

# Mission Australia Housing

Annual Report 2018



**MISSION  
AUSTRALIA**



# **We are Mission Australia Housing**



**We acknowledge the traditional custodians of the lands throughout Australia, and we pay our respects to the Elders past, present and future for they hold the memories, the culture and dreams of the Aboriginal and Torres Strait Islander people.**

**We recognise and respect their cultural heritage, beliefs and continual relationship with the land and we recognise the importance of their young people who are the future leaders.**

# Better homes in vibrant communities

**As a leading national Community Housing Provider our aim is to deliver better homes in vibrant communities and services that are tailored to individual need so our residents are supported in moving towards independence.**

Established in 2009 by Mission Australia – a national community services organisation that has been actively engaged in building independence with individuals and families for more than 155 years – Mission Australia Housing has the scale, reach and expertise to transform lives and create thriving, sustainable communities where people want to live.

Mission Australia Housing works closely with Mission Australia combining expertise in property and tenancy management with capability in social services delivery. Wherever we work, we focus on increasing life opportunities available to residents and their communities.

We seek to inform and contribute to public and housing policy, and find long-term, effective solutions to homelessness and exclusion.

## Our goal

**To reduce homelessness and strengthen communities across Australia**

### **Our purpose**

**Inspired by Jesus Christ, Mission Australia exists to meet human need and to spread the knowledge of the love of God**

### **Our values**

- **Compassion • Integrity**
- **Respect • Perseverance**
- **Celebration**



# A welcome message from Chris Bratchford



**As a leading national Community Housing Provider our aim is to be 'the Community Housing Provider of Choice' delivering better homes in vibrant communities.**

While progressing our growth strategy we have also spent much of this year consulting our staff and residents through forums, conferences and focus groups. We believe this focus on our people will set up our staff, residents and partners for success, and will lead to the greatest outcomes for all.

## Projects with our partners

### Transformation of Ivanhoe Estate

As part of the **Aspire consortium** with Frasers Property Australia we have been working closely with the NSW Government to transform Ivanhoe Estate at Macquarie Park in Sydney.

This year the redevelopment of Ivanhoe Estate reached an important milestone. After receiving feedback from the local community and other stakeholders, the development's **Master Plan** has been lodged with the Department of Planning and Environment and we look forward to approval of the plan.

### Social Housing Management Transfer Program

In October 2017 the NSW Government announced the management transfer of more than **1,000 social housing properties**

to Mission Australia Housing in Coffs Harbour and Bellingen. We will work closely with local Mission Australia services to provide coordinated support for transitioning residents.

## Increasing supply

We continue to increase NSW's housing supply through the Nation Building Economic Stimulus Program. Over the past year, we have purchased land for new dwellings together with one-and two bedroom units for vulnerable people and families.

In partnership with **Housing Tasmania** and **Ronald Young and Co Builders** we identified land within the Clarence Plains community to build social, affordable and market homes. We sold 12 home and land packages and completed construction of two new social homes. We also launched the **Home on the Plains** initiative which aims to help low income earners realise the dream of owning their own home.

## Strengthening communities

Residents told us through the **Annual Tenant Survey** that we have significantly exceeded the regulator's benchmarks for overall satisfaction of housing services, condition of home, and repairs and maintenance. We also performed well in complaints handling and complaints knowledge – an area we have focused on as we work towards being **the Community Housing Provider of Choice**.

In consultation with our **NSW Tenant Action Group** we continued to make significant improvements to our social housing communities assisted by **NSW Department of Family and Community Services** grant funding. We completed 10 improvement projects including installation of safety and security equipment, community gardens and gathering spaces, rubbish bin bays and lighting.

We have also been working towards implementing **Tailored Support Coordinators** across all our services. These new roles will help residents identify goals, develop plans and connect to education, training, employment and other relevant support services to help them achieve greater levels of independence.

## Highlights

We were thrilled to receive two awards recognising our efforts in community engagement. In Tasmania we were named a joint state winner of **Leading Community Engagement Practice** at the 2017 Australasian Housing Institute Professional Excellence in Housing Awards. In NSW we were highly commended by the Premier at the 2018 Zest Awards for our community partnership with Evolve Housing and SGCH to deliver the **School Holiday Fun Day** that saw more than 600 children and families enjoy a day of healthy, active play.

**Chris Bratchford, Executive,  
Mission Australia Housing**



**'Ivanhoe Estate will provide essential community infrastructure as well as secure accommodation, and will be an inclusive and safe place to live.'**

Chris Bratchford, Executive,  
Mission Australia Housing



# What we've achieved

## 2018

# 1,981

residential properties  
owned or managed  
Australia-wide



### Dwelling type



## 1,155

social housing  
dwellings

## 165

NRAS\* managed  
dwellings

## 76

affordable  
housing dwellings



## 511

social housing  
dwellings

## 24

NRAS\* managed  
dwellings



## 44

social housing  
dwellings



## 6

social housing  
dwellings



## 49

Mission Australia  
Housing employees  
(as at 30 June 2018)

\*National Rental Affordability Scheme



# Our residents at a glance

3,504

residents housed  
Australia-wide

42

average age of  
residents

1.8

average number of  
residents per household

723\*

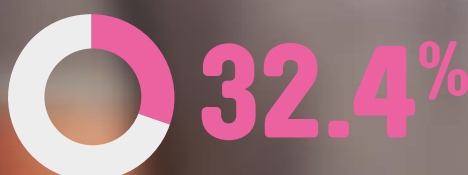
families housed

\$174

average weekly rent



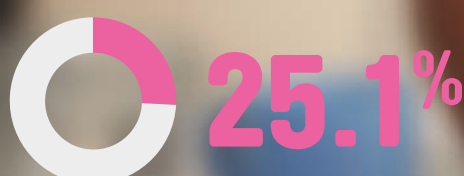
Aboriginal and/or  
Torres Strait Islander  
residents



residents with  
disability



residents aged  
25-55 years



residents who  
have experienced  
homelessness



female residents  
over 55 years



senior residents  
over 55 years

\*Households with children and/or dependants.  
Does not include single occupants or couples.



# Reducing homelessness

An architectural rendering of a modern residential development. The scene features several multi-story buildings with a mix of brick, glass, and wood paneling. In the foreground, a lush green courtyard is filled with mature trees, a winding path, and a small stream. People are depicted walking, jogging, and playing in the courtyard, suggesting a vibrant community. The sky is blue with scattered white clouds.

**A safe place to call home is a human right and a basic need. We believe with the right supports, even people who are struggling can achieve housing stability.**



## Increasing supply and supporting tenants

**Over the past year we have invested significant resources working with the NSW Government on a number of large scale procurement processes to increase supply and housing stock across Australia while supporting residents to maintain their tenancies through tailored support coordination services.**

**52%**  
growth  
over 1 year

2018 **1,981** properties

2019 **3,021** properties

### **Ivanhoe Estate, Macquarie Park, NSW**

We are extremely pleased to announce that through the NSW Government's Communities Plus program the Aspire Consortium, comprising Mission Australia Housing and Frasers Property Australia, were the successful proponent to develop one of Australia's largest social and affordable housing developments, creating more than 3,000 much needed new dwellings in NSW. As an integrated mixed-tenure master-planned development, the Ivanhoe Estate development will also provide access to infrastructure, transport, services and jobs, along with quality amenities and green spaces to support a vibrant and sustainable community.

Together with Mission Australia, this development includes person-centred, tailored support coordination for social housing residents to increase

their independence through social connections, education, employment and, where possible, transition to alternative housing options. It will also provide community development for the whole community, and will measure social outcome results and the wellbeing of its residents.

In 2018 the Ivanhoe Estate development reached an important milestone. Works are expected to commence soon for construction, and after receiving feedback from the local community and other stakeholders, the development's Master Plan has been lodged with the Department of Planning and Environment. The next step is approval of the Stage 1 Development Application. We have also started working with partners to develop an innovative and world-leading Community Development Strategy that will build a connected, empowered and resilient community at Ivanhoe.

**3,000+**  
new dwellings

**1,070+**  
social and affordable units



**tailored support**



**world-leading community  
development**



## Social Housing Management Transfer Mid North Coast, NSW

In 2018 we received the pleasing news from NSW Family and Community Services (FACS) that we were one of nine successful Community Housing Providers taking on the tenancy management of around 14,000 social housing tenancies across NSW.

We have commenced working closely with NSW FACS in the preparation of the transfer of tenancy management of 1,040 social housing properties in Coffs Harbour and Bellingen on the Mid North Coast of NSW.

From July 2019, when the transfer is effected, we will be working closely with our Mission Australia support services to provide a coordinated supportive approach for our residents in the area.

This will increase our tenancy management portfolio on the Mid North Coast of NSW by 296%.

## Townsville Youth Foyer, Qld

In a combined effort to fight youth homelessness, this year the Queensland Government announced that Mission Australia and Mission Australia Housing are the preferred providers to deliver Townsville Youth Foyer. The Foyer will provide accommodation and supports for young Queenslanders who are at risk of, or experiencing, homelessness.

The foyer will support up to 40 young people between the ages of 16 to 25 years at any one time, with residents required to pay 25% of their income as rent. The self-contained units will be staffed 24/7 by professional youth support workers.

The young people who live at Townsville Youth Foyer will have a safe space to live in self-contained accommodation, as well as access to education, employment and case management supports, which are essential components in their journey to independence.

The State Government has committed \$15.1 million for the land purchase, construction and provision of support services at the foyer, which will be designed by Paynter Dixon Queensland. Mission Australia Housing will provide property and tenancy management and Mission Australia will provide wraparound support services.

### Mid North Coast, NSW

**351**   
properties 2017

**1,040**  
social housing transfer 2018

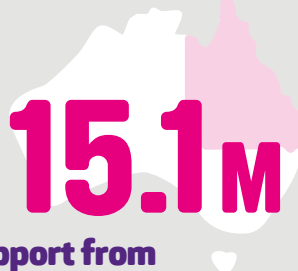
**1,391**  
properties 2019

### Qld

**40**   
young people

**16–25**  
years of age

  
24/7 professional youth workers

**\$15.1M**   
support from State Government



## NSW Social and Affordable Housing Fund Stage 2

In March 2018 we submitted an Expression of Interest (EOI) to deliver an additional 1,200 social and affordable homes across NSW.

Following on from the EOI process we were invited by government to submit a full proposal with partners to deliver high quality dwellings, with a focus on highly desirable metropolitan and regional areas that meet the needs of older women and vulnerable families. We look forward to hearing of the outcome in late 2018.

## NSW Nation Building commitments

Housing need remains acute, widespread and diverse across NSW. As part of the NSW Government's commitment to provide more social and affordable housing we continue to increase NSW's housing supply through the Nation Building Economic Stimulus Program with the aim to secure 177 properties by 2021. This year, we purchased a block of land in the Western Sydney suburb of Kingswood to provide an additional 19 new dwellings, as well as another 4 one-and two-bedroom units for vulnerable people and families living in regional NSW. To date, we have acquired 116 of our 177 property procurement commitment to government.

## New developments in Tas

Together with The Honourable Will Hodgman MP, Premier of Tasmania and excited community members, we gathered in November 2017 to celebrate the future construction of 37 new social and affordable homes in Clarence Plains with a Turning of the Sod event.

In partnership with the Tasmanian Government and local building company Ronald Young and Co Builders, we have been working to boost the number of new social and affordable homes in Tasmania with construction well underway in Clarence Plains.

Under the new agreement with the Tasmanian Government we have been managing the sale of vacant lots to the market that will be developed as affordable private housing and will provide funds for Mission Australia Housing to develop additional social and affordable rental housing.

We look forward to continuing our work with Housing Tasmania and our building partners to deliver on this.

With home ownership becoming an increasingly unattainable dream for many Australians, we are committed to supporting Clarence Plains residents on their pathway to owning their own home through initiatives like the Tasmanian Government's HomeShare and Streets Ahead programs.

To support these programs we launched Home on the Plains – a new initiative that aims to further educate and inform low income earners on the steps they may be able to take to realise the dream of owning their own home.

### NSW

**23**  **new homes purchased**

**116 of 177**  **properties acquired**

### Tas

**37**  **new social and affordable homes to be constructed**

**12**  **participants attended 'Home on the Plains – How to buy your own home' seminars**



# Supportive housing

Permanent supportive housing is a critical part of the social and affordable housing continuum.

Working together, Mission Australia Housing and Mission Australia facilitate access to housing while providing an integrated, holistic service delivery approach that includes psychosocial and economic supports to improve wellbeing and ensure sustained tenancies. Our combined model is resident-driven, strengths-based and goal-focused.

## Common Ground Sydney, NSW

Since opening its doors in 2011, Common Ground Sydney has provided permanent supportive housing to people experiencing long-term homelessness. We achieve this by offering on-site services specifically designed to sustain people in their tenancies and maximise their ability to live independently. Services include support for medical and mental illnesses and substance misuse, through to linking people with training, education and employment opportunities.

Common Ground Sydney is a 'mixed tenancy' model, and is welcoming of people who may not have a history of homelessness but need affordable housing. Commonly this group includes low-income earners who struggle to live close to their place of work due to a lack of affordable housing.

## Frankston, Vic

This purpose-built tech-saavy facility comprising of six units continues to support people living with disability. Mission Australia Housing, in partnership with Monash University's Department

of Occupational Therapy, the Summer Foundation and disability service provider Yooralla, have been working together since 2015 to reduce the number of young adults with disability living in aged care nursing homes. The units allow ease of mobility and encourage independence and security through smartphone technology.

## Douglas House, Qld

Douglas House is an innovative 24-unit supported housing facility in Cairns, Queensland that offers safe and secure long-term housing with essential on-site support services.

Since 2015, Mission Australia Housing has provided the tenancy and property management of Douglas House, with Mission Australia delivering the individually tailored services each resident needs. Together, we provide a safe and stable environment for vulnerable people, many of whom identify as Aboriginal and/or Torres Strait Islander.

## Woree Supported Accommodation, Qld

The overwhelming success of Douglas House saw the development and construction of a second-stage facility in Cairns that opened in June 2016, Woree Supported Accommodation.

This complex provides 20 self-contained units managed by Mission Australia Housing that offer medium-term supported housing to people transitioning back into social and affordable housing markets.

### Common Ground

62 

social housing units

42 

affordable housing units

### Frankston

6  

purpose-built units

### Douglas House

24 

supported housing units

### Woree Supported Accommodation

20 

self-contained transitional housing units



**Our reach to Aboriginal and/or  
Torres Strait Islander people has  
increased from 8.4% to 9.2%  
of residents this year**





# Assets snapshot

The environment in which we live plays an important role in our wellbeing. Mission Australia Housing owns and/or manages 1,981 residential properties Australia-wide.

## Repairs and maintenance

What we have spent on repairs and maintenance in 2017/18.



**Our largest portfolio is in NSW where we own and/or manage 1,396 properties. We are fully committed to improving the living environment of our residents by maintaining our properties and ensuring that open spaces and communal areas make for a safe and attractive place to call home.**

It was a busy year for Mission Australia Housing, with upgrades reaching completion in a number of housing sites across NSW through welcome funding from the NSW Department of Family and Communities.

This year improvements included the installation of additional security lighting, CCTV and signage, and upgrades to bin bay areas. Other improvements aimed at encouraging resident engagement and interaction included outdoor communal areas with BBQs, community gardens with tables

and shade, and public artworks celebrating local Aboriginal culture.

Since 2016, the Social Housing Community Improvement Fund (SHCIF) has enabled us to make improvements to community spaces across 17 Mission Australia Housing complexes in NSW.

This year we completed eight projects with a total combined investment of \$455,359 (SHCIF and MAH) that improved the lives of approximately 332 residents.

## Number of repairs and maintenance requests completed

**NSW**

**6,069**



**Tas**

**2,338**

**Qld**

**220**



**Vic**

**19**



## Top 3 repairs and maintenance works

**NSW**



**blocked toilets**



**faulty hot water**



**damaged door locks**

**Tas**



**fencing and barriers**



**gutter and roof repairs**



**doors and hardware**

## Community improvement projects

**\$215,613** SHCIF

**+**

**\$239,746** MAH

**=**

**8**  

**community improvement projects**

**332**

**lives improved**



A photograph of a community garden. In the foreground, there are large, green, leafy plants, possibly chard or spinach, growing in a raised bed. In the background, there are more plants, including some purple flowers, and a black metal fence. The scene is outdoors and well-lit.

# **Strengthening communities**

**Our goal is to support residents to sustain their  
tenancy, stabilise their living situation and  
participate in their community meaningfully.**

# Community development approach

**We play a much wider role in communities than just housing people. Taking a place-based approach, we seek to make people, families and communities more engaged, connected and resilient.**

Strengthening Communities is how we purposefully engage with residents and existing communities to address social issues and facilitate change, to build trust, increase participation and community cohesion.

Our approach is:

**Strengths based** – Recognising that every community has strengths and capabilities, assets and aspirations, that when utilised in a positive way, provide the best foundation to drive sustainable community-wide change.

**Community driven** – Community members hold a key role in creating the solutions that are driven and adopted by the community. They are at all times included in decision making. To do this we work closely with existing support and community services in each location to identify ways in which services and residents can contribute positively to each community location.

**Location specific** – A flexible approach is applied to the specific needs of an individual community. Together with residents, we identify key focus areas that can be positively and proactively improved upon.

**Self-sustaining** – Mission Australia Housing looks to develop the capacity of residents and their surrounding community so they can drive lasting change. This means co-designing long-term solutions with residents that do not solely rely on Mission Australia or Mission Australia Housing.



**We stand together with Australians in need until they can stand for themselves**



## Resident engagement strategy

Over the past year, we have developed our strategy to become 'the CHP of Choice'. As part of this aspiration, we have been working with staff to ensure that we set up our residents for success. Success for residents means a smooth integration into their homes and into their local community.

A local and specific Resident Engagement Strategy is developed for each area we work in. This strategy incorporates a range of activities required to successfully engage, inform and introduce residents to their location, to their neighbours and their local community support services.

By strengthening social capital and local associations, we help empower people to meet their own needs and those of their

community. This also applies to activation of new community spaces delivered through place-making initiatives.

## Approach to tenancy management

Our integrated service approach covers Tenancy Services, Asset Management, Resident Engagement, Tailored Support Coordination Services, Outcomes Measurement and Community Development. This approach is supported by our overarching Strengthening Communities model.

Mission Australia Housing's Tenancy Teams work with the Asset and Community Development Teams to remain responsive to residents' needs and provide a holistic approach to our service.

Supporting residents to achieve independent living builds

confidence and resilience in residents and their communities. We do this through a range of initiatives, tools and resources that support residents to achieve housing success through the life cycle of their tenancy. This includes information on how Mission Australia Housing operates, who their local community is and what their rights and responsibilities are.

## Tailored support coordination service

To create a holistic service offering within our housing programs we have been working towards implementing Tailored Support Coordinators across all our regions. These new roles help residents—and especially those with high complex needs—identify goals, develop plans, and connect to education, training, employment and other relevant support services.

## Setting residents up for success



The Tailored Support Coordination Service will leverage partnerships with private and community organisations to provide wraparound support services so residents can maintain their tenancies and achieve greater levels of independence on their housing journey away from homelessness.

### Culturally competent services

To help Mission Australia Housing deliver culturally appropriate housing services for Aboriginal and Torres Strait Islander people and communities, we are guided by the work of Mission Australia's Innovate Reconciliation Action Plan that was officially launched in August 2017.

Our Reconciliation Action Plan is an agreed strategy, endorsed by Reconciliation Australia, on

how Mission Australia intends to contribute to reducing the gap in living standards between Aboriginal and Torres Strait Islander and non-Aboriginal and Torres Strait Islander Australians.

Mission Australia is dedicated to delivering evidence-based, integrated services that make a powerful and sustainable difference to people's lives.

Working in collaboration with Mission Australia's social support services we offer specialist housing programs like Douglas House and Woree Supported Accommodation in Cairns. These services prevent vulnerable people, many of whom identify as Aboriginal and/or Torres Strait Islander, from becoming homeless. We also provide transitional housing along with social and affordable housing to safely exit people from homelessness.

### Shared community spaces

Over the past year we have been focusing on creating shared common facilities as part of our community and asset development program. As well as asset upgrades such as the installation of CCTV, lighting and rubbish bin bay facilities, projects have included community vegie gardens, as well as BBQ, picnic and chill-out spaces.

As a pilot to our public art strategy, in some locations, shared community spaces celebrate local Aboriginal culture by incorporating significant and inspiring artworks created in collaboration with residents and local Aboriginal artists.

Spaces like these provide a direct place-making platform to create community led and inspired environments that bring residents together to enjoy wellbeing and learning activities while connecting with others and making new friends.

## Highlights

### Community engagement

At the end of 2017 our Community Development Team in Tasmania and the Clarence Plains community were recognised as the state winner for **'Leading Community Engagement Practice'** at the Australasian Housing & Urban Research Institute awards. This is a testament to the ground-breaking community development work the team has achieved with the Clarence Plains community.

### Celebrating community leaders

It was absolutely fantastic to see one of the local community members of Clarence Plains, **Marie Crick**, being awarded **Clarence City Council Citizen of the Year** as part of the Australia Day celebrations.

Marie has worked closely with Mission Australia Housing over the years building a community that she is proud of and where people want to live.

### Building partnerships

Partnerships are an essential part of our work, not an optional addition.

In NSW our innovative partnership with two other local Community Housing Providers – Evolve Housing and SGCH – was recognised at the NSW Premier's 2018 **Zest Awards** for the highly anticipated annual School Holiday Fun Day that attracts over 600 children and families across the Greater Western Sydney region.



# Communities snapshot

17 

resident and community  
engagement activities

NSW



Greater Western  
Sydney, NSW

5 

residents joined the  
Albert St committee

9 

residents participated in the  
Repairs and Maintenance  
animation project


600+ 

children and families  
attended the School  
Holiday Fun Day



2 

community gardens  
installed

70+ 

residents attended the  
Tenant and Community Forum

8 

community improvement  
projects completed

4 

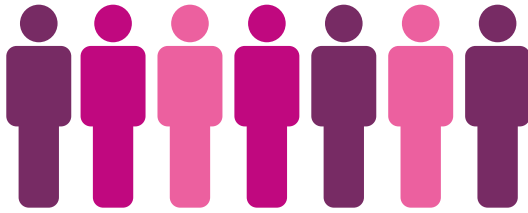
community art projects  
completed

3 

recycling and waste  
management workshops  
with local councils

2 

community safety workshops  
with Mt Druitt Local Area  
Command

23 

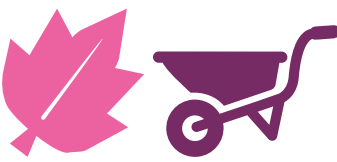
resident and community  
engagement activities



Clarence Plains,  
Tas

19 

helmets to young people  
through Brain Box bike  
helmet program

2 

resident-led garden  
maintenance services  
established

7 

new compost bins provided  
by Mission Australia  
Housing Home Gardens

2 

15m<sup>3</sup> bins filled in  
3 hours at Hard to Skip

300+ 

children benefited from the  
community Christmas Shop

1,000 

people attended the Clarence  
Plains Harvest Festival

100+ 

45m<sup>3</sup> 

42 

over 100 volunteers removed 45m<sup>3</sup> of rubbish and 42 dumped car tyres  
at the Clarence Plains Spring Clean event



# Resident voice

**Listening to and collaborating with residents is important to the work we do in the communities we serve.**

Resident voice is critical to our place-based approach to inform how we do what we do. Tenant and resident groups in each state influence and guide the way we deliver our services and help us gain a greater understanding of our residents' needs and preferences.

We work closely with our Tenant Action Group in NSW and Resident Steering Committee in Tasmania. These resident-and tenant-led representative groups are an opportunity for residents and tenants to challenge and influence our directions, operations and service delivery; share local insight and knowledge; forge strong community relationships; provide input into future government policy; organise social activities; and ensure residents are provided with relevant information through our quarterly newsletters, fact sheets and on our website.

We encourage volunteering opportunities for residents to support other residents through outreach programs and buddy systems. We promote involvement and contribution through resident-led projects to improve surrounding areas like neighbourhood improvement projects. We also support residents to access opportunities to participate in local community groups like Meals on Wheels and programs offered by local councils.

## **Mission Australia Housing's Community and Tenant Forum**

This year's Community and Tenant Forum in Mt Druitt was proudly hosted by the Greater Western Sydney Tenant Action Group (GWS TAG). Over 70 Mission Australia Housing residents from the area and also Camperdown were joined by community partners, Mission Australia Housing staff and guest speakers.

Presentations of interest included updates from Mission Australia Housing Management and the Tenant Action Group. Local services also presented on important issues including elder abuse, financial scams and identity theft, fire safety and support services.

Roundtable discussions with housing staff allowed for a safe and open space for us to hear directly from residents.

Working together towards our goal of reducing homelessness and strengthening communities, residents told us they found the presentations and community expo very informative.

Residents also enjoyed the opportunity to socialise and get to know their neighbours better and, at the same time, celebrate each other through the Tenant of the Year Award.

## **GWS TAG in action**

**19**   
**meetings held**

**4**   
**'meet & greet' events hosted with residents**

**4**   
**community improvement events attended**

**166%**  
**membership increase**

**2**   
**TAG representatives attended 2018 NSW Affordable Housing Conference**

## Upskilling our resident groups

Our residents are encouraged and supported to have an active voice. Resident and tenant groups and committees are key to enabling resident-to-resident communication and allow for greater two-way communication between Mission Australia Housing and residents. These opportunities enable empowerment, and improve mental and emotional wellbeing and resilience.

This year we piloted a capacity-building program in collaboration with members of our Tenant Action Group and our staff in Greater

Western Sydney. The program aims to bring both groups together regularly to share knowledge and problem solve matters of resident and community interest. This program provided the opportunity for the GWS TAG and staff to work together using adaptive leadership skills to create lasting change.

We received enthusiastic feedback from both the GWS TAG and staff, and as a result of this new way of working together the GWS TAG grew from six members in 2017 to 16 members in 2018. This is an overwhelming 166% increase in membership.

**'I really found the training very helpful. It gave us the opportunity to brainstorm some tricky issues, vent our feelings and frustrations, and put a future plan in place with Mission Australia Housing. The workshops really taught me how to get on the balcony, look at the bigger picture and become a positive community leader. I am really excited about the future ahead with MAH because it is only together we can make a difference'.**

We are now looking to roll this training out to all our locations in each state.

**I am really excited about the future ahead with Mission Australia Housing because it is only together we can make a difference.**

Jeff Coulton, GWS TAG Chair



Jeff Coulton, GWS TAG Chair (pictured second from left), with TAG members and Beck Ronkson (facilitator) at the annual Community and Tenant Forum.



# 2018 Annual Tenant Survey results

**As part of our commitment to seeking regular feedback from our tenants and residents, Mission Australia Housing conducts an Annual Tenant Survey which is managed by the Community Housing Industry Association on our behalf.**

## Performance overview

This year the Annual Tenant Survey told us we made significant improvements and that residents were satisfied across three key areas.

### Tenant satisfaction

**85%**

**overall satisfaction**



**84%**

**condition of their home**



**81%**

**repairs and maintenance**

In comparison with the National Regulatory System for Community Housing thresholds of 75%, Mission Australia Housing comfortably out-performed the thresholds across all three areas.

## Complaints

Complaints management has been our first area of service improvement as part of our journey towards being 'the CHP of Choice'. Over the past year we have put significant effort into updating our policies and procedures, developing staff and resident materials, updating staff training and creating a system to better record resident complaints. While we acknowledge that there is always room for improvement, these results are a pleasing outcome.

### Rights and responsibilities

Residents told us we also improved in this area.

### Tenant satisfaction

**56%**

**complaint handling**

11% above CHIA\* standard



**78%**

**how to make a complaint**

8% above CHIA\* standard

\*Community Housing Industry Association

### Tenants said

**80%**

**knew their rights and responsibilities as a Mission Australia Housing tenant**



**83%**

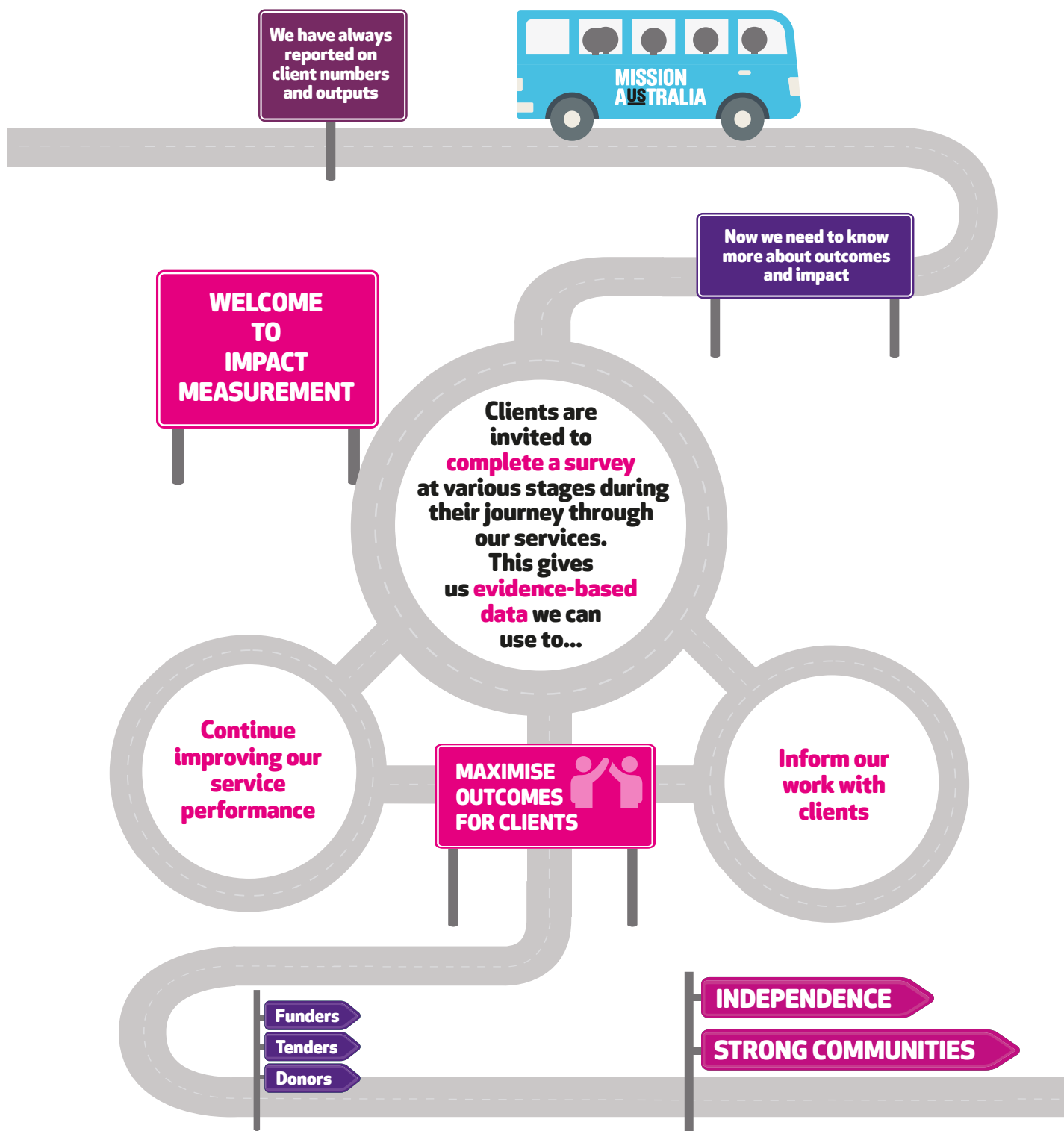
**their rights as a tenant were upheld by Mission Australia Housing**

**'Mission Australia Housing are doing a very good job. The staff are very polite, and listen to our views on everything to do with our needs as tenants and community members. We are long-time tenants and feel our little house is our home.'**

Annual Tenant Survey, 2018



# HOW DO WE KNOW IF THE WORK WE DO IS **MAKING A DIFFERENCE?**



## **IMPACT MEASUREMENT GET ON BOARD!**



# How do we know we are making a difference?

**Impact measurement is the process that helps us understand how our services are improving the lives of our residents and the communities we work in.**

This year we have been busy working with Mission Australia and the Community Housing Industry Association designing an impact measurement framework specific to Mission Australia Housing residents that will collect, collate and report on outcomes for the residents we assist and the communities we work in.

Measuring our impact gives us the evidence to maximise resident outcomes and improve our housing services and programs for existing and future residents. It allows us to record evidence of their journey in a structured, consistent way.

As of 30 June 2018, Mission Australia has rolled out Impact Measurement across 129 community service sites. In preparation for Mission Australia Housing to participate, we have been developing an in-house framework specific to Mission Australia Housing's needs. This process will ask questions about resident wellbeing at the beginning of their housing journey with us and over time. This will enable us to establish what changes occurred in their overall wellbeing.

We have also undertaken a number of other initiatives to measure our service impact in the Clarence Plains community specifically. These include:

**Social Return On Investment (SROI)** – the SROI report completed by Ernst and Young this year presents a very positive view of the future impact of Mission Australia Housing service delivery in the area.

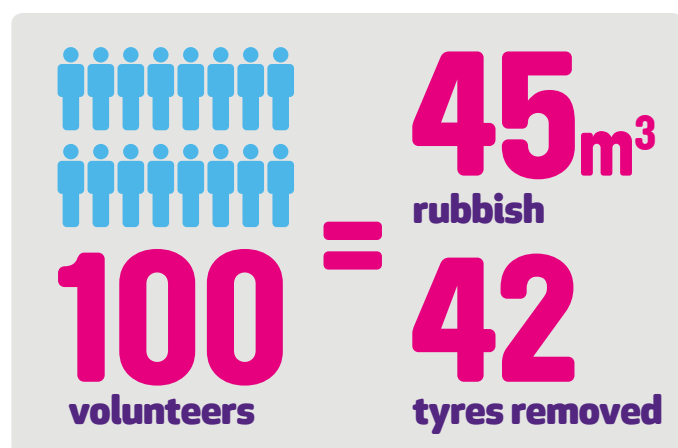
**Program Evaluations** – a program evaluation was conducted for the Clarence Plains Spring Clean that attracted over 100 volunteers removing 45 cubic metres of rubbish and 42 tyres.

**Baseline Surveying** – the third bi-annual community baseline survey will be conducted later in 2018 and an online version is being explored to encourage greater accessibility and participation.

**ABS data** – a comparison of key metrics from ABS data across statistical areas and between 2011 and 2016 results has been completed for the community.

**Annual Tenant Survey** – results are shared with the Resident Steering Committee and ideas for how we can improve our results are workshopped together with our team.

**Once we know what we've achieved and what we can improve, we are one step closer to our goal of reducing homelessness and strengthening communities.**





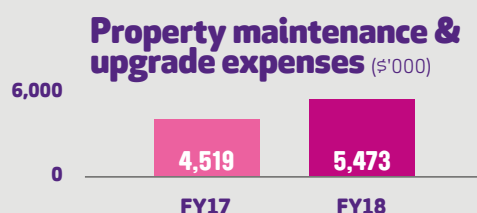
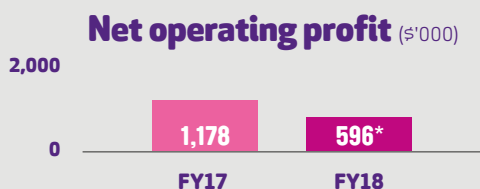
**'Mission Australia Housing have  
worked very hard to keep our  
community safe, clean and happy.'**

Annual Tenant Survey, 2018





# Financial summary



Important insight:

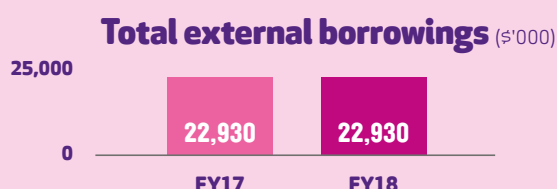
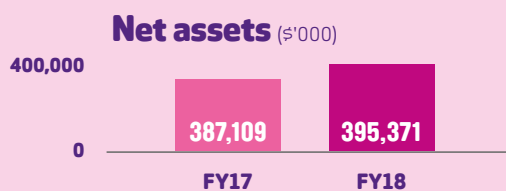


**\$455k**

toward social housing  
community improvement  
projects across NSW\*

\*Includes one-off management transfer and major tender costs

\*\*Combined NSW FACS and MAH funding



Important insight:

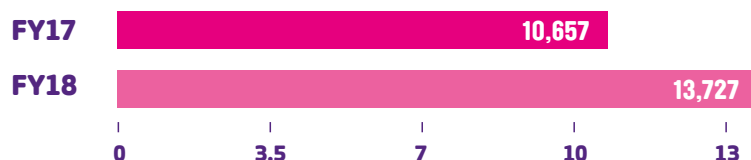


management transfer of

**1,040**

properties on the Mid North  
Coast of NSW in July 2019

## Cash and Investments (\$'000)



Includes free cash for property  
acquisitions and a sinking fund for  
future planned maintenance

Housing at a glance:

**1,981**

residential  
properties  
owned/managed



**3,504**

residents  
housed



**49**

full-time  
employees



# Together we are stronger.

**By working together with our residents, staff, volunteers, board members, supporters, donors, corporate partners and funders, we can achieve so much more for Australians in need. Our shared commitment to reducing homelessness and strengthening communities drives our progress.**

**Together we stand.**











## How to increase the supply of social and affordable housing

We are calling on all levels of government to reform tax and welfare settings, attract and support institutional investment, create reforms in the planning system, and build infrastructure and support to strengthen communities.

### Connect with us



1800 269 672



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[missionaustralia.com.au/housing](http://missionaustralia.com.au/housing)



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**MISSION  
AUSTRALIA** | together  
we stand