety of informative workshops and the opportunity to take home some free goodies. Women's Housing would like to extend our appreciation and thanks to Green Renters and the City of Yarra.

Housing Services has continued to develop an inclusive community strategy forming partnerships with Home and Community Care (HACC) services in our rooming house properties enabling improved access to health services for our residents. In particular, I would like to acknowledge Angelo Antignani from the Royal District Nursing Service who has supported the needs of many residents at our Sunshine property over the years and does a wonderful job.

Our Community Development Program, managed through a unique partnership with Wombat Housing and Support Services, has continued to grow and

develop. This program is an innovative use of the Community Capacity Building (CCB) fund and delivers services to sustain tenancies, encourage independence, address social isolation and improve opportunities for training and employment.

This year, residents have had the opportunity to participate in a variety of activities such as art and crafts, Tim Burton exhibition, Reclink wellbeing trip to Macedon, Flower and Garden Show, Hairspray, Aquarium, football, cricket, photography, movies and gardening. In recent months, Wombat oversaw a garden renewal project where ten Work for the Dole participants organised through Matchworks Employment Services did landscaping, built raised garden beds and planted fruit and vegetables at our Sunshine property. The residents continue to manage the fruit and vegetable gardens and this is complimented by Healthy Lifestyle cooking classes organised by Wombat.

The Housing Services team would like to extend our appreciation to Wombat for ongoing support and excellence in service to our residents.

Louise Daniel

Housing Services Manager



AUDIT, RISK, COMPLIANCE AND FINANCE REPORT



The Audit Risk Compliance and Finance Committee (the Committee) met regularly throughout the year to review monthly financial reports and to monitor the management of risk and compliance issues within Women's Housing Ltd (WHL). The Committee consists of: Chair and Board Treasurer Marilyn Kearney, and members CEO Judy Line and Chief Financial Officer, Jiembra Sheils with Administrator Patrizia Archivio in attendance.



The Audited Financial Statements to the end of the financial year 2010/11 shows a significant positive change reflected in the audited financial position for WHL. This result is largely due to the significant increase in capital grants as a result of WHL's successful application for the Commonwealth Government's Nation Building Funding during the global financial crisis. WHL was well placed to take on the responsibility of managing these project funds through forward planning as reflected in the business plan, appropriate consideration of the business and financial risk profile as well as our ability to meet the compliance and reporting requirements.

The Committee has continued to monitor the risk profile in line with our growing responsibilities and management reporting requirements for maintenance of our accreditation as a Housing Provider and in support of our application for registration as a Registered Housing Association. Regular reports were provided to the Board on an ongoing basis as part of our monthly reporting requirements. The Committee also developed a Treasury Policy that

has been adopted by the Board following our work with KPMG. This work developed our risk profile and made recommendations for appropriate minimum cash holding requirements for meeting our day to day operational needs and borrowing commitments as part of our continuing due diligence.

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

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

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

Marilyn Kearney

Treasurer and Chair, Finance Risk and Compliance Committee

Jiembra Sheils

Chief Financial Officer





FINANCIAL STATEMENTS DIRECTORS' DECLARATION

Women's Housing Limited
ACN: 080 116 883

The directors of the entity declare that:

- 1. The financial statements and notes, as set out on pages 3 to 21, are in accordance with the Corporations Act 2001 and:
 - (a) comply with Australian Accounting Standards; and
 - (b) give a true and fair view of the financial position as at 30 June 2011 and of the performance for the year ended on that date of the entity.
- 2. In the directors' opinion there are reasonable grounds to believe that the entity 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

Livia Carusi

Dated this 26th day of September 2011



FINANCIAL STATEMENTS

Statement of Comprehensive Income

For the Year Ended 30 June 2011	2011	2010
	\$	\$
Revenue	1,665,326	1,454,328
Other income	16,289,118	2,775,938
Depreciation and amortisation expense	(87,716)	(17,221)
Administration	(109,888)	(110,905)
Client costs	(165,316)	(170,203)
Insurance	(6,495)	(1,940)
Property costs	(1,091,407)	(515,823)
Project costs	(145,849)	(368,428)
Staff support	(1,000)	(499)
Salaries and benefits	(1,132,662)	(771,663)
Motor vehicle expenses	(68,963)	(66,199)
Training	(34,903)	(45,530)
Office expenses	(121,116)	(112,777)
Profit before income tax	14,989,129	2,049,078
Income tax expense	-	-
Profit for the year	14,989,129	2,049,078
Other comprehensive income:		
Net loss on revaluation of property, plant and equipment	(9,077)	-
Other comprehensive income for the year	(9,077)	-
Total comprehensive income for the year	14,980,052	2,049,078
Profit attributable to members of the entity	14,989,129	2,049,078
Total comprehensive income attributable to members of the entity	14,980,052	2,049,078

The financial information contained in this annual report has been extracted from the audited statutory financial report for the year ended 30 June 2011. A copy of the full statutory accounts is available upon request to WHL.



FINANCIAL STATEMENTS CONTINUED

Statement Of Financial Position

For the Year Ended 30 June 2011	2011	2010
	\$	\$
ASSETS		
CURRENT ASSETS		
Cash and cash equivalents	259,826	6,866,878
Trade and other receivables	1,409,120	258,392
Financial assets	2,200,000	1,850,000
Other assets	14,033	13,920
TOTAL CURRENT ASSETS	3,882,979	8,989,190
NON-CURRENT ASSETS		
Property, plant and equipment	13,904,271	4,434,394
TOTAL NON-CURRENT ASSETS	13,904,271	4,434,394
TOTAL ASSETS	17,787,250	13,423,584
LIABILITIES		
CURRENT LIABILITIES		
Trade and other payables	330,848	10,954,252
Borrowings	10,905	10,905
Provisions	66,932	69,602
TOTAL CURRENT LIABILITIES	408,685	11,034,759
NON-CURRENT LIABILITIES		
Borrowings	10,905	21,811
Provisions	51,127	30,532
TOTAL NON-CURRENT LIABILITIES	62,032	52,343
TOTAL LIABILITIES	470,717	11,087,102
NET ASSETS	17,316,533	2,336,482
EQUITY		
Retained earnings	13,363,030	2,336,482
Unspent capital grant reserve	3,953,503	-
TOTAL EQUITY	17,316,533	2,336,482

The financial information contained in this annual report has been extracted from the audited statutory financial report for the year ended 30 June 2011.A copy of the full statutory accounts is available upon request to WHL.

Statement Of Changes In Equity

For the Year Ended 30 June 2011	Retained Earnings	Unspent Capital Grant Reserve	Total
	\$	\$	\$
Balance at 1 July 2009	287,404	-	287,404
COMPREHENSIVE INCOME			
Profit for the year	2,049,078	-	2,049,078
Other comprehensive income for the year	-	-	-
Total comprehensive income	2,049,078	-	2,049,078
Balance at 30 June 2010	2,336,482	-	2,336,482
COMPREHENSIVE INCOME			
Profit attributable to the entity	14,989,129	-	14,989,129
Other comprehensive income for the year	(9,078)		(9,078)
Transfer to reserve	(3,953,503)	3,953,503	-
Total comprehensive income	11,026,548	3,953,503	14,980,051
Balance at 30 June 2011	13,363,030	3,953,503	17,316,533

The financial information contained in this annual report has been extracted from the audited statutory financial report for the year ended 30 June 2011.A copy of the full statutory accounts is available upon request to WHL.



FINANCIAL STATEMENTS CONTINUED

Statement Of Cash Flows

For the Year Ended 30 June 2011	2011	2010
	\$	\$
CASH FLOW FROM OPERATING ACTIVITIES		
Payments to suppliers and employees	(3,579,942)	(2,076,813)
Interest received	261,312	127,884
Receipts from grants, customers, etc	8,514,155	10,707,420
Net cash generated from operating activities	5,195,525	8,758,491
CASH FLOW FROM INVESTING ACTIVITIES		
Purchase of properties	(11,680,710)	(237,000)
Payment for refundable deposit	-	(258,000)
Proceeds from deposit refund	258,000	-
Payment for property, plant and equipment	(18,961)	(13,159)
Payment for held-to-maturity investments	(350,000)	(1,850,000)
Net cash used in investing activities	(11,791,671)	(2,358,159)
CASH FLOW FROM FINANCING ACTIVITIES		
Repayment of borrowings	(10,906)	(10,905)
Net cash used in financing activities	(10,906)	(10,905)
Net increase/(decrease) in cash held	(6,607,052)	6,389,427
Cash and cash equivalents at the beginning of the financial year	6,866,878	477,451
Cash and cash equivalents at the end of the financial year	259,826	6,866,878

The financial information contained in this annual report has been extracted from the audited statutory financial report for the year ended 30 June 2011.A copy of the full statutory accounts is available upon request to WHL.

INDEPENDENT AUDITOR'S REPORT

We have audited the accompanying financial report of Women's Housing Limited, which comprises the statement of financial position as at 30 June 2011, the statement of comprehensive income, statement of changes in equity and statement of cash flows for the year then ended, notes comprising a summary of significant accounting policies and other explanatory information and the directors' declaration.

Directors' Responsibility for the Financial Report

The directors of the company are responsible for the preparation and fair presentation of the financial report that gives a true and fair value in accordance with Australian Accounting Standards (including the Australian Accounting Interpretations) and the Corporations Act 2001 and for such internal control as the directors determine is necessary to enable the preparation of the financial report is free from material misstatement, whether due to fraud or error.

Auditor's Responsibility

Our responsibility is to express an opinion on the financial report based on our audit. We conducted our audit in accordance with Australian Auditing Standards. Those standards require that we comply with relevant ethical requirements relating to audit engagements and plan and perform the audit to obtain reasonable assurance whether the financial statements are free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial report. The procedures selected depend on the auditor's judgment, including the assessment of the risks of material misstatement of the financial report, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation of the financial report that gives a true and fair view in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by the directors, as well as evaluating the overall presentation of the financial report.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

Independence

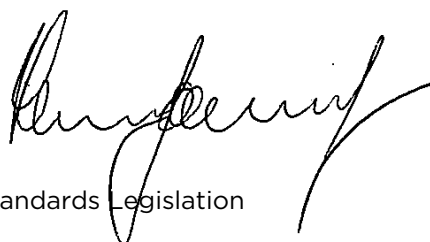
In conducting our audit, we have complied with the independence requirements of the Corporations Act 2001. We confirm that the independence declaration required by the Corporations Act 2001, provided to the directors of Women's Housing Limited on 26 September 2011, would be in the same terms if provided to the directors as at the date of this auditor's report.

Opinion

In our opinion, the financial report of Women's Housing Limited is in accordance with Corporations Act 2001, including:

- (i) giving a true and fair view of the company's and consolidated entity's financial position as at 30 June 2011 and of its performance for the year ended on that date; and
- (ii) complying with Australian Accounting Standards and the Corporations Regulations 2001.

Name : Philip Dowsley
Chartered Accountant
Address: Level 2, 35 Cotham Road Kew Victoria 3101
Dated this 26th day of September 2011



Liability limited by a scheme approved under Professional Standards Legislation



OUR PEOPLE



Patrizia Archivio



Janet Horn



Helena Gilbertson



Rose Giannone



Sarah Jones



Claire Haughey



Ellie Flutey



The Board



Rebecca Luxemburg



Alison Sest



Karina Czaplinski



Veronica Hunt

ACKNOWLEDGEMENTS

Women’s Housing Ltd Strategic Focus

Philanthropic Support

The R.E.Ross Trust

Victorian Government

Margaret Crawford

Director, Office of Housing
and staff

Anthony Hardy

Director, Housing Registrar
and staff

Felicity Munt

Manager Housing Program,
Corrections Victoria and staff

Consultants

David Osborn

Director, Pelorus Solutions Pty Ltd

Karen Janiszewski

Director, Urbanxchange Pty Ltd

Chris Arnold

Director, Equeltaux Pty Ltd

Maree Davenport

Director, Phoenix Public Affairs

Murray Baird

Principal, Moores Legal

Libby Klein

Senior Lawyer, Moores Legal

Eric Choo

Senior Lawyer, Moores Legal

Jane Hodder

Partner, Freehills

Sebastian Renato

Solicitor, Freehills

Stephen Cheesewright

Director, Risk Advisory Services,
KPMG

Corey Slykerman

Associate Director, Risk Advisory
Services, KPMG

Chris Guiney

Davis Langton

John Mumme

Consultant

Women’s Housing Ltd Organisational Support

Steve Maher

CEO, Wombat Housing
& Support Services and staff

Carol Nikakis

CEO, VACRO

Steve Lynch

Community Banking Manager,
MECU Ltd

Tony McLynskey

Business Banking Manager,
Community Sector Banking,
Bendigo Bank

Brendan Mills

Board Executive Assistant, NFP
Management Services

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Janet Horn

Rachael Mika

Rebecca Daniel

Volunteers

Helen Garbutt

Leadership Victoria Alumni

Women’s Housing Ltd Annual Report Production

Editing

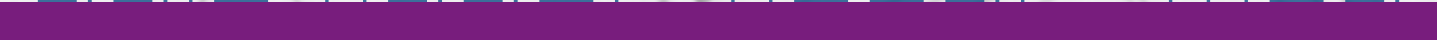
Victoria Triggs
and Patrizia Archivio

Photography

Luzio Grossi Photography

Designed and Produced by

Girling Design



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