



COMMUNITY HOUSING
Industry Association Victoria

Annual Report

2023-24



Wintringham Housing resident Lucky enjoying his garden in north-west Melbourne. *Image: Wintringham.*

About CHIA Vic

CHIA Vic is the peak body that represents the not-for-profit community housing sector in Victoria. CHIA Vic advocates for and supports the community housing sector to grow and thrive as part of a housing system where all Victorians have the dignity of an appropriate, secure and affordable home.

Our member organisations provide more than 24,000 homes to Victorians poorly served by, or excluded from, the private rental and ownership market.

CHIA Vic is committed to supporting the expansion of the sector through policy representation, promoting leading practice, training, and raising the profile of community housing as a solution to housing stress and homelessness.

Contents

A snapshot of our year	4
Chair Report	6
CEO Report	7
More homes in a better housing system	8
Providing what renters need	12
Member Projects 2023-24	16
Built on strong foundations	18
Treasurer’s Report	21
Financials	22
Thank you	27



Acknowledgement of Country

CHIA Vic acknowledges the Traditional Custodians of the lands on which we live and work and pay our respects to Elders past and present. We acknowledge the ongoing impacts of colonisation on Aboriginal and Torres Strait Islander communities and commit to advocating for housing equity for First Nations people.

Cover image: Wintringham Housing resident Emma loves her home. *Image: Wintringham.*

A snapshot of our year...

Members delivered
1,370 new homes



52

full members



27

associate members



324

VCAT/RTA
Helpline requests



95%

of members
satisfied with CHIA
Vic's performance



Source: CHIA Vic member survey 2023

31

local councils trained



70

courses run



903

people trained



4.5/5

average satisfaction score
for our training courses



27

sector group
meetings



341

mentions of CHIA
Vic in the media



Chair Report



Two years into CHIA Vic's strategic plan, we have made great progress, and we continue to push towards our goal of ensuring every Victorian has the dignity of an appropriate, secure and affordable home.

We have seen fantastic achievements across the three strategic pillars:

- ▶ More homes in a better housing system (policy and advocacy)
- ▶ Providing what renters need (improving services to renters)
- ▶ Built on strong foundations (strengthening CHIA Vic's systems and processes)

CHIA Vic has been at the forefront of advocacy to government about the future of the community housing sector so we can deliver more affordable homes for people who need them. This has been especially important as the housing crisis worsens, Big Housing Build projects roll out and new Commonwealth funding has become available through the Housing Australia Future Fund.

We also began important work implementing the CHIA Vic Aboriginal Cultural Safety Framework to make sure we're providing what renters need. You can read about the actions we've taken on page 13 of this report.

We also conducted our first Member Survey to make sure our work is built on strong foundations. We received great feedback on our advocacy and ideas for improving our service. As a result, we've revamped our training to create 10 new foundational courses, from rent setting to understanding the RTA.

In April we farewellled Jeanette Large from the Board as she retired as CEO of Women's Property Initiatives. We welcomed Andrew Chittenden, CFO of Beyond Housing, to the casual Board vacancy created by Jeanette's retirement, and Liz Thomas took up Jeanette's role of Deputy Chair.

Our longstanding Treasurer Michael Deschepper will end his term on the Board in November. On behalf of the Board, I thank Michael for his commitment and contribution to CHIA Vic over many years.

Thank you to all my Board colleagues, and the staff of CHIA Vic, for another huge year working on behalf of the community housing sector in Victoria.

Trudi Ray,
Chair CHIA Vic

Our Board 2023-2024

- ▶ Trudi Ray, Chair
- ▶ Jeanette Large, Deputy Chair (until 22 Nov 2023, retired 26 Mar 2024)
- ▶ Liz Thomas, Deputy Chair (from 7 Dec 2023)
- ▶ Roberta Buchanan, Secretary
- ▶ Michael Deschepper, Treasurer
- ▶ Andrew Chittenden, Board member (from 23 April 2024)
- ▶ Chris Karagiannis, Board member
- ▶ James King, Board member & CHIA National representative
- ▶ Grant McNeill, Board member
- ▶ Giovanna Savini, Board member
- ▶ David Schreuder, Board member
- ▶ Darren Smith, Board member

CEO Report



This year the CHIA Vic team has been working to plot the course ahead for community housing, developing a 10-year roadmap for the sector.

We've produced eight technical reports and conducted more than 30 one-on-one member and stakeholder consultations. Along the way, we've gathered vital information about the rich diversity and common strengths of the sector. The roadmap will be launched in the second half of 2024.

We continue to advocate for more investment in community housing as the State Government implements its Housing Statement. In submissions, meetings with decision makers and in the media, we've called for better use of government land, increased social housing investment and planning system reform that would see developers contribute to the delivery of more affordable housing.

We've also advanced these policy ideas through regular meetings with the Housing Minister and on the Housing Statement Implementation Advisory Group, chaired by the Treasurer and Planning Minister. This year we met with more than 20 Members of Parliament, promoting community housing across party lines.

We're also delivering two exciting new projects through the Homes Victoria Community Housing Sector Development Fund which you can read about in this year's Annual Report.

I'd like to thank the CHIA Vic staff team for their energy and commitment as we work towards a Victoria where everyone has a safe and affordable home.

Sarah Toohey,
CEO CHIA Vic

Thanks to Homes Victoria for its continued support of CHIA Vic over the 2023-2024 financial year.

As well as providing essential core funding for our organisation, Homes Victoria also provided funding for the following key projects from the Community Housing Sector Development Fund:

- ▶ The Victorian Community Housing Workforce Strategy
- ▶ Community Engagement Framework and support
- ▶ Renter Satisfaction and Outcome Improvement



New homes in Wangaratta bring much-needed affordable housing to regional Victoria. Image: Beyond Housing.

More homes in a better housing system

CHIA Vic engages with government and the media to advocate for a fairer housing system and a strong community housing sector.

Advocating to government

This year CHIA Vic has been advocating to the state government to ensure the initiatives contained in the Victorian Housing Statement create homes for those who need them most.

We pushed for a clearer definition of affordable housing, better use of government land and the introduction of a mandatory affordable housing contribution from developers. We also participated in the Housing Statement Industry Advisory Group.

CHIA Vic hosted a roundtable with Minister for Planning Sonya Kilkeny and some of our members. The group discussed the changes needed to ensure that planning helps to deliver more social and affordable homes for those who need them most.

On the Federal stage, CHIA Vic provided advice and case studies to Housing Australia to help inform the design of the Future Fund. Our advice was gleaned from consultations with our members and reflected the views of the sector.

CHIA Vic made submissions on issues of strategic importance to the sector, including:

- ▶ the State Budget
- ▶ the Yoorrook Justice Commission's inquiry into housing and homelessness
- ▶ the Parliamentary Inquiry into the Rental and Housing Affordability Crisis in Victoria

We used these submissions to gain media attention, ensuring much broader exposure for our policy positions.

CHIA Vic ended the year with a win, successfully advocating for an exemption to Land Tax requirements for community housing.

Delivering a 10-year sector roadmap

We continued to work with our members this year to co-design a 10-year sector roadmap.

This complex policy document outlines the steps needed to help the sector deliver an extra 30,000 homes over the next decade that meet the diverse needs of renters. It is central to achieving the objectives of our 2022-2027 Strategic Plan, which aims to create a fairer housing system that benefits all Victorians.

As part of the co-design process, we held 29 one-on-one consultations with member organisations, as well as eight with government and community sector partners. They provided invaluable feedback and ideas that helped inform the roadmap, which is due to launch in the second half of 2024.

Working with local government to build more community housing

Local councils play a key role in supporting the delivery of community housing. They can provide land for new developments, help with planning approvals, and build support for community housing within their communities.

This year, CHIA Vic continued to engage with local councils to help build their understanding of the sector and explore partnership opportunities with our members.

We wrote submissions and attended workshops to help ensure council policies and plans work for community housing organisations. We spoke about the importance of community housing at the Inter-Council Affordable Housing Forum and a Homes Victoria webinar for local government.

CHIA Vic ran three training courses specifically for local councils: an introductory course about the sector, and two courses on affordable housing planning agreements. More than 70 local government staff attended, representing 31 councils.

We also developed three project case studies that explain the benefits of community housing. These were distributed to 71 of the 79 Victorian LGAs.



Launch Housing celebrates the opening of its new Bellfield social housing project, providing 58 new affordable homes.

Helping members
engage communities

CHIA Vic launched two new resources this year to help the sector engage with communities as it builds new homes.

The community engagement framework outlines best-practice principles for engaging local communities, councils, and other key stakeholders. It also gives members practical tools to implement these principles. The accompanying training attracted 38 staff from 19 community housing organisations; 15 short e-learning modules will be available later in 2024.

The market-tested messaging guide identifies the communications principles and terminology that will help the sector talk persuasively about community housing, minimise stakeholder concerns and grow support.

The final part of this project is a digital campaign for the sector, which rolls out in the second half of 2024. The campaign will develop engaging, sharable and customisable social media content that CHIA Vic and its members can use to promote the benefits of community housing. The campaign will be used for general advocacy,

as well as in specific locales where community housing is being built.

Media engagement

CHIA Vic achieved strong media coverage over the past year, with the organisation mentioned in 341 stories across print, online, radio and TV. Our coverage was spread across major metropolitan as well as regional markets, lifting CHIA Vic's profile across the state.

We successfully gained media attention on issues affecting the community housing sector. These included our call for a Social Housing Investment Fund, the need for developer contributions to drive growth in social housing and a front-page story on government land sales that appeared in The Age ahead of the State Budget. This story had an estimated audience of almost 2.7 million.

CHIA Vic's responsiveness to breaking news ensured the sector's views were included in key policy reaction stories. These included the Victorian Government's Housing Statement, the cancellation of the Commonwealth Games and the Regional Housing Fund. Our views were also included in stories on the Federal Government's Housing Australia Future Fund and Social Housing accelerator.

Helping the sector plan for
climate change

CHIA Vic supported CHIA National this year to establish and run the Community Housing Climate Action Network (CHCAN). The Network is a community of practice created to help community housing organisations across Australia prepare for and respond to the ongoing impacts of climate change.

The three meetings held in 2023-24 have included live demonstrations of energy efficiency rating tools, and case studies from housing providers on how they have upgraded the thermal comfort of their homes.

The Network is also developing a roadmap to help organisations plan for and adapt to a changing climate.

Finding solutions to singles housing

Single people are the largest group waiting for social housing, however under current funding models they're often the hardest to build homes for. To better understand this issue and find solutions, we launched the Housing Challenges for Single Person Households project.



Staff and members celebrate United Housing Co-op's 40th anniversary.

We examined data from the Victorian Housing Register (VHR) and Unison Housing's tenancy management services to better understand the cause of the crisis in single persons' housing.

We found that single people are the fastest growing group on the VHR, and they are also more likely to be on JobSeeker payments.

We used this evidence to call for JobSeeker to be raised to a level that would make sustaining tenancies much easier. Our launch of the project and its policy recommendations were reported by the *Herald Sun*.

New residents enjoy a welcome barbecue at their Flemington homes. Image: Community Housing Limited.



Coalitions & Campaigns

CHIA Vic lent its voice to key campaigns in the housing and homelessness space this year.

We joined colleagues from across the social services sector to support the national advocacy group Everybody's Home as they campaigned to fix the housing crisis. We contributed to sector briefings, provided financial support to create a messaging guide and boosted their campaign on social media.

We also joined the Home Time campaign, which calls for dedicated tenancies and linked support services for young people facing homelessness. CHIA Vic added its name to letters sent to state and federal housing and homelessness ministers and we promoted the campaign on social media.

Providing what renters need

CHIA Vic supports its members to improve processes, practices and policies so they can provide what renters need.

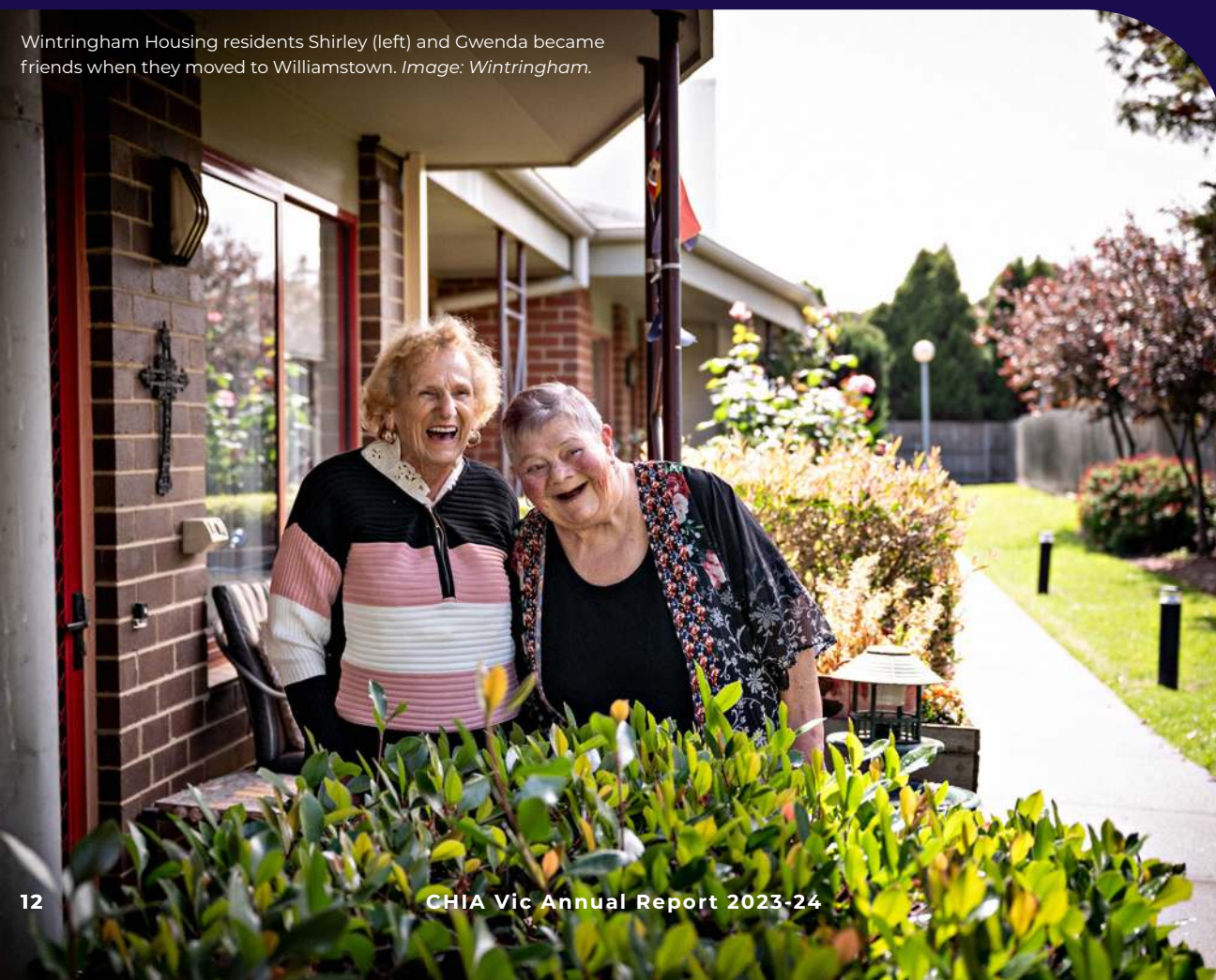
Supporting evidence-based leading practice to improve service delivery

CHIA Vic's leading practice work helps members continuously improve the way they deliver services and support renters. To achieve this, CHIA Vic partners with its members, renter advocates, government, Homes Victoria and other relevant stakeholders to develop leading practice tenancy resources, such as model policies, assessment tools and fact sheets.

Resources developed this year include tools to help manage anti-social behaviour, regulatory compliance in rooming houses, a rent-setting guide and a comprehensive guide to tenancy law specifically for Victorian community housing workers.

These resources have been made available to members on the new Member Hub on our website. The resources will ultimately assist renters by ensuring our members are providing clear policies, procedures and feedback options.

Wintringham Housing residents Shirley (left) and Gwenda became friends when they moved to Williamstown. Image: Wintringham.



Aboriginal Housing Victoria's 2023 Family Day at the Farm event. Image: AHV. Below: This Aboriginal Housing Victoria development in Dandenong follows Indigenous design principles. Image: Clarke Hopkins Clarke Architects.

Boosting cultural safety for Aboriginal Victorians

First Nations people experience homelessness at higher rates than non-Indigenous people, but they often face barriers when accessing housing and homelessness services. To address this, CHIA Vic stepped up its advocacy on Aboriginal housing issues and continued to push for greater Aboriginal cultural safety in the community housing sector.

We engaged consultant Jenny Samms to run workshops with our staff and the CHIA Vic Board so we could begin implementing the Community Housing Aboriginal Cultural Safety Framework. A key action arising from this was to offer free membership for Aboriginal Community Controlled Organisations (ACCOs) who provide housing. Membership includes access to our RTA advice line, discounted training and leading practice templates for organisational policies and procedures.

CHIA Vic also made a submission to the Yoorrook Justice Commission's housing inquiry and advocated for First Nations housing solutions in our other policy submissions.

In addition, we have reviewed our training courses and sector resources to ensure they reflect cultural safety principles and best practice.



Providing expert advice to members

CHIA Vic continued to support members via our VCAT/RTA Helpline this year, responding to 324 queries about tenancy best-practice and Victorian tenancy law.

We provided members with guidance and resources that help them meet leading practice standards, and we continue to develop new resources based on member queries.

We commissioned and shared legal guidance on key issues for the sector, including rent setting and new rooming house compliance regulations. We also sought advice for members and represented their views through VCAT users group meetings.

We also organised an information session with VCAT Senior Member Domenico Calabrò, who provided practical guidance on complex VCAT processes and answered member questions.



Ernest enjoys nurturing his garden, chatting with fellow residents, and exploring new experiences through Wintringham's recreation program.

Image: Wintringham.

Training for the sector to provide what renters need

This year CHIA Vic transformed the specialist training it offers the sector. This was in line with the 2023 Victorian Community Housing Workforce Strategy, which identified better training and professional development as key priorities to help the sector deliver improved services to renters.

CHIA Vic ran 70 training courses this year, helping more than 900 people build their sector knowledge and careers. Our training received an average satisfaction score of 4.5 out of 5.

We developed 11 new courses, recruited expert new trainers and improved the quality of the learning experience for participants. New self-paced eLearn courses were launched, and more of this content will be made available in 2024-25.

To improve communications, our workforce team created a new fortnightly training newsletter. They also launched a new online learning management system that allows people booked into training to access all their materials, information and completion certificates in one spot.

Community Housing workforce development

The 2023 Victorian Community Housing Workforce Strategy aims to build a strong, skilled community housing workforce that can support the growth of the sector as it delivers more homes for people who need them.

This year CHIA Vic worked with our workforce reference group to:

- ▶ Review the Workforce Capability Framework
- ▶ Provide advice on the development and rollout of the Victorian Government's new Community and Social Services Graduate Program
- ▶ Make improvements to CHIA Vic's training offering

CHIA Vic also ran a workforce survey this year, with 124 individuals and 19 member organisations taking part. The anonymous survey provided rich data about the types of people working in community housing, their attitudes and experiences in the sector. It also provided useful feedback on CHIA Vic sector development and training needs.

Growing the digital capabilities of the sector

We launched a series of software demonstrations this year, giving members a deep dive into the key community housing products available. Chintaro and Civica Housing have taken part in the series to date, and other key providers will present their products over the coming year.

We also held a Cyber Security Forum in October 2023 to discuss data privacy, cyber resilience and artificial intelligence. Members heard from experts on legal requirements for data management and how AI can help protect data from security threats.



CEHL staff and Larrakeyah co-op board members at new homes in Geelong. Image: CEHL.

Member Projects 2023-24

The community housing sector delivered **1,370** new homes this year, providing thousands of people with a safe, secure place to live.

A selection of new developments is featured on these pages.



Launch Housing's Bellfield property.
Image: ARM Architecture and Tom Ross.



Women's Housing Ltd homes in Melbourne's west for women and their children. Image: Breeana Dunbar.



Inside a new unit at Bangs Street, Prahran.
Image: Community Housing Limited.



New community housing homes in Croydon, delivered by Community Housing Limited.



Housing Choices' new apartments in Shiel Street, North Melbourne.



Haven Home Safe's new Ararat property.



New Aboriginal Housing Victoria homes in Dandenong.
Image: Clarke Hopkins Clarke Architects.



Haven Drouin. Image: Mind Australia.



Housing for women and their children in northern Victoria. Image: YWCA.



New townhouses in Wangaratta.
Image: Beyond Housing.



Having fun at a gardening and pizza event at New Street, Brighton. Image: Community Housing Limited.

Built on strong foundations

Establishing the right systems, tools and ways of working to support effective CHIA Vic service delivery.

Brand refresh

CHIA Vic refreshed its brand this year to better reflect its mission and values. A brighter, bolder colour palette, revamped logo and typography all work to convey a unified vision for our brand. The new look was designed to communicate the hope, optimism and empathy of the community housing sector, as well as CHIA Vic's expertise and professionalism.

Aboriginal Cultural Safety Training

CHIA Vic engaged consultant Jenny Samms to run workshops with our staff and Board to implement the Community Housing Aboriginal Cultural Safety Framework at our organisation. As part of this, we increased our advocacy on First Nations housing issues and offered free CHIA Vic membership to Aboriginal Community Controlled Organisations (ACCOs) interested in becoming Registered Housing Providers.



Bangs Street, Prahran, delivered by Community Housing Limited with Homes Victoria and the Building Communities consortium. Image: Community Housing Limited.

Annual member survey

To measure and continuously improve our performance, CHIA Vic launched an annual member survey in 2023. The survey asked for members' views on CHIA Vic's advocacy, training, service quality and impact. We were pleased that 95% of respondents were satisfied with our services, and 85% were satisfied with the advocacy impact CHIA Vic was having. Around 40 responses were received, including from CEOs, directors, managers, team leaders and frontline staff. We hope to build on this in coming years.

CHIA Vic structural change

CHIA Vic introduced the role of Deputy CEO this year, with Jason Perdriau appointed to the position. Internally, Jason supports CEO Sarah Toohey with governance, operations and organisational culture to meet CHIA Vic's strategic objectives. Jason also oversees our external service delivery and sector development. This includes the Victorian Community Housing Workforce Strategy, the transformation of CHIA Vic's training program and leading practice services.

Internal policy review

To support our growing organisation, CHIA Vic reviewed existing internal policies and developed a suite of new policies. The policies support good governance on a range of issues and address areas of risk that could impact the organisation or its staff. They also bring an increased level of professionalism to the organisation.



Renter Ellie loves her new home in Heidelberg West. Image: Uniting VicTas.



Striking design details at Launch Housing's Bellfield property. Image: ARM Architecture and Tom Ross.

Treasurer's Report



In our 2023 Annual Report, we noted that the 2024 financial year was projected to produce a deficit that broadly offset the unprecedented surplus generated in the 2023 reporting period. The result for 2024 has aligned with these expectations.

Revenue for the 2024 financial year was \$1,995,145 (down \$929,411 or 32% on prior year) and total expenditure was \$2,323,443 (down \$99,561 or 4%). The 2024 result is a deficit of \$328,298, and this compares with a surplus of \$501,552 recorded in the 2023 financial year.

The reduction of revenue year-on-year predominantly relates to the accounting requirement to recognise project income in the year of receipt (being the 2023 financial year) with the related project expenditure incurred over both the 2023 and 2024 years. Our revenue was also impacted by our biennial conference being held in the 2023 financial year; our next conference will occur in 2025.

Whilst organisation cash levels decreased by \$477,517, the reduction was expected and caused by the project accounting requirements described above. At year-end CHIA Vic held \$1,288,230 in cash. Of this balance, \$629,844 represents monies received in advance for projects and services to be delivered in subsequent financial years.

The reduction in our net asset position from \$805,094 last year to \$476,796 at 30 June 2024 was also expected. This further highlights the fact that the organisation does not hold significant financial reserves and our success will continue to rely on the support of all stakeholders. To this end, we thank Homes Victoria, Department of Families, Fairness and Housing, the Victorian State Government, and our committed member organisations, sponsors and supporters; your ongoing support and commitment is paramount to the success of CHIA Vic.

On a personal note, I am ending my term as a Board member at this year's AGM. I have thoroughly enjoyed my 12-year contribution to CHIA Vic and know that under the leadership of Sarah Toohey and the Board, the CHIA Vic team is working diligently to ensure the organisation is well-placed to navigate all opportunities and challenges that lie ahead.

Michael Deschepper,
Treasurer CHIA Vic

Assets and Liabilities

	2024 \$	2023 \$
CURRENT ASSETS		
Cash and Cash Equivalents	1,288,230	1,765,747
Trade and Other Receivables	85,424	86,079
Prepayments	10,090	18,447
TOTAL CURRENT ASSETS	1,383,744	1,870,273
NON CURRENT ASSETS		
Plant and Equipment	33,546	60,115
TOTAL NON-CURRENT ASSETS	33,546	60,115
TOTAL ASSETS	1,417,290	1,930,388
CURRENT LIABILITIES		
Trade and Other Payables	149,681	202,081
Income Received in Advance	629,844	782,373
Provisions	122,210	115,449
TOTAL CURRENT LIABILITIES	901,735	1,099,903
NON-CURRENT LIABILITIES		
Provisions	38,759	25,391
TOTAL NON-CURRENT LIABILITIES	38,759	25,391
TOTAL LIABILITIES	940,494	1,125,294
NET ASSETS	476,796	805,094
EQUITY		
Accumulated Funds	476,796	805,094
TOTAL EQUITY	476,796	805,094

Income and Expenditure

	2024 \$	2023 \$
INCOME		
Funding	906,919	1,130,848
Projects	711,480	1,232,572
Training Income	244,597	247,999
Member Fees	81,653	98,743
Sponsorship	6,706	7,483
Conference Income	1,169	200,095
Interest Received	42,621	6,816
TOTAL INCOME	1,995,145	2,924,556
EXPENDITURE		
Administration Expenses	18,879	45,404
Communications	4,767	3,505
Conference Expenses	(7,160)	189,172
Consultancy	149,120	177,334
Depreciation	30,065	24,241
Employment Expenses	1,416,763	1,250,827
Marketing & Promotion	20,847	4,963
Office Expenses	2,124	3,931
Rent	79,555	78,725
Repair & Maintenance	4,362	8,794
Seminars, Training & Projects	551,165	619,687
Staff Development	45,111	14,715
Travel & Accommodation	7,845	1,706
TOTAL EXPENDITURE	2,323,443	2,423,004
Net Surplus/(Deficit) for the Year	(328,298)	501,552

Independent Auditor’s Report

Opinion

I have audited the accompanying financial report of Community Housing Federation of Victoria Incorporated (the Association), which comprises the balance sheet as at 30 June 2024, and the income statement, statement of changes in equity and cash flow statement for the year ended on that date, a summary of significant accounting policies and other explanatory notes and the statement by the members of the Board.

In my opinion, the financial report of the Association is in accordance with the *Australian Charities and Not for Profits Commission Act 2012* and the *Associations Incorporation Reform Act 2012*, including:

- i. giving a true and fair view of the Association’s financial position as at 30 June 2024 and of its performance for the year ended; and
- ii. complying with Australian Accounting Standards as per Note 1, the *Australian Charities and Not for Profits Commission Act 2012* and the *Associations Incorporation Reform Act 2012*.

Basis for Opinion

I conducted my audit in accordance with Australian Auditing Standards. My responsibilities under those standards are further described in the Auditor’s Responsibilities for the Audit of the Financial Report section of our report. I am independent of the Association in accordance with the ethical requirements of the Accounting Professional and Ethical Standards Board’s APES 110 Code of Ethics for Professional Accountants (the Code) that are relevant to my audit of the financial report in Australia. I have also fulfilled our other ethical responsibilities in accordance with the Code.

I believe that the audit evidence I have obtained is sufficient and appropriate to provide a basis for my opinion.

Emphasis of Matter – Basis of Accounting and Restriction on Distribution

I draw attention to Note 1 to the financial report, which describes the basis of accounting. The financial report has been prepared to assist Community Housing Federation of Victoria Incorporated to meet the requirements of the *Australian Charities and Not for Profits Commission Act 2012* and the *Associations Incorporation Reform Act 2012*. As a result, the financial report may not be suitable for another purpose. My opinion is not modified in respect of this matter.

Responsibilities of Management and Those Charged with Governance for the Financial Report

Management is responsible for the preparation and fair presentation of the financial report in accordance with the financial reporting requirements of the applicable legislation and for such internal control as management determines is necessary to enable the preparation and fair presentation of a financial report that is free from material misstatement, whether due to fraud or error.

In preparing the financial report, management is responsible for assessing the Association’s ability to continue as a going concern, disclosing, as applicable, matters relating to going concern and using the going concern basis of accounting unless management either intends to liquidate the Entity or to cease operations, or has no realistic alternative but to do so.

Those charged with governance are responsible for overseeing the Association’s financial reporting process.

Auditor’s Responsibilities for the Audit of the Financial Report

My objectives are to obtain reasonable assurance about whether the financial report as a whole is free from material misstatement, whether due to fraud or error, and to issue an auditor’s report that includes our opinion. Reasonable assurance is a high level of assurance but is not a guarantee that an audit conducted in accordance with Australian Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of the financial report.

As part of an audit in accordance with Australian Auditing Standards, I exercise professional judgement and maintain professional scepticism throughout the audit. I also:

- Identify and assess the risks of material misstatement of the financial report, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for my opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit 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 registered entity’s internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the responsible entities.
- Conclude on the appropriateness of the responsible entities use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or

conditions that may cast significant doubt on the registered entity’s ability to continue as a going concern. If I conclude that a material uncertainty exists, I am required to draw attention in my auditor’s report to the related disclosures in the financial report or, if such disclosures are inadequate, to modify my opinion. My conclusions are based on the audit evidence obtained up to the date of my auditor’s report. However, future events or conditions may cause the registered entity to cease to continue as a going concern.

- Evaluate the overall presentation, structure and content of the financial report, including the disclosures, and whether the financial report represents the underlying transactions and events in a manner that achieves fair presentation.

I communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal controls that I identify during my audit.

Auditor: Frederik Ryk Ludolf Eksteen

ASIC Registration Number: 421448

Address: Collins & Co Audit Pty Ltd,
127 Paisley Street,
Footscray VIC 3011

Signature: 

Date: 28 October 2024



“I call it my little piece of paradise. I get up in the morning and pull up the blinds and it’s just magnificent.”

– Joy

Renter Joy loves her new home in Croydon.
Image: Community Housing Limited.

Thank you

Thank you to our members, our sponsors and all advocates and supporters of community housing.

Our 2023–2024 sponsors



Full members

- Abbeyfield Australia Ltd
- Aboriginal Housing Victoria Ltd
- Anchor Community Care Ltd
- Baptcare Affordable Housing Ltd
- Beyond Housing
- CatholicCare Victoria Housing Ltd
- Common Equity Housing Ltd
- Community Housing Ltd
- Domum
- EACH Housing Ltd
- Eastcoast Housing Association
- Evolve Housing Vic Ltd
- Fronditha Care Inc
- Haven; Home, Safe
- The Haven Foundation
- Housing Choices Australia Ltd
- HousingFirst Ltd
- Inner East Social Housing Group
- Jesuit Social Services Ltd
- Jewish Care (Victoria) Inc
- Jim Fuller Community House Group
- Jubilee Housing Inc
- Launch Housing
- Mallee Accommodation and Support Program
- McCormack Housing
- MECWA
- Melbourne City Mission Housing
- Meli Community
- Myxa Care
- National Affordable Housing Consortium Victoria
- Northcote Housing Rental Co-operative
- Northern Geelong Rental Housing Co-operative
- Peninsula Community Housing Inc
- Ringwood Area Lions Aged Care Inc
- Salvation Army Housing (Victoria)
- Servants Community Housing
- South East Housing Co-operative
- South Port Community Housing Group Inc
- St Kilda Community Housing Ltd
- Unison Housing
- United Housing Co-operative Ltd
- Uniting Housing (Victoria) Ltd
- Vasey RSL Care Ltd
- Veteran Housing Australia
- VincentCare Community Housing
- WAYSS
- Williamstown Rental Housing Co-op
- Wintringham Housing Ltd
- Women's Housing Ltd
- Womens Property Initiatives Ltd
- YWCA Australia

Associate members

- Beachwood Homes Pty Ltd
- BlueCHPV Ltd
- Boompower
- Cardinia Shire Council
- Chintaro
- City of Greater Geelong
- City of Port Phillip
- Fleetwood Vic & Qld
- FMG Engineering
- Free From Family Violence (FVREE)
- Glenville Living
- Harnest by Mazzei
- Hornsby & Co
- IA Group
- Karl Fitzgerald
- Kids Under Cover
- Lux Abode Pty Ltd
- McGauran Giannini Soon Pty Ltd
- Merri-bek Affordable Housing Ltd
- NPG Project Management & Consultancy Pty Ltd
- Pillar + Post Projects
- Russell Kennedy Lawyers
- Samantha Stonehouse
- Sladen Legal
- Teller Group Pty Ltd
- Terry Burke
- Yarra Ranges Shire Council
- Ys Housing Ltd
- Zavanthi Australia Pty Ltd

Photo credits: Thank you to CHIA Vic members who provided images for this report. Thanks also to the wonderful community housing renters who agreed to have their photo featured.



COMMUNITY HOUSING
Industry Association Victoria



www.chiavic.com.au



1/128 Exhibition Street
Melbourne, VIC 3000



(03) 9654 6077