



Women's Housing Ltd.

ANNUAL REPORT

06



VISION & SERVICE PRINCIPLES

Vision

All women will have safe, secure, affordable housing choices

Service Principles

WHL is committed to the following principles in all that it does:

- 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 underpins 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



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CHAIRPERSON'S REPORT

In 2005 – 2006 the Board and staff of Women's Housing Limited (WHL) worked successfully to secure its position as a specialist women's housing service in Victoria. Board members and the Chief Executive Officer have rebuilt strong relationships to ensure we understand and can meet the needs of our key stakeholders, including clients, support agencies and funders.

A key priority for this year has been the development of the Women's Housing Strategic Directions that will progress our commitment to providing secure, sustainable and affordable housing options for women in Victoria. The executive summary of the Strategic Directions document is provided in this report.

Improved financial management and process improvement have placed Women's Housing in a good position to meet the challenges of becoming a Registered Housing Provider, which will be required by the Office of Housing. Further development of a quality management approach will help to secure registration.

The Board extends its thanks to the staff of Women's Housing for their dedication to meeting the needs of our clients, through a period of organisational change. Thank you also to the CEO, Judy Line, for her continued leadership of organisational improvement.

The Board would especially like to thank Ms Abi Cleland and Ms Rhonda Held of Leadership Victoria for their generous assistance with the development of the Strategic Plan. We also thank Ms Helen Carr of Helen Carr Consulting for her assistance in completing the process.

I also want to thank all Board members for their hard work and commitment to Women's Housing over the past twelve months. I look forward to working through the strategic priorities of the Board over the coming months and further strengthening our organisation to help women fulfil their life opportunities.

Kathy Magee • Chairperson





CEO ANNUAL REPORT

Following the 2005 internal review and organisational restructure, Women's Housing Limited continues to consolidate its position as a specialist women's housing service that provides transitional housing services to homeless women and women exiting prison.

During the year, the Office of Housing continued the process of reforming the social housing sector and the redevelopment of the homelessness service system. Housing sector reform requires Women's Housing Limited to become a Registered and Accredited Housing provider so that we can continue to manage housing on behalf of the Director of Housing. We welcome the registration process as it promotes service quality and provides a uniform framework for agencies to review and evaluate all aspects of their organisational activities including governance, tenancy management, client service delivery, housing information and referral and financial management thereby ensuring the best possible services to people who are homeless or experiencing a housing difficulty.

In preparation for registration and our continued participation in the redevelopment of homelessness services we have:

- Developed a strategic directions plan
- Developed and implemented a new financial reporting system
- Reorganised and improved operational processes
- Appointed an Operations Manager
- Initiated and supported the establishment of the North West Women's Services Network

Preparing for registration and our continued participation in the redevelopment of homelessness services will impact on our resources and limited reserves but will not diminish our commitment to provide quality housing services to women who are in highest need particularly those experiencing domestic violence, those with mental health or drug and alcohol issues, young women and women exiting prison.

In 2006, Corrections Victoria evaluated the services provided to women exiting prison through the Better Pathways Strategy. As the key service provider of housing services in this initiative, we participated with Corrections Victoria and

CEO ANNUAL REPORT CONTD

other key service providers to develop an “Integrated Model of Transitional Support” to women exiting prison. The new model brings together the current transitional support services including Bridging the Gap, the Correctional Services Employment Pilot Program and the Correctional Housing Pathways Initiative in order to create one intake and assessment point for all of the support agencies.

While the model of support service delivery will change, Women’s Housing Limited will continue to provide specialist housing information and referral services through our Corrections Housing Placement program and manage the properties allocated to this program through the “Better Pathways Strategy – An Integrated Approach to Women’s Offending and Re-Offending”.

This financial year, Women’s Housing Limited provided transitional housing services to 183 tenants and responded to 3,146 client contacts. Of the 97 tenants that exited our transitional houses, most went on to secure long-term housing with a high percentage accessing public housing. In closing, I would like to take the opportunity to thank the staff, our volunteer Janet Horn and the Board for their hard work and support during the year. In particular, Kathy Magee our Chairperson, Livia Carusi, our Vice Chair (who also acted as chair in Kathy’s absence) and Kerrie Jordan our Treasurer. Finally, a big thank you to Victoria

Triggs from Leadership Victoria for being my volunteer mentor during the year and to Michael Kiernan, Patrizia Archivio and Ngoc Tran for all the hours they put into developing and implementing our new financial reporting system.

Judy Line • Chief Executive Officer





Jacki Carruthers • Kayla Ta • Wendii Trieu



Joy Tansey • Genevieve Webb • Kathy Magee • Judy Line • Kerrie Jordan



Janet Horn



Koni Tsakonas • Ngoc Tran



Violetta Prestia



Pam McDonald



Angela Nesci

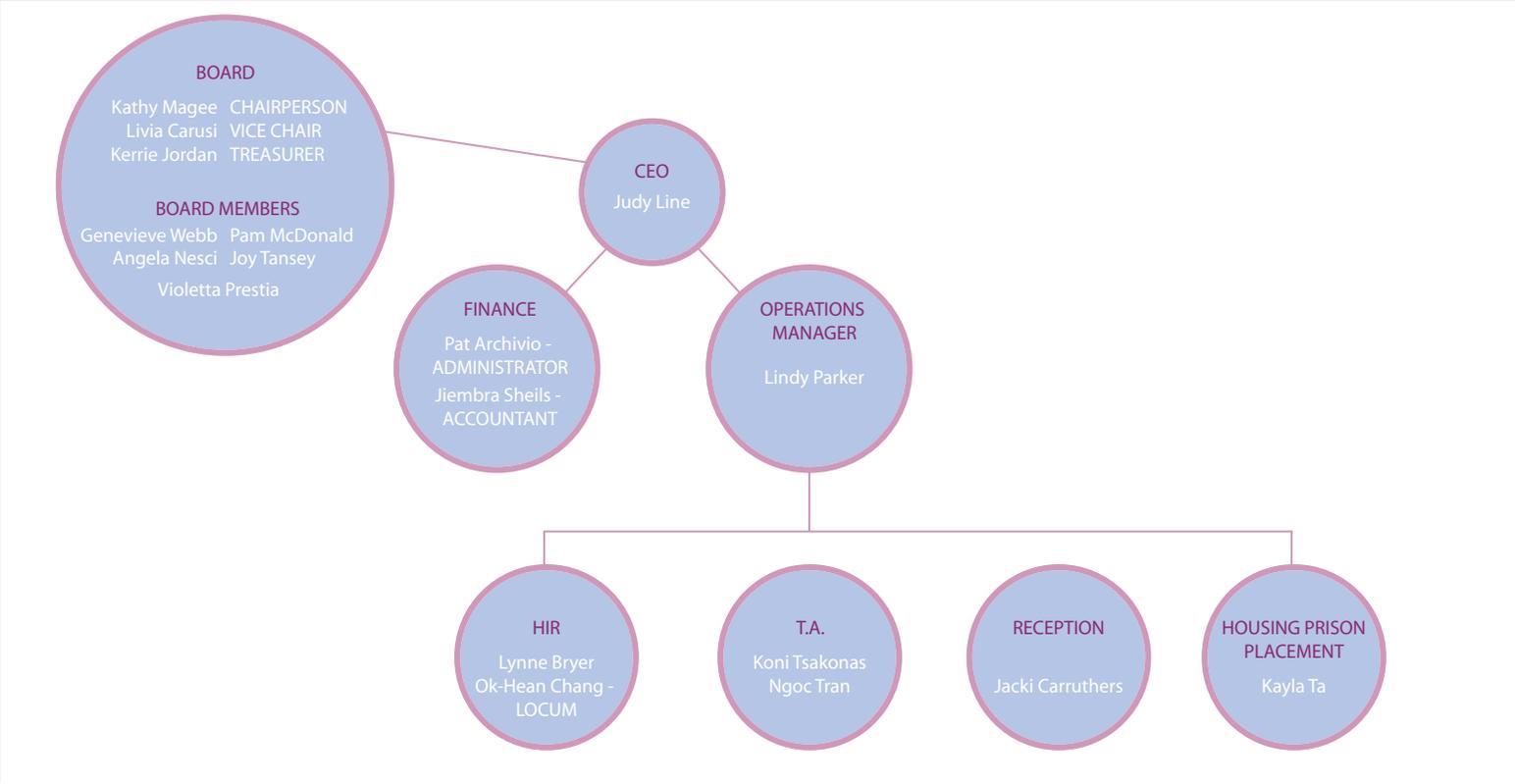
OPERATIONAL OVERVIEW

This year Women's Housing Limited (WHL) continued to provide high quality services to clients, who need safe, secure and affordable housing in order to build a better life for themselves and their children.

At the same time, we advanced our goal of having a well-managed, financially stable organisation where clients and stakeholders can be sure that resources are being used effectively to meet the service needs of clients. A focus on process improvement and close monitoring of property costs enabled us to achieve a small surplus.



ORGANISATIONAL CHART - JULY 06





STAFF AND ORGANISATIONAL DEVELOPMENT

During the year we welcomed Lindy Parker as our new Operations Manager. Lindy comes to Women's Housing Limited with 6 years transitional housing experience and oversees the operations of Tenancy Administration, Housing Information and Referral, the Corrections Housing Pathways Program and Reception.

We also welcomed Jiembra Shiels as our new accountant who works with our treasurer Kerrie Jordan and administrator Patrizia Archivio, providing much-improved financial reports to the board and funding bodies.

Operational changes that were implemented within the Tenancy Administration and Housing Information Referral teams have improved efficiencies and prepared WHL for the registration and accreditation process that is to be implemented by the Office of Housing. The up-dated financial reporting processes and the implementation of an accrual accounting system enhanced these changes.

The Corrections Housing Pathways Program has undergone review and we expect the new model of service delivery "An Integrated Model of Transitional Support for Women Exiting Prison" to be implemented in September 2006. Women's Housing Limited will continue to provide HIR services to women exiting prison and TA services to properties allocated under this program. This year, Women's Housing Limited signed a new service agreement with VACRO that continues our partnership to provide services to women leaving Tarrengower Prison.

TENANCY ADMINISTRATION

Tenancy administration staff Koni Tsakonas and Ngoc Tran provide tenancy services to 100 properties and during the year managed 183 different tenancies and exited 97 tenants. Of the 97 tenants who left our properties, 60 moved on to long-term housing. Of these, 38 moved into public housing.

TENANCY ADMINISTRATION STATISTICS 2005/2006

Transitional properties in management on June 30 2005	100
Tenants exiting during the year	97
Tenants exiting to:	
Public Housing	38
Community Housing	1
SAAP/Other THM	10
Private Rent/Board	22
Institution	3
No Information	9
Other	14
Total	97



HOUSING INFORMATION AND REFERRAL

This year the HIR team made 3,146 client contacts and delivered \$145,567 in Housing Establishment Funds to 649 individual women who were experiencing a housing crisis.

Lynne Bryer and Selma Sali were supported by locum worker Ok-Hean Chang to provide Housing Information and Referral Services. During the year, this team took on the responsibility to monitor and ensure ongoing support services were provided to women in our transitional houses.

HOUSING INFORMATION AND REFERRAL EXPENDITURE 2005/2006

Housing Establishment Funds distributed to 649 Clients	
Crisis Accommodation	\$24,242
Removals	\$14,662
Rent Arrears	\$54,925
Rent in Advance	\$44,902
Storage	\$1,276
Whitegoods	\$5,356
Bond	\$205
Total	\$145,568

CLIENT CONTACTS 2005/2006

Clients assisted with HEF funds	649
Tenant Contacts	2028
Other Client Contacts	469
Total Client Contacts	3146



CORRECTIONS HOUSING PATHWAYS INITIATIVE

The Corrections Housing Pathways Program involved the Housing Placement Worker attending the Dame Phyllis Frost Centre for two visits each week and monthly visits to Tarrengower Women's Prison. The Housing Placement Worker provided assessment, housing information and referral, and financial assistance to 102 women.

Of the total amount of HEF distributed during the year, \$6,461.87 was expended via the CHPI. A total of 24 clients were assisted to establish housing or access crisis accommodation.

A total of 1036 client contacts were made and 30 Recurring Homelessness Applications were submitted.

CHPI STATISTICS 2005/2006

Clients who exited prison during the year	91
Clients exited to:	
CHPI Transitional properties	17
Other THM	20
Public Housing	9
Family	4
Home Detention	1
Rooming Houses	11
Coop Housing	1
Private Rental	15
Caravan Park	6
Front Door	1
Hotel	1
No Information	5
Total	91



GENERAL OFFICE ADMINISTRATION, FINANCE AND RECEPTION

This year Michael Kiernan, Patrizia Archivio and Ngoc Tran spent many hours developing our new financial reporting system. During the year Ngoc Tran moved to a new role in Tenancy Administration and we welcomed Jacki Carruthers as our new receptionist. Our administration staff are ably supported by volunteer Janet Horn to ensure the office runs smoothly and the books are kept in order.

The financial result for the year was a small surplus of \$19,327, which exceeded budget expectations. Close monitoring of property costs assisted this result. The organisation has continued to maintain a strong financial position with no debt exposure and sufficient cash reserves to fund liabilities and employee entitlements. Looking ahead, the 2006/07 budget is aiming for a modest surplus, which will be achieved by close monitoring of expenditure.





Genevieve Webb



Joy Tansey



Livia Carusi



Lynne Bryer



Kathy Magee



Kerrie Jordan



Lindy Parker



Patvizia Archivio



STRATEGIC DIRECTIONS

Women's Housing Ltd (WHL) vision is that all women will have safe, secure, affordable housing choices and it works towards this by addressing women's housing issues.

As the only women's specialist statewide Transitional Housing Manager, WHL has unique experience in women's housing including access, tenancy and related issues.

The Victorian Homelessness Strategy provides the WHL policy context and considerable operational challenges given continuing sector redevelopment involving service coordination, targeting of eligibility and the implementation of sector-wide processes and tools.

It is in this context that the 2006-9 strategic directions have been agreed through a process of facilitated discussion regarding current position and future direction as the women's Transitional Housing Manager.

WHL will consolidate its specialist role in women's housing and work to secure its status as a registered / accredited housing provider. WHL will review its strategic

development options including the potential for developing a role in housing research & development, diversifying its housing stock and revenue streams and the scope of any 'value-added' service activities. The Board will focus on its leadership role and governing processes and oversee the implementation a comprehensive knowledge management system to enhance operational capacity. Partnerships and collaboration will be key vehicles for future development.

STRATEGIC DIRECTIONS CONTD

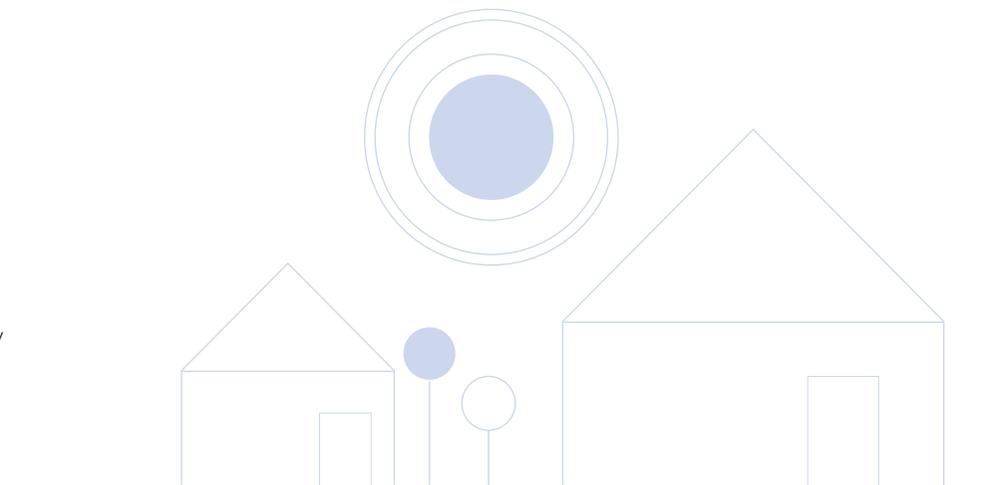
FOUR KEY RESULTS AREAS HAVE BEEN IDENTIFIED:

1. Governance
2. Enhanced capacity
3. Profile
4. Strategic Development

The key results, together with strategic objectives, span three interdependent stages of development:

1. Consolidation 2006-7
2. Strategic Development 2006-9
3. Building Profile 2007- 9

The Board and staff will develop annual plans to deliver the key results and objectives. It is against this that the Board will monitor progress and ultimately assess WHL 2006-9 performance.





STATEMENT OF FINANCIAL POSITION- year end 30 june 06

STATEMENT OF FINANCIAL POSITION	2006	2005
Retained Earnings	272,667	250,670
Total Equity	272,667	250,670
Represented by:		
Current Assets		
Cash	308,726	286,831
Receivables	2,804	18,083
Inventories	0	4,228
Others	7,256	3,659
Total	318,786	312,801
Non Current Assets		
Property, Plant and Equipment	34,795	35,522
Total Assets	353,581	348,323
Current Liabilities		
Creditors and Borrowings	61,236	77,287
Provisions	19,678	20,366
Total	80,914	97,654
Total Liabilities	80,914	97,654
Net Assets	272,667	250,670

STATEMENT OF FINANCIAL PERFORMANCE- year end 30 june 06

STATEMENT OF FINANCIAL PERFORMANCE	2006	2005
Revenues from Ordinary Activities	971,159	957,677
Less Expenses		
Administration Costs	69,751	82,191
Client Costs	143,727	135,207
Depreciation	15,846	14,176
Insurance	3,049	2,892
Motor Vehicle Expenses	37,562	28,497
Office Expenses	49,281	38,217
Property Costs	199,090	162,659
Salaries	424,683	490,447
Staff Support	1,893	4,952
Training	4,280	3,219
Disability Project	0	7
Rental Expense	0	523
Payroll Expenses	0	2,726
Total	949,162	965,713
Net Profit (Loss) from Ordinary Activities	21,997	(8,037)
Extraordinary Items	0	0
Net Profit (Loss) for the Year	21,997	(8,037)

STATEMENT OF CASH FLOWS-
year end 30 june 06

STATEMENT OF CASHFLOWS	2006	2005
Cashflows from operating activities		
Receipts from grants customers etc	958,732	924,355
Payments to suppliers and employees	(948,377)	(958,104)
Interest received	11,540	14,582
Net cash provided by (used in) operating activities	21,895	(19,167)
Cashflows from Investing Activities		
Proceeds from (payment for) property, plant and equipment	0	(1,857)
Proceeds from (payment for) investments	0	0
Net Cash provided by (used in) investing activities	0	(1,857)
Cashflows from financing activities		
Proceeds from (repayment of) borrowings	0	0
Net cash provided by (used in) financing activities	0	0
Net increase (decrease) in cash held	21,895	(21,024)
Cash at beginning of reporting period	286,831	307,855
Cash at end of reporting period	308,726	286,831





AUDITORS REPORT



1st Floor
63 Kingsway
Glen Waverley Vic 3150
PO Box 340
Glen Waverley Vic 3150

Phone: 03 9560 0211
Fax: 03 9561 5497
Email:
bcatax@jcollyerpartners.com.au

Women's Housing Ltd
A.C.N. 080 116 83
Independent Audit Report
To the Members of Women's Housing Ltd

Scope

We have audited the financial statements comprising the Statement by Directors, Statement of Financial Performance, Statement of Financial Position, Statement of Cash Flows and Notes to and forming part of the Financial Statements of Women's Housing Ltd for the financial year ended 30th June 2006. The financial statements include the consolidated accounts of the economic entity comprising the company and the entities it controlled at the year's end or from time to time during the financial year.

The company's directors are responsible for the preparation and presentation of the financial statements and the information contained therein. We have conducted an independent audit of the financial statements in order to express an opinion on them to the members of the company.

Our audit has been conducted in accordance with Australian Auditing Standards to provide reasonable assurance whether the financial statements are free of material misstatement. Our procedures included examination, on a test basis, of evidence supporting the amounts and other disclosures in the financial statements, and the evaluation of accounting policies and significant accounting estimates. These procedures have been undertaken to form an

opinion as to whether, in all material respects, the financial statements are presented fairly in accordance with Accounting Standards and other mandatory professional reporting requirements and statutory requirements so as to present a view which is consistent with our understanding of the company's financial position and performance as represented by the results of their operations and their cash flows.

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

Audit Opinion

In our opinion, the financial statements of WOMEN'S HOUSING LTD are properly drawn up:

- (a) so as to give a true and fair view of:
 - (i) the state of affairs as at 30th June 2006 and of the profit and cash flows for the financial year ended on that date of the company and the economic entity; and
 - (ii) the other matters required by Division 4, 4A and 4B of Part 3.6 of the Corporations Law to be dealt with in the financial statements;
- (b) in accordance with the provisions of the Corporations Law; and
- (c) in accordance with applicable Accounting Standards and other mandatory professional reporting requirements.

Janet L Collyer (Partner)

J L COLLYER & PARTNERS
1ST Floor, 63 Kingsway, Glen Waverley VIC 3150
30th November 2006

BOARD OF DIRECTORS

Katherine Magee,	Chairperson
Livia Carusi,	Vice Chairperson
Kerrie Jordan,	Treasurer
Angela Nesci,	Public Officer
Pam Macdonald	Joy Tansey
Genevieve Webb	Violetta Prestia

STAFF

Judy Line,	Chief Executive Officer
Lindy Parker,	Operations Manager
Jiembra Sheils,	Accountant
Patrizia Archivio,	Administrator
Koni Tsakonas,	Tenancy Administration Worker
Ngoc Tran,	Tenancy Administration Worker
Lynne Bryer,	Housing Information & Referral Worker
Kayla Ta,	Tenancy Housing Placement Worker
Christine Demou,	Housing Placement Worker (resigned 2006)
Jacki Carruthers,	Reception and Administration Assistant
Selma Sali,	Housing Information & Referral Worker (resigned 2006)
Ok-Hean Chang,	Relief Housing Information & Referral Worker

VOLUNTEER

Janet Horn

Front Cover Artwork

LINES OF THE HEART • OK-HEAN CHANG

Designed and produced by

motto
DESIGN • PRINT • DISPLAY

level 2, unit 6
383 smith st. fitzroy 3065
p: (03) 9419 3033 f: (03) 9419 3133
e: sales@mottogroup.com.au





Women's Housing Ltd.

ABN 93 080 116883

6 Otter Street, Collingwood, Vic 3066

p: (03) 9412 6868 f: (03) 9415 6511