

ABORIGINAL COMMUNITY HOUSING LIMITED

Annual Report

2021 - 2022



ABORIGINAL COMMUNITY HOUSING LTD
PART OF THE CHL GROUP OF COMPANIES



Acknowledgment of Country



Aboriginal Community Housing Ltd (ACHL) acknowledges that Aboriginal and Torres Strait Islander people were the first Australians with complex and sophisticated laws and environmental practices for over 60,000 years.

ACHL celebrates the survival and resilience of Aboriginal and Torres Strait Islander people and Aboriginal and Torres Strait Islander cultures across Australia and the many traditional lands and language groups.

ACHL recognises the valuable contribution of Aboriginal and Torres Strait Islander people in all aspects of life and looks forward to working together in partnership, with mutual respect and on an equal footing.

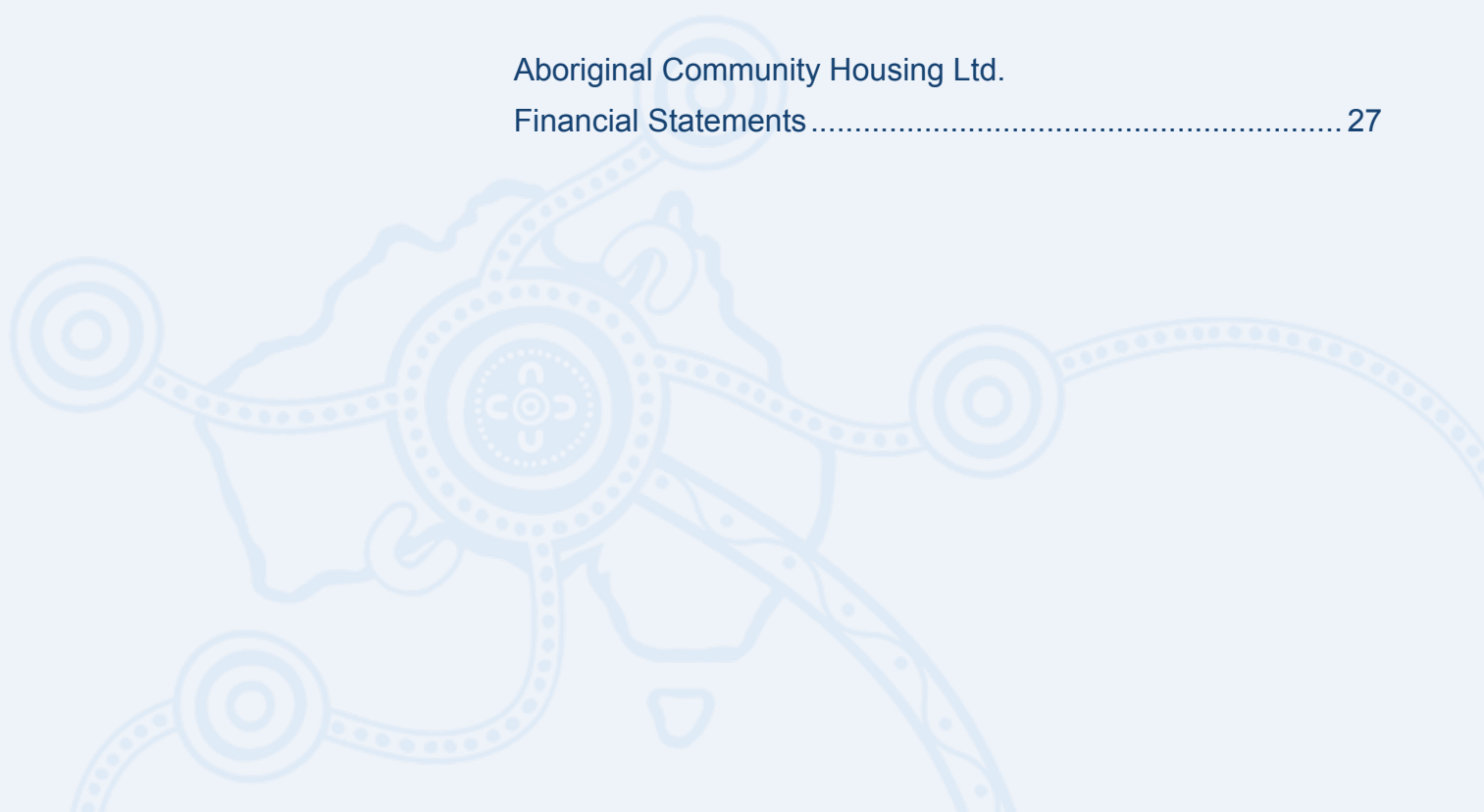
We acknowledge the Traditional Custodians of Country throughout Australia and their connections to land, sea and community. We also acknowledge the traditional owners of the lands on which our offices are based and where we work. We pay our respect to their Elders past, present and emerging and extend that respect to all Aboriginal and Torres Strait Islander people today.

This report details work by Aboriginal Community Housing Ltd (ACHL), an independent national Aboriginal and Torres Strait Islander community housing provider focused on providing safe, affordable and appropriate housing and support to our tenants/customers and the local communities in all relevant states and territories. Included in the report is an overview of the achievements and successes over the past 12 months nationally with the 2021-22 report based on our work from 1 July 2021 to 30 June 2022.

Warning: Aboriginal and Torres Strait Island people should be aware that this report contains imagery and names of Aboriginal and Torres Strait Islander people.

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About Us

Aboriginal Community Housing Ltd



Aboriginal Community Housing Ltd (ACHL) is a growing independent national Aboriginal and Torres Strait Islander community housing organisation. We are the first independent nationally led and managed provider of long-term affordable housing, property and tenancy management for Aboriginal and Torres Strait Islander people and communities.

ACHL was established in 2016 as a member of the Community Housing Ltd Group of Companies to provide better housing options for Aboriginal and Torres Strait Islander communities. We recognise the rights of Aboriginal and Torres Strait Islander people and communities to determine their own future and to live in accordance with their own cultural values and customs. We maintain a strong vision to empower Aboriginal and Torres Strait Islander communities to develop, own and manage culturally appropriate, affordable, and sustainable housing.

ACHL is an Aboriginal Community Housing Provider (ACHP) registered under the National Regulatory System for Community Housing (NRSCH) as a Tier 2 Provider. ACHL is also recognised as an approved Provider by the NSW Aboriginal Housing Office (AHO) with Growth Provider status.

ACHL works in partnership with Aboriginal and Torres Strait Islander services to deliver housing across tenancy management, property management and community development. We aim to further establish community development and economic development approaches to assist communities to determine and achieve their own aspirations and provide a range of products including additional supply of affordable rental and home ownership properties.

ACHL has established operations in Western Australia, South Australia and New South Wales with a growing presence in Victoria, Queensland, Tasmania and the Northern Territory.

Vision and Mission

Empowering Aboriginal and Torres Strait Islander communities to develop, own and manage culturally appropriate, affordable and sustainable housing.

ACHL's mission is for Aboriginal and Torres Strait Islander people throughout Australia to have access to housing that is safe, affordable, appropriate and supportive of health and wellbeing. Through facilitating effective partnerships and relationships ACHL will support Aboriginal and Torres Strait Islander communities to develop, build, manage, operate and own well designed and maintained housing solutions.

Our Values

We believe everyone should have equal opportunity to access good quality, affordable and sustainable housing. To achieve that end we share the following values.

1. Equality
2. Integrity
3. Accountability
4. Culturally Appropriate Practice
5. Respect
6. Empowerment

Our Principles

Our principles are fundamental to our success. They focus on how we strengthen, maintain and grow our organisation over time. Adhering to each of these principles is how we will become the best and most respected Aboriginal and Torres Strait Islander housing organisation in Australia.

What we can and will promise is to be truthful and honest; act with integrity and honour; and do the right thing. We will work with fierce resolve to make ACHL an organisation of which our communities, people, tenants, and employees can be proud.

1. We are honest and truthful
2. We engage
3. We involve the community
4. We listen
5. We are inclusive
6. We empower
7. We are committed to real, tangible and ongoing outcomes
8. We are committed to employment opportunities
9. We ensure the respect and understanding of cultural heritage

Our Services

ACHL aims to provide and/or facilitate culturally appropriate property and tenancy management for all Aboriginal and Torres Strait Islander people and communities nationally with a committed approach to community development to assist all Aboriginal and Torres Strait Islander people, families and communities achieve their own aspirations and needs.

ACHL provides a range of services that support our organisation's vision, across three main areas:

Tenancy management

Property management

Community development

The services all comprise:

- Culturally appropriate and competent service delivery
- Flexible approaches when working with tenants & families
- Holistic service delivery, supported by the development of a toolkit

SERVICES PROVIDED

The services all comprise:

- Culturally appropriate and competent service delivery
- Flexible approaches when working with tenants & families
- Holistic service delivery, supported by the development of a toolkit.



Chair's Report

I am very proud to present to you on behalf of the board and staff of Aboriginal Community Housing Ltd (ACHL), our annual report for 2021-22.

Since last year's report, we have had a change in chairperson for the ACHL board, my name is Angela Huston, I am a proud Southeast Queensland Kamilleroi woman and have been a part of the ACHL board for a number of years and was appointed to the role of Chair of ACHL in 2021. I would like to thank Maureen O'Meara for her many years of hard work and dedication as the previous Chair of the ACHL Board and look forward to continuing to work alongside her and all our other board directors moving forward.

I would like to acknowledge the dedication and hard work of our board and all staff over the last 12 months. Through, what has been another tumultuous year for everyone nationally with the continued ongoing effects of the current COVID-19 pandemic as well as the floods, bushfires and other natural disasters affecting our states and territories, our organisation as a whole has responded to the challenges presented and continued to ensure a high level of service to our tenants and community.

I would also like to take this opportunity to thank our tenants, customers and the local communities along with our partners and stakeholders for the continued support and collaboration to ensure that we are fostering better outcomes and opportunities for Aboriginal and Torres Strait Islander people and communities across the nation.

Our primary focus remains always on sustaining tenancies, increasing community and tenants' engagement, and building positive rapports with tenants, local community, service and support agencies.

This report outlines our achievements and successes throughout the year and provides an update on the progress of our growth and the continued development of ACHL.

It has been both a satisfying and challenging year, we continued to deliver our tenancy and property management service to our tenants, customers and local communities throughout Western Australia, South Australia and New South Wales, governed by our mission that everyone should have equal opportunity to access good quality, appropriate, affordable and sustainable housing.

In the coming year, we will look to growth opportunities within the sector in all states and territories at strengthening our current collaborative partnerships and building new supportive ones with our tenants, customers, communities, and stakeholders to continue to meet needs and ensure we are contributing to better outcomes for all Aboriginal and Torres Strait Islander people and communities.

I would like to acknowledge the staff, the board, all our members and partners for your continued efforts and support and we look forward to the years ahead.

Angela Huston

Chair

Aboriginal Community Housing Ltd



Director's Report



Your Directors present their report on the consolidated entity consisting of Aboriginal Community Housing Ltd (the Company or ACHL) and the entities it controlled at the end of, or during, the year ended 30 June 2022.

Directors

The following persons were Directors of the Group during the whole of the financial year and up to the date of this report:

A Huston
F Skiotis
M O'Meara
B Bero
M McCallum
R Ruhl
M Jones

C Leahy was a Director from the beginning of the year until his resignation on 26 October 2021.

Principal activities

The principal activity of the Group is the delivery of affordable and sustainable housing in Australia.

Dividends – Aboriginal Community Housing Ltd

No dividends were paid as the Company is prohibited pursuant to its Constitution to distribute dividends.

Review of operations

The ACHL operating surplus for the year amounted to \$660,382 (2021 surplus: \$456,145). Total comprehensive income is identical to the operating surplus \$660,382 (2021: \$456,145) and retained earnings is \$1,767,124 (2021 \$1,106,742). Total ACHL revenue and other income is \$3,738,170 (2021 \$2,133,481).

National legislation has established the basis for the registration of not-for-profit social housing providers in all Australian jurisdictions. Accordingly, ACHL has continued to comply with all the requirements for registration as a community housing provider in the National Regulatory System for community housing, maintaining its registration as a Tier 2 provider. The staff complement increased from 11.42 to 12.20 full time equivalent (FTE) employees. Houses under management were 471 properties (2021: 371).

New developments over the year

In New South Wales, ACHL increased stock under management by an additional 100 units in the Mid North Coast.

Event since the end of the financial year

ACHL has been awarded the management of 114 units in Albury and Balranald.

Likely developments in the operations of the Group were not finalised at the date of this report include: ACHL will continue to develop and submit for multiple projects to expand its capacity to meet the highest housing need across all Australian states.

Environmental regulation

ACHL continues to lease fuel efficient vehicles in order to reduce energy emissions.

Information on Directors and Secretary

Angela Huston

Kamilaroi/Euahlayi

Chair, Non-Executive Director

CA, MAICD, BCom (Professional Accounting); Assoc. Dip. Aquatic Resource Mgmt, Member Australian Institute of Company Directors

Over 24 years' experience in accounting and business development in large, medium and not for profit Indigenous organisations. Angela has extensive experience in development, implementation and maintenance of commercial, procedural and reporting processes to ensure contract obligations are delivered in a timely and accurate manner. Angela is a proud Kamilleroi/Euahlayi women from South East Queensland with a strong cultural awareness and a desire to improve the welfare of Aboriginal People through education, environmental management, housing and new project opportunities.

Fionn Skiotis

Non-Executive Director

*MSocSci (Policy & Human Services), Grad Cert SocSci (Housing Policy & Management), FAICD
Parent Company Chair*

Over 30 years' experience in corporate governance and management in the not-for-profit sector, including in social housing, disability services, community development, mental health, advocacy, human rights and media and communications in Australia and internationally. Former community member of the Victorian Mental Health Tribunal (2006-21). Director of Aboriginal Community Housing Ltd (ACHL), Building Communities (Vic) Ltd (BCVL), CHL Latino America SpA and Chair of CHL Timor Ltd.

Maureen O'Meara

Baad (Bardi) Dampier Peninsula West Kimberley, and Jaru from the East Kimberley

Non-Executive Director

BAppSc (Indigenous Health), PgCert (Aboriginal Alternative Healing)

Experienced in Aboriginal relationships and interactions, government and not for profit sectors, housing, health, inter-sectoral government relations and management of government partnership funds, community and business development. Director of CHL Timor Ltd.

Brian Bero

Non-Executive Director

LLB, Legal Practitioner

Experienced corporate/commercial legal practitioner who has worked with large national and international corporate entities as well as State and Federal Governments, Federal and State Courts, small businesses and community organisations. Brian has a broad corporate/commercial practice including advising on complex contract negotiations and agreements, litigation, risk and compliance and regulatory matters, privacy, corporate structure and governance issues, probity matters, strategic government direction, technology matters, international instruments, personal injury, and procurement matters. Brian has also sat on a number of professional and community boards.

Margaret McCallum

Non-Executive Director

DipGovMng

Margaret McCallum is a proud Aboriginal woman survived from the Stolen Generations descendant from the West Coast of South Australia. Margaret lives and works on Kaurna land where she has had a career spanning 30 years predominately in public health and housing. Margaret has previously been instrumental in the development of Aboriginal workforce initiatives for SA Health and their respective Local Health Networks. She is currently a board member to the Ahpra Aboriginal Torres Strait Islander Health Practitioner Board of Australia and the Aboriginal Community Housing Ltd Board. In 2019 Margaret led the logistical planning of the highly successful Australian Scout Jamboree, coordinating youth through activities visiting Adelaide and surrounding areas. Margaret is committed to working towards influencing positive change and improving access, equity and the quality of life for Aboriginal people.

Richard Ruhl

Non-Executive Director

Cert IV in Property Services (Real Estate) Real Estate License, Real Estate Agent

Experienced within the real estate industry from sales to property management, knowledge and understanding of community housing and its systems in place to help sustain tenancies.

Matthew Jones

Non-Executive Director

CA, MBA, BIntBus, BA

Experienced within professional services specialising in business reconstruction and recovery, cashflow forecasting, financial due diligence and risk management from a banking perspective.

Meetings of Directors

The numbers of meetings of the Group's board of Directors and of each board committee held during the year ended 30 June 2022, and the numbers of meetings attended by each Director were:

Director Attendance	Full meetings of Directors	
	A	B
Angela Huston	6	6
Fionn Skiotis	6	6
Maureen O'Meara	4	6
Brian Bero	4	6
Margaret McCallum	6	6
Richard Ruhl	4	6
Matthew Jones	6	6
Charles Leahy	2	2

A = Number of meetings attended

B = Number of meetings held during the time the director held office

Directors' interests and benefits

ACHL is a Company Ltd by guarantee, hence none of the Directors hold an interest.

During or since the end of the financial year, ACHL has Directors' and Officers' Liabilities Insurance in place to insure current and former Directors, Secretaries and other officers against liabilities for costs and expenses incurred by them in defending any legal proceedings arising out of their conduct while in the capacity of Director, Secretary or other officer of ACHL involving a willful breach of duty in relation to ACHL.

No Director of ACHL, during or since the end of the financial period, received or has become entitled to receive a benefit (other than a benefit included in the aggregate amount of emoluments received or due and receivable by the Directors shown in the financial report or the fixed salary of a full time employee of ACHL or of a related body corporate) by reason of a contract made by ACHL or a related body corporate with one of the Directors or with a firm of which they are a member or with a company in which they have a substantial financial interest.

Indemnification of Directors and Officers

The Group has executed deeds of indemnity in favour of:

- (a) Directors of the Company (including past Directors),
- (b) Secretary, and
- (c) Chief Financial Officer.

Each of these deeds provides an indemnity on substantially the same terms as the indemnity provided in the constitution in favour of Directors and Officers. The indemnity also gives officers a right of access to Board papers and requires the Group to maintain Directors' and Officers' liability insurance.

Proceedings on behalf of the Group

No person has applied to the Court under section 237 of the Corporations Act 2001 for leave to bring proceedings on behalf of the Group, or to intervene in any proceedings to which the Company is a party, for the purpose of taking responsibility on behalf of the Group for all or part of those proceedings.

No proceedings have been brought or intervened in on behalf of the Group with leave of the Court under section 237 of the *Corporations Act 2001*.

ACHL Strategic Approach 2023 – 2026

ACHL has recently released its Strategic Approach (2023 – 2026) which summaries our ACHL Strategic Framework and maps our future direction that we intend to take over the next four years to deliver on our strategic outcomes.

ACHL Strategic Approach 2023 – 2026

Our Vision

Empowering Aboriginal and Torres Strait Islander communities to develop, own and manage culturally appropriate, affordable and sustainable housing.

Mission Statement

ACHL's mission is for Aboriginal and Torres Strait Islander people throughout Australia to have access to housing that is safe, affordable, appropriate and supportive of health and wellbeing. Through facilitating effective partnerships and relationships, ACHL will support Aboriginal and Torres Strait Islander communities to develop, build, manage, operate and own well designed and maintained housing solutions.



Sustainability of ACHL's business operations in the immediate, short and long term.

- a. Strengthen the operational functions of ACHL including the development and implementation of a "fit for purpose" structure to facilitate the objectives and goals of ACHL.
- b. Ensure ACHL is financially viable now and into the future through various income streams, that support its vision and mission.
- c. Develop, implement, and embed business practices within ACHL e.g., human resource management, information technology infrastructure and management.
- d. Develop and upskill of ACHL team members to allow for succession opportunities and working with CHL to embed cultural competency practices for both agencies.



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Maintain, facilitate and foster partnerships with all stakeholders of ACHL.

- a. Further enhance existing relationships with stakeholders to strengthen services and products for Aboriginal and Torres Strait Islander tenants and communities.
- b. Develop and implement active tenant engagement strategies to ensure tenants can sustain their tenancies.
- c. Ensure ACHL has an effective community development and engagement plan that will identify key priorities, foster relationships with the Aboriginal and Torres Strait Islander communities and understand the varied cultural practices.
- d. Inclusion of all key stakeholders from a participatory/co-design approach that will deliver on community led outcomes such as services, policies and/or products e.g., asset design.



Deliver housing solutions for Aboriginal and Torres Strait Islander people to move throughout the housing continuum.

- a. Negotiate and influence governments (State and Commonwealth) to ensure ACHL is the first-choice housing provider for any procurement actions that relate specifically to Aboriginal housing.
- b. Develop and implement individualised growth strategies for each jurisdiction, where ACHL has identified areas of housing need and growth, this could include specialist disability accommodation, youth housing and Elder housing.
- c. Strengthen ACHL's footprint throughout Australia by adhering to state-based regulations, stock transfer program contracts, financial resourcing requirements e.g., NHFIC/Financial Institutions.
- d. Ensure housing solutions for Aboriginal and Torres Strait Islander people are informed by evidence, data, and research and ACHL actively advocates for Aboriginal housing solutions.



Renew and increase business growth (aside from ACHL's housing growth) to ensure ongoing viability and sustainability of ACHL's operations.

- a. Explore new business opportunities such as employment, asset maintenance and management within identified jurisdictions with identified outcomes.
- b. ACHL to be known as subject matter experts and provide fee for service products to build capability and capacity for Aboriginal and Torres Strait Islander organisations.
- c. Identify other business options with ACHL's partners focussing on localised solutions for local needs e.g., wrap around support services in the homelessness area, children exiting care facilities.
- d. Strive to be innovative, considering stakeholder's ideas and needs when developing varied business growth solutions.

2021 – 2022 Year in Review

What a year it has been, the ups and down of COVID-19, environmental and natural disaster impacts along with the optimistic growth and expansion of ACHL's footprint.

ACHL has been working hard in 2021-22 to continue driving our organisation forward in order to achieve our mission of providing affordable, appropriate and safe housing and also ensuring the best possible outcomes for our tenants and the wider community.

Some of our highlights from the 2021-22 financial year included:

- As at 30 June 2021, ACHL reported 471 properties under management across Australia in Western Australia South Australia and New South Wales;
- Recipient of a South Australian Government Grant under the Community Impact Strategic Partnership for Tika Tirka Student Connection to Country and Culture on Karuna Land;
- Successfully securing a bid to manage and deliver service through the South Australia Employment and Education Housing (EEH) Service Program, that provides accommodation and support in metro and regional areas for Aboriginal people from remote and regional communities to access employment and education opportunities;
- Establishment of Aboriginal Community Housing (VIC) Ltd (ACHVL) the first subsidiary of ACHL;
- Successful in our bid to receive property transfers on the Southern Coast of New South Wales (Albury and Balranald) under the NSW Aboriginal Housing Office (AHO) Tranche 3 of Property Management Transfers Program;
- Continuing to deliver quality services and supports to our tenants and customers throughout our local communities including tenancy management, intake and assessment allocations, rent reviews and repairs and maintenance;
- Undertaking community engagement and development programs throughout Western Australia, South Australia and New South Wales to provide opportunities and meet the needs of our tenants and local communities along with successfully obtaining funding and grant achievements;
- New partnerships created with organisations to foster new and exciting opportunities and improve on outcomes for our tenants, customers and local communities along with building upon our existing partnerships and relationships to ensure a collaborative approach and strengthen service delivery;
- Undertaking recruitment activity to fill essential roles within our organisation including within the newly established footprint in Victoria.

ACHL has moved from strength to strength throughout this past year and we look forward to the future and the opportunities available to continue to strengthen our vision of safe, affordable, appropriate housing and working alongside the tenants and local communities to ensure that better outcomes are achieved. While some of our key highlights have been shown above, there have been many other achievements and accomplishments in all our established and growing jurisdictions in community development and engagement, business growth opportunities and service delivery.



National

NATIONAL SNAPSHOT



471

properties under management



665

customers



93%

of customers identify as Aboriginal and/or Torres Strait Islander



3%

of customers are aged 65 and over



0.9%

of customers live with a disability



12

staff



Operations in Western Australia,
South Australia and New South Wales

Over the past year, while we have been expanding our business and programs, we have also been looking to the future to ensure that we are well established and equipped to provide our programs and services alongside our continual growth.

Upon the completion of the ACHL Strategic Framework review, ACHL focused internally and begun undertaking a review of our organisational and team structures to identify resourcing priorities and to ensure that the key roles are in place to best suit our current and future business needs.

The main focus included looking at the structures of the organisation, existing roles and the reporting structure to ensure that we are best placed to provide the appropriate service to our tenants and customers in a timely manner thus allowing for better outcomes.

The internal review was undertaken in consultation with all ACHL teams and states. This is an ongoing program of work which will be completed by the end of 2022 and the outcome is set to ensure our new structure will continue to deliver on our strong focus and delivery of the tenants and customer services including tenancy management, property management and community development.

There has been a number of pieces of work completed at a national level throughout the 2021-2022 financial year, which included:

- Review and update of all ACHL policies and procedures to ensure they are up to date with current information for tenants and compliant with regulatory requirements.
- Review and update of our tenancy information kit.
- Maintaining compliance under National Regulatory System for Community Housing (NRSCH).
- Recruitment was undertaken to fill a number of vacancies within the organisation.
- Review and update to ACHL business/promotional materials including corporate brochures.
- Regular reporting to the ACHL Board on performance and business development.

Community Engagement

This year saw a return to face-to-face sector and community engagement, following the postponement of many events and the move to online platforms over the past few years due to the COVID-19 pandemic. Some community engagement activities in 2021-22 included:

- ACHL attended the AHURI National Housing Conference 2022 in Melbourne in March where we were invited to showcase two video presentations throughout the conference to celebrate and highlight, our student accommodation [Tika Tirka](#) and upcoming [Elders Village](#) development in South Australia.
- Presence at relevant community housing sector conferences, individual state community engagement events and activities including NAIDOC celebrations, Homelessness Week, Reconciliation Week and other events hosted throughout the year.
- In partnership with Sheridan Australia and StreetSmart Australia ACHL provided Sleepsafe kits including towels and bed linen to tenants right across the organisation.

For further information, please see the following pages for individual states investment in community activities and engagement.

Tenant Satisfaction Survey 2022

ACHL as a part of the CHL Group of companies engaged Community Housing Industry Association (CHIA) NSW to undertake our annual Tenant Satisfaction Survey.

The aim of the Tenant Satisfaction Survey is to:

- Establish the level of tenant satisfaction in relation with the National Regulatory System for Community Housing (NRSCH) threshold.
- Benchmark performance levels against ACHL National averages and CHIA NSW's tenant satisfaction benchmarking group.
- Assist in informing future service delivery improvement through feedback provided by tenants.



ACHL Staff, Jemeliene at the Close the Gap expo in Adelaide.



Delivery of StreetSmart Sherdian Towels and Linen.



South Australia NAIDOC.

There are eight key areas that the survey focuses on: Housing Services; Feedback; Repairs and Maintenance; Neighbourhood and Quality of Life; Communication and Customer Contact; Tenant Engagement; Recent Tenants; and Support Services and Housing.

The survey was undertaken from May to July 2022 and was conducted through a census approach, with all households managed by CHL (including ACHL) invited to participate in the survey either via email, SMS, post or in-person tenant engagement.

A final report was provided with the results of the survey, with ACHL separated from the CHL Group of companies. The ACHL results identify where ACHL sits against the national benchmarking of the NRSCH, and provide areas of highlight, as well as areas for improvement.

The results of the 2022 survey needs to be considered with background context in understanding that throughout this period the ongoing COVID-19 pandemic and natural disasters that were occurring could have impacted the tenancy and the repair and maintenance services that we were able to provide. This was on a case-by-case basis and in accordance with the state and territory COVID-19 pandemic restrictions and internal ACHL COVID-19 plans.

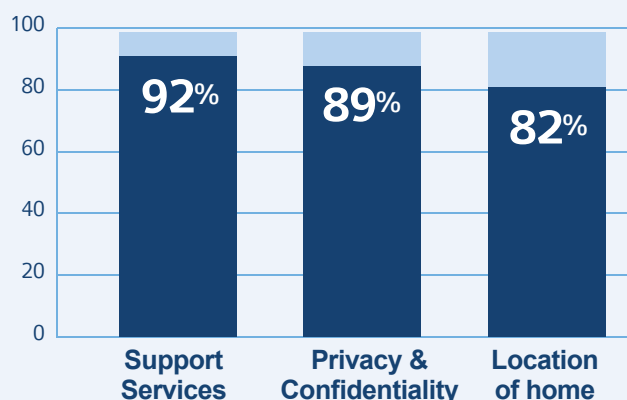
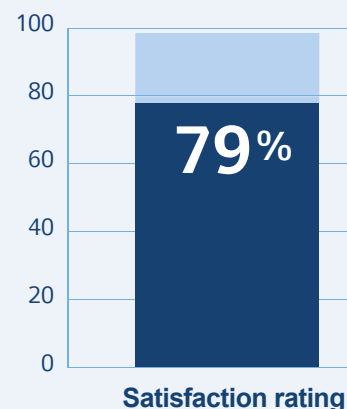
This was the first year that ACHL was actively involved in the Tenant Satisfaction Survey and we aim to use these results to understand the key areas of improvements as well as take on the feedback provided by our tenants.

ACHL also acknowledges that while we use the Tenants Satisfaction Survey results as a feedback mechanism, we also understand that not all tenants take part in this process and that there are other avenues available for feedback to be received.

Results

The overall satisfaction is based against the National Regulatory System for Community Housing (NRSCH) 75% threshold.

AHCL's overall satisfaction 79%



Highlights

- ACHL has referred me to suitable support services (92% Positive)
- Privacy and confidentiality are upheld by CHL (89% Positive)
- Location of home (82% Positive)

Moving Forward – Areas for Improvement and Change

- Repairs and Maintenance – ACHL acknowledges that this is an area of focus for us in ensuring that we are providing the best possible service to our tenants. We will look to make improvement in our repairs and maintenance services over the coming years.
- Communication about Feedback – The feedback we receive from our tenants is extremely vital in ensuring that we are meeting the needs and outcomes to improve their lives.

ACHL Aboriginal Employment Strategy

Throughout the year, another significant piece of work was undertaken to develop an ACHL Aboriginal Employment Strategy. The strategy looks at setting out key initiatives to be implemented across ACHL over the next three years (2022 – 2025) that will aim to improve Aboriginal and Torres Strait Islander employment within our organisation.

The Strategy aims to ensure that ACHL sets a standard for a professional, culturalised and capable Aboriginal and Torres Strait Islander workforce, with representation at all levels and in all areas of the business, welcoming contributions to the development and delivery of effective housing services to Aboriginal and Torres Strait Islander people.

ACHL SA Team - Trischia and Cheryl.



Western Australia

WESTERN AUSTRALIA SNAPSHOT



properties under management



customers



of customers identify as Aboriginal and/or Torres Strait Islander



staff



6 offices located in Broome, Exmouth, Geraldton, Kalgoorlie, Kununurra and Perth

Western Australia holds one of the largest Aboriginal and Torres Strait Islander footprints in Australia. ACHL has been established in the state since 2016 and through our partnership with CHL holds a strong reputation in key areas.

ACHL currently manages 339 properties in 23 remote and town-based communities in the Kimberly and Goldfields regions and Aboriginal Transitional Housing in Kununurra, Broome and Halls Creek. Our offices are located in Broome, Exmouth, Geraldton, Kalgoorlie, Kununurra and Perth.

In 2021-22, ACHL tendered for the Social Housing Economic Recovery Package (SHERP) in Western Australia. The SHERP is a Western Australian Government housing stimulus package that aid's the state's COVID-19 economic recovery. The SHERP is targeted at social housing to assist and support the WA construction industry through 2023 with an estimated 1700 jobs (780 in regional areas) and to improve the lifespan and quality of homes available within the state's social housing. If successful, the program will provide funding for repairs and maintenance works on existing properties managed by ACHL. As at the time of this report, we are still awaiting an outcome of this submission.

ACHL continues to explore other business growth opportunities and avenues within Western Australia to strengthen ACHL's footprint.

South Australia

SOUTH AUSTRALIA SNAPSHOT



21

properties under management



50

customers



84%

of customers identify as Aboriginal
and/or Torres Strait Islander



4

staff



1 office located in Adelaide



Design impressions of the The Elder Village.

Over the past 12 months in South Australia, the ACHL team has been busy continuing to strengthen and support its growing footprint through partnerships, programs and community development work.

ACHL manages 21 properties throughout metro Adelaide and regional South Australia including the management of Tika Tirka, an Aboriginal and Torres Strait Islander student affordable accommodation facility, purpose built for Aboriginal and Torres Strait Islander students from metro, rural and remote communities enrolled at university and/or who are undertaking further training and development.

In October 2021, ACHL undertook a competitive tender process for the Employment and Education Housing (EEH) Service Program. The EEH program is overseen by the South Australian Housing Authority (SAHA) and is a component of transitional housing for Aboriginal people in South Australia. The program is a part of the South Australian Government's Aboriginal Housing Strategy that directly supports initiatives to increase economic participation opportunities for Aboriginal peoples. ACHL was successful in receiving 20 properties under the program which is aimed at providing accommodation and support in metro and regional areas for Aboriginal people from remote and regional communities to access employment and education opportunities. The majority of the properties are located in metro Adelaide, Port Augusta and Whyalla regions.

Furthermore, ACHL is continuing to work with the Kaurna Yerta Aboriginal Corporation (KYAC) through its Pangkarra Trust, in partnership with Indigenous Land and Sea Corporation and the South Australian Housing Authority on the development of an Aboriginal Elders Independent Living Village. The development and partnership are still ongoing, although due to ongoing effects of the COVID-19 pandemic, the commencement of this development has been delayed with a revised completion date of late 2023-early 2024.

Tika Tirka, the Aboriginal and Torres Strait Islander student accommodation.



ACHL SA Team members.



The ground level common area at Tika Tirka.

Tika Tirka

The growth of Tika Tirka over the past year has seen new students/tenants joining the housing accommodation in order to undertake education and employment opportunities throughout Adelaide. Tika Tirka continues to go from strength to strength, with the implementation of new community development programs within the facility.

Earlier this year, Tika Tirka was the successful recipient of a Community Impact Strategic Partnership with the South Australian Government. The Strategic Partnership from the City of Adelaide is a three-year funding grant that will support Tika Tirka student connection to country and culture on Kaurna Land.

In June 2021, Tika Tirka hosted an event which brought together Tika Tirka students, ACHL staff and partners to celebrate the achievements of Tika Tirka, take a look at the student's study journeys, their experiences of living at Tika Tirka and look towards future goals and aspirations. It also enabled a focus on creating a positive connection and the development of relationships. The event was also attended by the South Australian Governor General, Her Excellency the Honorable Frances Adamson AC.

Additionally, we have also seen the first successful transition of students through Tika Tirka, with a number of former students/tenants moving onto independent living arrangements including into CHL social housing, other social housing arrangements and even into the private rental market.

Some of additional exciting achievements and community development projects that have been happening in South Australia over the last 12 months included:

- A newly established partnership between ACHL Tika Tirka and Health South Australia Central Adelaide Local Health Network (CALHN) will see some Tika Tirka students advance in their chosen professional field under the SEED program. The Success = Education + Employment + Development programs (SEED) is an opportunity created from the newly formed partnership and will allow for the students to gain work experience alongside their studies in order to build and increase our Aboriginal workforce. This is aimed to assist in providing a more culturally safe environment.
- SA Health CALHN has also released their [Aboriginal Employment Retention Strategy 2022 – 2026](#) which includes students from Tika Tirka.

ACHL SA is looking forward to the future with new partnerships and business growth opportunities on the horizon through funding opportunities, tenancy and property management initiatives and the ongoing development of the Elders Village. We also look forward to welcoming new students into Tika Tirka within the coming weeks and months along with supporting them through their education journeys.



SA Governor Frances Adamson AC visits Tika Tirka.

New South Wales

NEW SOUTH WALES SNAPSHOT



111

properties under management



65%

of customers identify as Aboriginal and/or Torres Strait Islander



321

customers



6%

of customers are aged 65 and over



2%

of customers live with a disability



4

staff



5

offices located in Coffs Harbour, Kempsey, Parramatta, Port Macquarie and Taree

ACHL New South Wales continues to grow despite the social and environmental challenges of the past year with the floods, bushfires and the COVID-19 pandemic affecting the state. We have also had many positive moments with improvements to outcomes for our tenants and customers along with providing our tenancy and property management services to continue our mission of providing safe, affordable and appropriate housing.

ACHL currently manages properties within the Mid North Coast region of New South Wales including Port Macquarie, Kempsey, Coffs Harbour, Nambucca Heads and Tweed Heads.

Throughout the year, we have been able to assist our tenants and local communities through challenging conditions and have achieved positive outcomes for all.

In May 2022, ACHL was successful in our bid to receive property management transfer under Tranche 3 of the Aboriginal Housing Office (AHO) Property Management Transfer Program. The program is a part of the AHO's Sector Improvement initiative and the 10-year Strong Family, Strong Community strategy to improve the wellbeing of Aboriginal and Torres Strait Islander organisations and communities. The program will see 1500 social housing properties moved into the Aboriginal community housing sector.

In November 2022, ACHL will receive 116 properties within the Southern Coast Local Governmental Areas (LGA) of Albury and Balranald for property and tenancy management. We are currently in discussion with a local community based organisation to establish a local office in Albury to provide service support to the tenants. Furthermore, we are looking forward to expanding into the Albury and Balranald regions to work with the local Aboriginal and Torres Strait Islander communities and local organisations to further strengthen the positive outcomes and benefits for our tenants and communities.

Upon completion of the transfer in November 2022, ACHL will have expanded our footprint and operations along the East Coast of New South Wales and will range from the Queensland border (Tweed Heads) to the Victorian border (Albury/Wodonga).

ACHL continues to work closely with Aboriginal and mainstream service providers and organisations within the mid-north coast region to develop new and exciting partnerships. The new relationships have resulted in property management agreement and extended service support for our tenants. We also continue to look to our established relationships for a collaborative approach.

ACHL is committed to continuing to establish and expand the community development programs and projects that we undertake in New South Wales. Our community engagement and initiatives are dependent and guided by the local community, our tenants and customers. In the next 12 months, we are looking to expanding our projects and programs.

Some the exciting achievements and community development projects that have happened in New South Wales over the last 12 months included:

- Thanks to a partnership with Harvey Norman, ACHL and CHL staff and tenants attended the highly anticipated All-Stars NRL Harvey Norman match at CommBank Stadium to watch the Indigenous All Stars play the Māori All Stars.
- Attendance at the Aboriginal Housing Office (AHO) Sector Visioning Workshop that was held in Dubbo on Wiradjuri Country to bring together New South Wales Aboriginal Community Housing Providers (ACHPs) along with State Government officials and peak bodies to look at the future of our sector.
- In partnership with CHL, we participated in the Cadetship Program which provides opportunity for successful applicants (“cadets”) to undertake paid employment and training with a Community Housing Provider and study a Certificate IV in Social Housing for 12 months. The program is provided by the Community Housing Industry Association (CHIA) and the NSW Government to provide work experience and training in tenancy and property management.
- Recruitment action was undertaken throughout the year to appoint two new key staff, a Relationship Manager and an additional Housing Officer who will work alongside the current team in order to assist with the support of tenants and the growth of our NSW footprint.



ACHL NSW, Chontell Burns at the Indigenous All Stars vs. Māori All Stars match.

We are continuing to focus on strengthening our footprint within New South Wales by exploring business growth opportunities and partnerships to ensure that all our outcomes are of benefit to our tenants and local communities.

Expanding ACHL's Footprint –



ABORIGINAL COMMUNITY HOUSING (VIC) LIMITED

- **Victoria:** In 2021, ACHL began discussions with the Victorian Government and counterparts to establish a community housing entity in Victoria. In September 2021, ACHL established Aboriginal Community Housing (Vic) Ltd (ACHVL) a subsidiary of ACHL.

ACHVL began the registration process in 2021 to become a registered community housing provider under the Victorian Housing Registrar. We are currently in the final stages of registration and are awaiting a registration outcome from the Victorian Registrar, which is expected in mid-late 2022.

ACHVL was established to further the ACHL mission and vision for Aboriginal and Torres Strait Islander people throughout Australia to have access to housing that is safe, affordable, appropriate and supportive of health and wellbeing. ACHVL will provide property management, tenancy management, housing information and referral and tenancy support.

- **Queensland:** ACHL continues to work at establishing a footprint in Queensland with an open communication with the Queensland Government and relevant stakeholders to explore options to be involved.
- **Tasmania:** ACHL is looking at the need and viability of establishing a footprint within Tasmania and are exploring available opportunities.

*The Elders at the Warriparinga
Village on Kaurna Country.*



What we plan to do moving forward

The ACHL Strategic Framework outlines priority business objectives that support the organisation's internal development and pursuit of growth opportunities nationally. ACHL is committed to achieving these objectives as they are essential in being able to deliver the desired outcomes for our Aboriginal and Torres Strait Islander people and communities. The four business objectives are:

1. Sustainability of ACHL's business operations in the immediate, short, and long-term;
2. Maintaining, facilitating, and fostering partnerships with all stakeholders of ACHL;
3. Delivering housing solutions for Aboriginal and Torres Strait Islander people to move through the housing continuum;
4. Renewal and increasing business growth (aside from ACHL's housing growth) to ensure ongoing viability and sustainability of ACHL's operations.

In 2022–23, we will continue to support our tenants, customers, and local communities through a range of new and exciting business growth, community development and engagement initiatives as well as seeking new and innovative partnerships and funding opportunities. Some of the commitments and priorities for the coming year are:

- Continued provision of tenancy and property management service.
- Completion of property management transfer in the Southern Coast regions of Albury and Balranald in New South Wales and establishment of an ACHL office in Albury.
- Continue to work in partnership with Kaurna Yerta Aboriginal Corporation (KYAC) through its Pangkarra Trust, Indigenous Land and Sea Corporation and the South Australian Housing Authority to develop the Aboriginal Elders Independent Living Village in South Australia.
- Continue to develop our community development and engagement initiatives and activities.
- Continue to work with the Aboriginal Community Housing Sector and the mainstream sector to look at the future and to navigate challenges which may arise.
- The introduction of ACHVL as a subsidiary of ACHL. While, we have started to establish a presence in Victoria, we look to strengthen this over the next 12 months.

Aboriginal Community Housing Ltd.

FINANCIAL STATEMENTS

2021 - 2022



Aboriginal Community Housing Limited
Statement of financial position
As at 30 June 2022

		2022	2021
	Notes	\$	\$
ASSETS			
Current assets			
Cash and cash equivalents		2,289,617	1,267,334
Trade and other receivables	4	72,178	4,360
Contract assets		264,379	211,397
Other current assets		5,245	5,245
Total current assets		2,631,419	1,488,336
Non-current assets			
Property, plant and equipment		737	8,830
Right-of-use assets		99,507	152,203
Intangible assets		8,524	11,100
Investment properties		27,135	-
Total non-current assets		135,903	172,133
Total assets		2,767,322	1,660,469
LIABILITIES			
Current liabilities			
Trade and other payables		676,613	249,816
Contract liabilities		108,985	52,137
Lease liabilities		60,735	88,500
Provisions		59,489	42,504
Total current liabilities		905,822	432,957
Non-current liabilities			
Lease liabilities		41,823	69,927
Provisions		2,553	843
Total non-current liabilities		44,376	70,770
Total liabilities		950,198	503,727
Net assets		1,817,124	1,156,742
EQUITY			
Contributed equity		50,000	50,000
Retained earnings		1,767,124	1,106,742
Total equity		1,817,124	1,156,742

The above statement of financial position should be read in conjunction with the accompanying notes.

Aboriginal Community Housing Limited
Statement of changes in equity
For the year ended 30 June 2022

	Contributed equity \$	Retained earnings \$	Total equity \$
Balance at 1 July 2020	50,000	650,597	700,597
Surplus for the year	-	456,145	456,145
Total comprehensive income for the year	-	456,145	456,145
Balance at 30 June 2021	50,000	1,106,742	1,156,742
Balance at 1 July 2021	50,000	1,106,742	1,156,742
Surplus for the year	-	660,382	660,382
Total comprehensive income for the year	-	660,382	660,382
Balance at 30 June 2022	50,000	1,767,124	1,817,124

The above statement of changes in equity should be read in conjunction with the accompanying notes.

Aboriginal Community Housing Limited
Statement of cash flows
For the year ended 30 June 2022

	2022	2021
	\$	\$
Cash flows from operating activities		
Receipts from rent, operational grants and services (inclusive of GST)	3,927,980	2,412,660
Capital grants, fees and other income received (inclusive of GST)	-	84,311
Payments to suppliers and employees (inclusive of GST)	<u>(2,781,109)</u>	<u>(1,818,511)</u>
	1,146,871	678,460
Interest received	-	189
Interest paid	<u>(7,372)</u>	<u>(7,673)</u>
Net cash inflow from operating activities	<u>1,139,499</u>	<u>670,976</u>
Cash flows from investing activities		
Payment for capital work in progress	(27,135)	-
Payment for software developments	-	(7,140)
Maturity of term deposits	<u>-</u>	<u>21,059</u>
Net cash (outflow) from investing activities	<u>(27,135)</u>	<u>13,919</u>
Cash flows from financing activities		
Principal elements of lease payments	<u>(90,081)</u>	<u>(107,745)</u>
Net cash inflow from financing activities	<u>(90,081)</u>	<u>(107,745)</u>
Net increase in cash and cash equivalents	1,022,283	577,150
Cash and cash equivalents at the beginning of the year	<u>1,267,334</u>	<u>690,184</u>
Cash and cash equivalents at end of year	<u>2,289,617</u>	<u>1,267,334</u>

The above statement of cash flows should be read in conjunction with the accompanying notes.

Aboriginal Community Housing Limited
Notes to the concise financial statements
For the year ended 30 June 2022

1 Summary of Significant Accounting Policies

Basis of Preparation

This concise financial report relates to the consolidated entity (referred hereafter as the Group) consisting of Aboriginal Community Housing Limited and the entities it controlled at the end of, or during, the year ended 30 June 2022. The accounting policies adopted have been consistently applied to all years presented.

Going Concern Consideration

The financial statements have been prepared on a going concern basis, which assumes ACHL will continue to be able to meet its obligations as and when they fall due.

After taking into account all available information, the Directors have concluded that there are reasonable grounds to believe:

- The Group will be able to pay their debts as and when they fall due; and
- The basis of preparation of the financial report on a going concern basis is appropriate.

The Directors have formed this view based on a number of factors:

- The continued availability of existing debt facilities to meet current commitments; and
- Cash flow forecasts indicate that the company can meet its other obligations as and when they become due.

2 Revenue from Contracts with Customers

	2022	2021
From continuing operations	\$	\$
Operational grant income	1,771,899	1,861,209
Recoveries	447,937	4,085
Management fees	17,587	32,043
Other income	386,900	-
Total revenue from contracts with customers	<u>2,624,323</u>	<u>1,897,337</u>

Timing of revenue recognition

At a point in time	834,837	4,085
Over time	<u>1,789,486</u>	<u>1,893,252</u>
	<u>2,624,323</u>	<u>1,897,337</u>

Aboriginal Community Housing Limited
Notes to the concise financial statements
For the year ended 30 June 2022
(Continued)

3 Other income

	2022	2021
	\$	\$
Gain/(loss) on housing assets	-	32,311
Gain/(loss) on lease terminations	754	1,607
Interest income	3	72
Government incentives	-	52,000
	757	85,990

4 Trade and other receivables

	2022	2021
	\$	\$
Trade receivables	94,940	17,537
Provision for impairment of receivables	(43,933)	(14,041)
	51,007	3,496
Other receivables	200	200
Prepayments	20,971	664
	72,178	4,360

5 Limitation of Members' Liability

In accordance with the Constitution, the liability of members in the event of Aboriginal Community Housing Ltd being wound up would not exceed twenty (\$20) dollars per member.

6 Events Occurring After the Reporting Period

No other matters or circumstances have occurred subsequent to year end that has significantly affected, or may significantly affect, the operations of the company or Group, the results of those operations or the state of affairs of the Group or parent entity in subsequent financial years.

Aboriginal Community Housing Limited
Director's declaration
For the year ended 30 June 2022

In the Directors' opinion:

- (a) the consolidated financial statements and notes set out on pages 10 to 15 are in accordance with the Australian Charities and Not-for-profits Commission Act 2012 or equivalent, including:
 - (i) complying with Accounting Standards – General Purpose Financial Statements – Simplified Disclosures and other mandatory professional reporting requirements, and
 - (ii) giving a true and fair view of the Group's financial position as at 30 June 2022 and of its performance for the year ended on that date, and
- (b) there are reasonable grounds to believe that the Group will be able to pay its debts as and when they become due and payable.

The Directors have been given the declarations of the Managing Director and Chief Financial Officer required by Section 295A of the Corporations Act 2001.

This declaration is made in accordance with a resolution of Directors.

Angela Huston

Director

Melbourne

Date: 7 December 2022







ABORIGINAL COMMUNITY HOUSING LTD

PART OF THE CHL GROUP OF COMPANIES

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