



CHAIRPERSON'S REPORT FOR THE AGM 2015

Summary of the 2014 – 2015 year

I am pleased to present the Chairperson's report for the Annual General Meeting of AHV 2014 – 2015.

2014 – 2015 has been a year of consolidation and continuous improvement for Aboriginal Housing Victoria. Following on from a restructure in 2013 – 2014 when AHV undertook a year of considerable organisational and cultural changes, we have continued to work to improve our workflows and streamline our processes.

We consulted with community members across regional Victoria in late 2014 and early 2015 through a range of comprehensive community consultations to listen to our tenants and stakeholders so that we could improve our service delivery and the way we provide support for our tenants to help them sustain their tenancies.

We developed a Strategic Plan as a road map to chart our course into the future for 2014 – 2025. As a proud Aboriginal organisation, this Strategic Plan sets out how we will achieve the original ambition of the AHV founding Elders to achieve self determination and provide culturally responsive housing services which improve the lives of Aboriginal people in Victoria. To meet the priorities set in our Strategic Plan, we developed an Asset Management Strategy, a Community Engagement Strategy, a Communications Strategy and a Business Plan, along with 15 year financial modelling and an Asset Plan, that further guides AHV to achieve its vision and strategic objectives and meet statutory performance requirements.

A significant amount of time this year has been consumed with progressing our work towards achieving the status of becoming a Housing Association and achieving transfer of ownership of the 1449 houses that AHV manages on behalf of the Department of Health and Human Services. This has included ensuring that our corporate and governance structures are robust; our tenant and housing processes are fair, transparent and responsive; ensuring our asset management and financial business systems can achieve our goals; and that we continue to advocate for better housing outcomes for our clients.

Key achievements

Some of the key achievements worth noting during this year are that:

- We improved our services by developing a "One-stop shop" to provide better service delivery for our clients with a single point of contact for tenancy, housing application and maintenance issues;
- We held 15 State-wide community consultations across Victoria and 10 meetings with local Aboriginal and non-Aboriginal support organisations to listen to tenants and improve our services;
- We undertook a Tenant Satisfaction survey to continue to understand our tenants better and results showed that 87% of tenants expressed overall satisfaction with AHV's services;
- We held successful community events including our annual NAIDOC family day at Collingwood Children's Farm and a community bbq in North Fitzroy for Sorry Day;
- We commenced a Life Skills Program to provide better support for tenants at risk;
- Policies, procedures and systems continued to be streamlined and improved upon; and
- We now have 48 staff working at AHV with a 50% Aboriginal ratio of staff across all levels..

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Challenges

Some of the challenges for AHV, as the largest Aboriginal housing organisation in Victoria, are:

- We expect that applications will continue to grow as the Aboriginal community in Victoria continues to grow, disadvantage continues to deepen and the private rental market continues to tighten;
- Home ownership is far lower, and Aboriginal people are more likely to rent and to be housed in social housing, which will continue to increase our wait list demand;
- A greater proportion of Aboriginal people are homeless - Indigenous people are overrepresented clients of homelessness services also increasing demand for housing;
- Social patterns and family breakdown increase demand for housing as Aboriginal people tend to partner and parent earlier and also experience higher rates of family breakdown, partly through the disproportionate impact of family violence;
- There is an increase in demand for providing housing for smaller (1-2 bedroom) houses to meet the demands of single tenants and to accommodate the ageing population of long term AHV tenants. This will become a focus as we work toward providing more appropriate types of accommodation to house our tenants; and
- The ageing of housing assets and the significant damage of a minority of properties will continue to be a challenge for AHV as it starts to recycle its assets to develop more appropriate housing options.

Summary of Finances

The summary of finances for AHV for the year are:

- The total revenue for the year increased by 11% or \$15.9 million;
- Surplus for the year declined by a margin of 2% due to increased operational expenditure in relation to housing program costs;
- Both current and non current assets grew by 34% (\$9.3 million) over the previous year with total assets of \$36.9 million at the end of the year;
- Total equity now stands at \$34.6 million which is an increase of \$8.8 million over previous year or 34%; and
- Cash and term deposits both grew by \$1.5 million or 20% over the previous financial year.

Chairperson:

Tim Chatfield

Date:

Thursday 15 October 2015

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