

**Women's Housing Ltd.**

**Annual Report 2004-2005**

## Service Mission

“ Women’s Housing Ltd promotes awareness of women’s diverse housing needs and facilitates the access of women and women with children, to secure and affordable community housing options.”

## Service Principles

**Women’s Housing Ltd is based on and operates according to the following principles:**

- Recognition that the provision of safe and secure housing for women is a fundamental human right, as established in the United Nations International Covenant on Economic, Social and Cultural Rights;
- Recognition that advocacy on behalf of all women who are homeless is vital in ensuring that the need for gender specific housing is clearly understood;
- Recognition of the importance of working collaboratively with other service providers on issues of strategic importance to homeless women and At Risk women;
- A commitment to ensuring that the voice of service users and potential service users are heard and incorporated into planning processes;
- A commitment to maintaining a feminist philosophical framework in respect of the provision of housing for women and their children.

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## Chairperson's Report

This year, the Board and staff of Women's Housing Limited undertook a challenging program of organisational change, positioning the service to meet future challenges in provision of safe and secure housing to women who are homeless or at risk of homelessness.

An organisational review conducted by an external consultant identified the need for revision of the management structure and processes. A revised constitution and new board processes were adopted. The position of Chief Executive Officer was also established. Ms Yvonne De Vries filled the role on an interim basis and we thank her for the energy and professional skills she brought to the service.

In June 2005 Ms Judy Line was appointed as the permanent CEO of Women's Housing Limited. The Board is delighted to have such a dynamic and progressive woman heading the organisation

The Board extends its thanks to the staff members of Women's Housing Limited for the high quality of service they have continued to provide to consumers over the past year. The Board would also like to acknowledge the volunteers who have contributed so generously over past twelve months. Importantly, the Board also recognises the support from the consumers through this time of change.

In November 2004 four new Board members were elected. As Chairperson I wish to thank the new Board members for their vitality and perseverance, as this demanding year required great foresight and skill from all Board members.

Finally, over the months of June and July the Board recruited a further four new Board members. This recruitment process broadened the membership base of the Board, enhancing its professional skills. We heartily welcome these new members. As Chairperson I would like to thank all the Board members for their hard work.

Upon reflection Women's Housing Limited has succeeded in strengthening its partnerships,

stabilising its funding and most importantly ensuring the continuing of a gender specific service.

I am grateful to Kathy Magee who took on the position of Chairperson in July 2005 and has made a significant contribution in progressing the development of our governance, management and financial processes.

Since this time the organization has relocated to Collingwood, meeting the strategic aims of the organization in being more accessible to women, and providing an improved Occupational Health and Safety environment for its workers and volunteers. A great deal of work has been initiated to meet the financial and strategic directions of the Agency.

This is my final term as a member of the WHL Board. My involvement has been a most rewarding experience and I thank the women involved, both staff and Board members, for the opportunity to serve this important organisation.

**MARIJA GROEN**  
**CHAIRPERSON November 2004 to July 2005**

The Board of Women's Housing Limited would like to recognise the hard work the previous Chair Ms Marija Groen has contributed to the organisation over the past seven years, as one of its founding members, and the leadership she has provided to the organisation over the past year. Women's Housing Limited would not be the organisation it is today if it was not for Ms Groen's passion and commitment to overcoming the hardships incurred by women in crisis.



We would like to introduce our new chairperson Katherine Magee.

**MS KATHY MAGEE**  
**CHAIRPERSON**

## Chief Executive Officer Report

### Judy Line

Women's Housing Ltd provides transitional housing services to women and women with children who are homeless or at risk of homelessness. The principal activities of the agency are to provide Tenancy Administration services to 100 properties that are located throughout the metropolitan area, and Housing Information and Referral services to women experiencing a housing crisis. WHL provides a response to women leaving prison through the THM- Corrections Housing Pathways Initiative by linking transitional housing and support services to women who on release from prison would be homeless.

At the end of 2004, the agency conducted an organisational review to evaluate its structure, functions and processes. Specifically the review considered:

- Organisational structure
- Policies and protocols
- Human resource functions and systems
- Risk management
- Adequacy of the current infrastructure to support the needs of the organisation.

Following recommendations arising from the review, WHL restructured and clarified its position as a specialist women's housing service and implemented operational changes to ensure high quality tenancy management and housing information and referral services.

Throughout the year, the Department of Human Services along with the wider Homelessness and Community Housing sectors continued working on projects arising from the Victorian Homelessness Strategy (VHS). In 2004 the Office of Housing released a VHS information paper that provided an account of the various projects that were undertaken and their status.

Specifically, projects that will have an impact on the operations of WHL will be:

- The Homeless Front Door Project - That aims to incorporate designated entry points (or Front Doors) that provide housing pathways from crisis to transitional housing.
- The Common Intake and Referral Process – That aims to develop a common intake and assessment tool for all homelessness services.

The Eastern DHS Region began Front Door operations in 2005 and it is expected that other regions will develop their own versions of the Front Door model in the future. The challenge for WHL (which operates across all metropolitan regions) will be in determining how it will participate in the Front Door initiative as a specialist women's housing service and maintain its role as a key advocate for all women experiencing a housing crisis.

During the year, the Government passed new legislation: The Housing (Housing Agencies) Act 200, which enabled the registration of Affordable Housing Associations that have been established to provide low-cost housing to low income households. While the Homeless Front Door provides an alternative entry point for women seeking homelessness assistance, Affordable Housing Associations provide an alternative exit point. WHL looks forward to working in partnership with AHAs to ensure timely access to affordable housing for women and women with children residing in transitional housing.

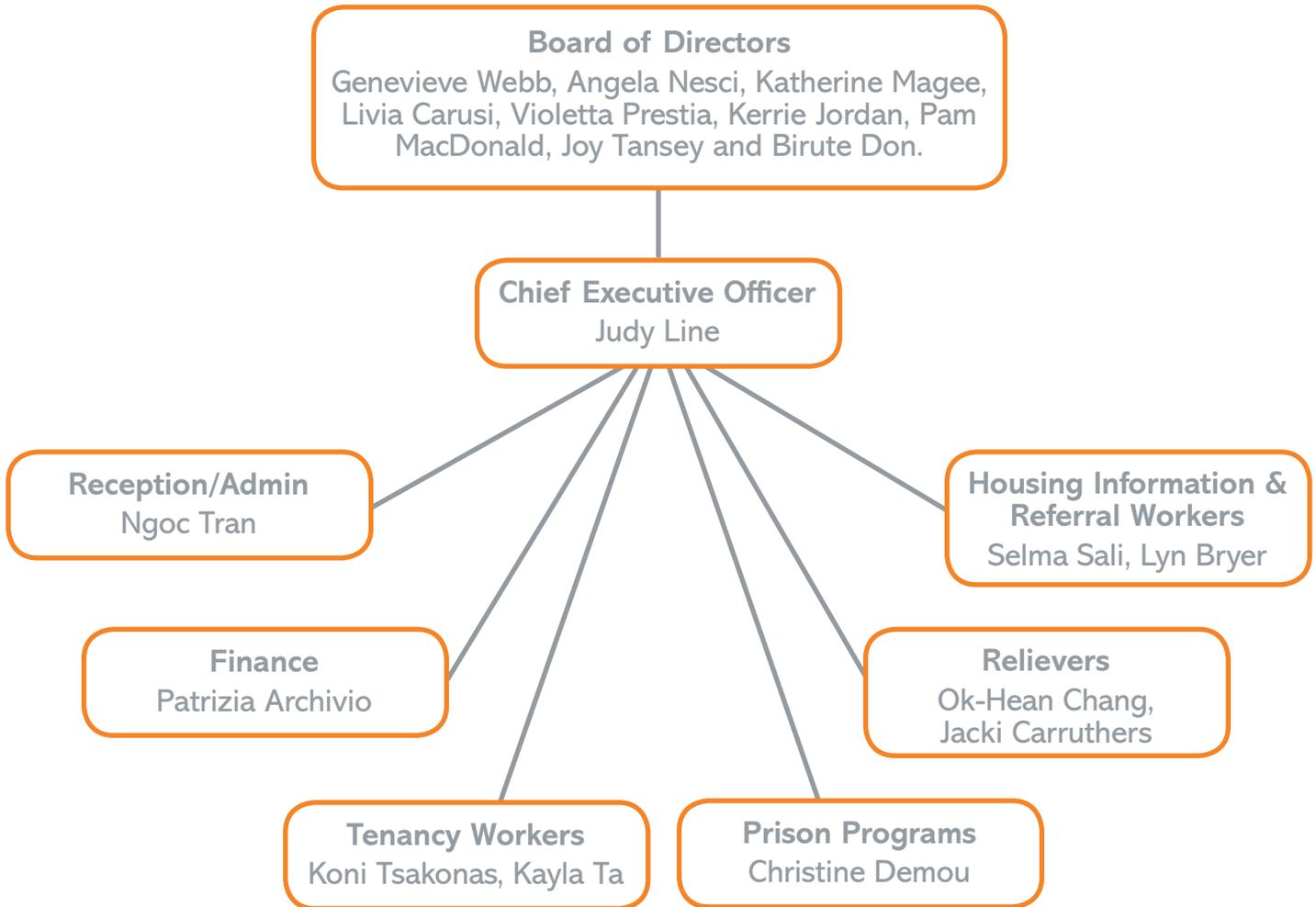
WHL experienced a busy year with the organisational restructure and relocation of the office from Footscray to our new address at 6 Otter Street Collingwood and we are now in the process of developing our strategic plan. We look forward to working in close collaboration and in partnership with support agencies and the wider housing sector to fulfil our mission to secure affordable housing options for women.

Thanks to the board, staff and volunteer Janet Horn for their hard work and commitment to ensuring better housing outcomes for women and women with children, and to Office of Housing personnel for their support and assistance. Finally, I would like to acknowledge the hard work that Marija Groen has contributed to WHL as a long standing board member and chairperson and to thank new chair Kathy Magee for her great work and the assistance she has provided to me as CEO.

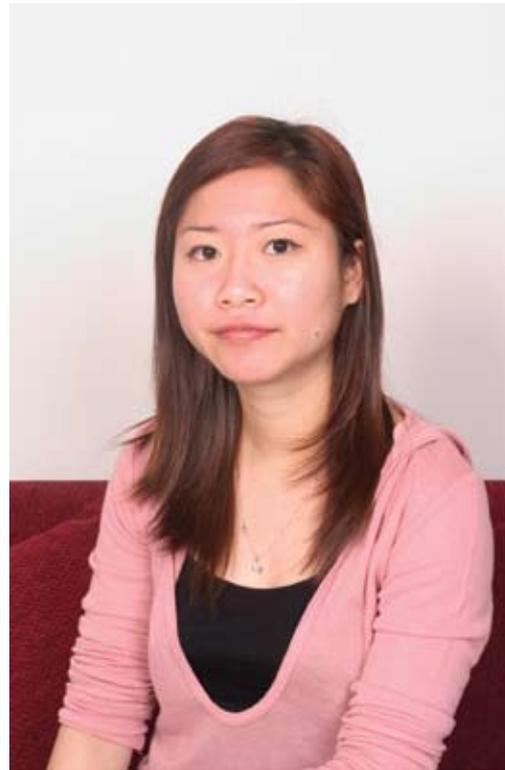


MS JUDY LINE  
CHIEF EXECUTIVE OFFICER

## ORGANISATIONAL CHART - JULY 2005







## Tenancy Administration

The Women's Housing Limited tenancy administration staff Kayla Ta and Koni Tsakonas, provide short to medium term accommodation for women experiencing a housing crisis, and manage properties in line with the Residential Tenancies Act 1997. Between them, they manage 98 properties and are responsible for:

- Ensuring properties, furnishings and fittings are maintained to the required standards
- Arranging maintenance, repairs and cleaning of properties, furnishings and equipment
- Liaising with Office of Housing, contractors and real estate agents
- Liaising with asset/maintenance contractors and administrator to ensure that the necessary stock is ordered, distributed to tenants and a record of assets is maintained
- Participation in the allocation of properties and all the administration of necessary work associated with the tenancy including sign-ups
- Collecting and maintaining records of all rents and fees, including managing rent arrears

<b>TENANCY ADMINISTRATION STATISTICS 2004/2005</b>	
Transitional properties in management on June 30 2005	98
Tenants exiting during the year	75

TENANCY ADMINISTRATION STATISTICS 2004/2005 - Cont'd	
Tenants exiting to:	
Public Housing	38
Evicted	8
Private Rent	13
Abandon	9
Institution	3
Other	4
<b>TOTAL</b>	<b>75</b>

## Housing Information and Referral

Lynne Bryer and Selma Sali are supported by locum worker Ok-Hean Chang to provide Housing Information and Referral Services to women experiencing a housing crisis including:

- Advice, advocacy and/or referral for women.
- Information about public housing, private rental options, community housing, transitional housing and crisis housing.
- Financial assistance in the form of rental arrears or rent in advance to assist women to maintain their current tenancy or to establish a new tenancy.
- Assistance to develop exit plans with existing WHL transitional housing tenants.

- Assessment and recommendation of early housing applications for public housing.
- Liaison with support agencies that case manage WHL clients and tenants.

<b>HOUSING INFORMATION AND REFERRAL EXPENDITURE 2004/ 2005</b>	
Number of client contacts	2,655
Housing Establishment Funds distributed	
Crisis Accommodation	\$17,017.56
Removals	\$13,354.79
Rent Arrears	\$49,313.91
Rent in Advance	\$48,213.00
Storage	\$859.10
Whitegoods	\$2,072.73
Bond	\$2,553.50
Other	\$2,182.19
<b>TOTAL</b>	<b>\$135,566.78</b>

## Corrections Housing Pathways Initiative

During the year Women's Housing Ltd restructured and amalgamated the Tarrengower Outreach Program with the Corrections Housing Pathways Initiative. Christine Demou was employed as the CHPI housing placement worker in February 2005 and has done an excellent job combining the two programs and providing housing services to women exiting prison. Chris provides:

- Assessment of short and long term housing needs for women including assistance to maintain existing tenancies for those who are on short sentences, through applying for reduced rent for public housing, and advocating on the tenant's behalf.
- Assistance to secure accommodation upon release in emergency accommodation, transitional housing, public housing or private rental.
- General housing information and referral to imprisoned women as part of the Community Integration pre- release Program.
- Advocacy for and on behalf of imprisoned women and women on post release.

## General Office Administration, Finance and Reception

Administrator Pat Archivio and receptionist Ngoc Tran are ably supported by volunteer Janet Horn to ensure the office runs smoothly and the books are kept in order. Recently, WHL installed a new telephone system and up-dated the financial reporting system. Thanks to our accountant Michael Kiernan for his support and assistance in completing this task.

During the year Women's Housing Limited reviewed operations and completed a restructure. The associated costs arising from the review and restructuring costs that included staff redundancies resulted in a loss for WHL in the 2004/2005 financial year. Efficiency gains were made as a result of the restructure and WHL expects to return a small surplus in the 2005/2006 financial year.

## Statement of Financial Position - For the year ended 30 June 2005

	Note	2005 - \$	2005 - \$
<b>EQUITY</b>			
Retained Earnings	4	250,670	259,660
<b>TOTAL EQUITY</b>		250,670	259,660
Represented By:			
<b>CURRENT ASSETS</b>			
Cash	5	286,831	307,855
Receivables	6	18,083	8,343
Inventories	7	4,228	4,228
Others	8	3,659	5,614
<b>TOTAL</b>		312,801	326,040
<b>NON CURRENT ASSETS</b>			
Property, Plant and Equipment	9	35,522	50,290
<b>TOTAL ASSETS</b>		<b>348,323</b>	<b>376,330</b>
<b>CURRENT LIABILITIES</b>			
Creditors and Borrowings	10	77,287	65,354
Provisions	11	20,366	51,317
<b>TOTAL</b>		97,654	116,670
<b>TOTAL LIABILITIES</b>		<b>97,654</b>	<b>116,670</b>
<b>NET ASSETS</b>		<b>250,670</b>	<b>259,660</b>

## Statement of Financial Performance

### - For the year ended 30 June 2005

	Note	2005 - \$	2005 - \$
Revenues from ordinary activities	2	957,677	900,532
<b>Less Expenses</b>			
Administration Costs		82,191	55,571
Client Costs		135,207	158,715
Depreciation		14,176	17,682
Insurance		2,892	3,149
Motor Vehicle Expenses		28,497	27,134
Office Expenses		38,217	36,953
Property Costs		162,659	158,336
Salaries		490,447	452,526
Staff Support		4,952	-
Training		3,219	1,797
Disability Project		7	1,600
Rental Expense		523	-
Payroll Expenses		2,726	-
TOTAL		965,713	913,462
<b>NET PROFIT (LOSS) FROM ORDINARY ACTIVITIES</b>		<b>(8,037)</b>	<b>(12,931)</b>
Extraordinary Items		-	8,347
<b>NET PROFIT (LOSS) FOR THE YEAR</b>		<b>(8,037)</b>	<b>(4,584)</b>

## Statement of Cash Flows - For the year ended 30 June 2005

	Note	2005 - \$	2005 - \$
<b>CASH FLOWS FROM OPERATING ACTIVITIES</b>			
Receipts from grants, customers, etc.		924,355	889,065
Payments to suppliers and employees		(958,104)	(887,987)
Interest received		14,582	11,567
Net cash provided by (used in) operating activities		(19,167)	12,645
<b>CASH FLOWS FROM INVESTING ACTIVITIES</b>			
Proceeds from (payment for) property, plant and equipment		(1,857)	(19,265)
Proceeds from (payment for) investments		-	-
Net cash provided by (used in) investing activities		(1,857)	(19,265)
<b>CASH FLOWS FROM FINANCING ACTIVITIES</b>			
Proceeds from (repayment of) borrowings		-	-
Net cash provided by (used in) financing activities		-	-
Net increase (decrease) in cash held		(21,024)	(6,620)
Cash at beginning of reporting period		307,855	314,475
Cash at end of reporting period		286,831	307,855



**J L COLLYER & PARTNERS**  
ACCOUNTANTS & AUDITORS

**Women's Housing Ltd**  
A.C.N. 080 116 83

**Independent Audit Report**  
**To the Members of Women's Housing Ltd**

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**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 2005. 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 property drawn up:

- (a) so as to give a true and fair view of:
  - (i) the state of affairs as at 30th June 2005 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

8th November 2005

## Board of Directors

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

## Staff

Judy Line, Chief Executive Officer  
Patrizia Archivio, Administrator  
Koni Tsakonas, Tenancy Administration Worker  
Lynne Bryer, Housing Information & Referral Worker  
Kayla Ta, Tenancy Administration Worker  
Christine Demou, Housing Placement Worker  
Ngoc Tran, Reception and Administration Assistant  
Selma Sali, Housing Information & Referral Worker  
Ok-Hean Chang, Relief Housing Information & Referral Worker  
Jacki Curruthers, Relief Housing Information & Referral Worker  
Joanne Schloss, Office maintenance  
Michelle Ten, Relief Administration Worker

## Volunteer

Janet Horn



**Front Cover Artwork:**

**The Origins**

oil on canvas

by **Ok-Hean Chang**





**Women's Housing Ltd.**

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