

ANNUAL REPORT 2018





Integrity

Focus

Collaboration

Respect

Courage



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Introduction

The Women's Housing Company was established 35 years ago and provides housing and support services to women who are homeless or at risk of homelessness. Housing includes social and affordable, as well as crisis and transitional. The primary focus is on single women in metropolitan Sydney, and following a change to the Constitution in November 2017, the organisation also assists women with children.

The Women's Housing Company is a not-for-profit community housing provider that is registered under the National Regulatory System for Community Housing (NRSCH). The NSW Government provides funding through the Department of Family and Community Services (FACS) for the Community Housing Leasing Program and the Specialist Homelessness Services Program. The Land and Housing Corporation (LAHC) provides support through the allocation of properties for management by the Women's Housing Company.



Women's Housing
Company tenants Ann,
Diana and Helen

Our Vision

Achieving excellence in the provision of affordable housing for women

Our Mission

Providing high quality social and affordable housing and homelessness services for women

Our values

Integrity – we work with integrity and empathy with our tenants and staff, and in relationships with others

Respect – we respect the rights of tenants, staff and community members

Courage – we embrace the new, standing up for what we believe to be right

Collaboration – we work together as a team and in partnership with others who share our vision, concerns and interests

Focus – we remain focussed on our philosophy, strategy and priorities in a professional manner at all times



Celebrating Tenants Day

Acknowledgement of Country

The Women's Housing Company acknowledges the Gadigal people of the Eora nation as the traditional custodians of the land on which we operate and pays respect to Elders both past and present.

Our Strategic Plan

The Strategic Plan 2017 – 2020 outlines the core strategies for ensuring the Women's Housing Company delivers on the organisation's vision, demonstrates the values and is able to provide housing and other services to women in need. The core strategies are:

The Women's Housing Company Board sets the strategic direction for 2017 to 2020

Quality Services

- Enhance the services offered to clients
- Advocate for more and improved services to clients
- Support tenant engagement

Sustainable Business

- Improve organisational capacity
- Promote excellence in governance

Sustainable Growth

- Promote new housing and homelessness solutions
- Participate in growth opportunities through tenders
- Partner with like-minded organisations

The strategic objectives are reflected in an annual operating plan to ensure core strategies are implemented effectively and efficiently. An annual risk management plan ensures risks are identified and rated, and treatments are in place to mitigate risks to the organisation's performance. The Board regularly monitors progress against the operating and risk management plans.



Women's Housing Company Board of Directors

Statement of Purpose

Safe, secure and affordable housing is a fundamental requirement for women, men, children, older people – everyone. Housing provides a base from which everything else follows. Without housing, access to support, education, employment and participation are extremely difficult.

For women, housing affordability is having a major impact on their ability to secure accommodation. Sydney continues to be ranked as the second least affordable city in the world for housing. For low-income singles, almost all housing affordability indicators depict a dire picture throughout metropolitan Sydney and indeed in major centres outside Sydney. For women with children, it is a similar picture in relation to housing affordability. Women find it challenging to secure housing that is affordable in areas that are close to support networks, schools, transport and services.

The number of people experiencing homelessness in NSW has increased by 37 percent, the most significant increase of any state or territory in Australia. The 2016 ABS Census data released this year highlighted the number of homeless older women increased by 31 percent between 2011 and 2016. The demand for social housing is high with almost

60,000 approved applicants on the NSW Housing Register waiting for social housing. Of these, over 55 percent are women led households and almost 12,000 are single women.

As a specialist housing provider, the Women's Housing Company works closely with women who are homeless or at risk of homelessness, many of whom have experienced domestic and family violence, or who are older and unable to find housing that is affordable and appropriate to their needs.

Older women and single mothers experience discrimination in the private housing market and those on low incomes are all but excluded from renting affordably.

This is the context within which the Women's Housing Company delivers services and drives our commitment to increase the supply of housing for women in need.

***My home is nowhere.
It is now here.***

Quote from a creative writing workshop about the meaning of home, from Zahra



Zahra and Sam
at Tenants Day

Chair's Report

This year marks 35 years of operation for the Women's Housing Company and I am pleased to report on the significant highlights and achievements for 2018.

Women are facing unprecedented challenges in achieving housing security, particularly in retirement. The demand for assistance from women at risk of homelessness far exceeds the availability of secure and affordable housing. Many women, particularly older women, never expected to need housing assistance.

The role of the Women's Housing Company is as relevant today as it was 35 years ago. We offer social and affordable housing, as well as crisis housing and homelessness support services, with a specialisation in the areas of domestic and family violence, and older single women.

We have worked hard this year to ensure the organisation continues to deliver quality services, resources are used efficiently to make a difference and to explore opportunities for growth.

The highlights for 2018 include:

- Winning partnership with Bridge Housing to manage the Northern Beaches public housing portfolio from August 2019 for a 20-year period, under the NSW Social Housing Management Transfer Program. Significant transition planning was undertaken.
- Successful handover from the Department of Family and Community Services in August of new housing for older women at Woolloomooloo. Establishment of an older women's hub in the building where women participate in programs to support wellbeing ranging from yoga to digital literacy.
- Purchase of new housing throughout the year – a block of six units in Belmore for social and affordable housing. We also secured funding from the Department of

Family and Community Services, along with Women's Housing Company funds, to purchase new housing for older women.

- Change to the Constitution in November to extend housing opportunities to women with children. While the organisation's primary focus is single women, the change supports our work with women who are reunited with their children, become pregnant or where we have larger properties.
- Progress with our first development application for a New Generation Boarding House to provide accommodation for over 20 women in a well-located site. This included an appeal to the NSW Land and Environment Court, with generous pro bono assistance from committed legal experts.
- Raising awareness of the need for more housing solutions for women, particularly older women. This included meetings throughout the year with state and local government, as well as private sector organisations; presentations at conferences and media.

The Women's Housing Company is committed to working collaboratively with government at all levels, the private sector and other supporters to create and deliver more housing solutions for women. Whilst women do not have equal pay and adequate superannuation at retirement, they take time out of the workforce to raise children and care for family members, and are faced with domestic and family violence, there will be a need for safe, secure and affordable housing.



I would like to thank our partners, funders and supporters for their contribution and collaboration throughout the year. These include:

- NSW Government and the Department of Family and Community Services in particular for their ongoing support and financial assistance
- Pro bono legal assistance from John Landerer CBE AM of Landerer & Company, and Michael Staunton and Philip Clay SC of Martin Place Chambers for our first development application for new housing
- Bridge Housing, our partner in the Social Housing Management Transfer Program (Northern Beaches)
- My fellow Board members for their tireless commitment, time and expertise throughout the year
- Women's Housing Company staff for their dedication, extraordinarily hard work this year and commitment to supporting our clients.

I am incredibly proud of our achievements this year and look forward to working closely with the Board and senior management team to consolidate our work, deliver new initiatives and raise awareness of the housing needs of women.

A handwritten signature in blue ink, appearing to read 'Alice Spizzo'.

Alice Spizzo

Chair, Women's Housing Company Ltd

CEO's Report

I am proud to present the CEO's report for 2018, focussing on the extensive program of work and highlights for the year. Our work focussed on updating our operational capabilities, consolidating key aspects of the business, and expanding our services through growth.

As a specialist provider, we see the impact of homelessness and insecure housing on women as we struggle to meet current demand. We also see the difference that secure affordable housing makes to the life of an individual and this is what drives the Women's Housing Company. We provide social and affordable housing, as well as crisis and transitional housing to eligible women across 24 Local Government Areas in Sydney.

This year, I have had the privilege of meeting many of our tenants for the first time, and have been moved and encouraged by their life stories, strength and optimism. Most moving is their concern for other women who are not adequately housed, particularly this year with the release of Census data showing a 37 percent increase in the rate of homelessness in NSW, with older women one of the fastest growing groups experiencing housing insecurity.

Highlights for the year include:

Quality housing services –

developed a number of new policies such as the Live-in Carer Policy to assist with the delivery of services, with input from tenants. Met or exceeded our performance benchmarks and registration requirements.

Addressing homelessness – delivered crisis and transitional housing and support for women in South Western Sydney, in partnership with the Community Restorative Centre.

New housing – finalised the purchase of six units in Belmore for new social and affordable housing. Successfully took on the management of a newly constructed block of 20 units in Woolloomooloo

for women aged 55 and over from the NSW Government. Established the older women's hub in Woolloomooloo to run programs and events.

Future growth – thanks to a Community Housing and Innovation Leverage Grant from the NSW Government, along with a contribution by the Women's Housing Company, new housing will be purchased in the coming year specifically for women aged 55 years and older. This is a great example of collaboration to deliver additional new housing and we welcome more opportunities in the future.

Partnerships – successful partnership with Bridge Housing in the Social Housing Management Transfer Program to manage public housing in the Northern Beaches. The Women's Housing Company will manage an additional 150 tenancies and bring specialist skills to support the whole of service system coordination in the areas of domestic and family violence, and older women.

Communications – launch of a new website with up to date information, policies, news and events for applicants, tenants and the broader community. Production of our quarterly tenant Newsletter helps us to keep in touch regarding latest developments, news and events.

Tenant engagement – our Tenant Advisory Group met regularly to shape tenant engagement activities and provide valuable feedback on services and policies. This included a regular program of classes, workshops and trips to support wellbeing and connection. Tenants attended key events such as the

annual tenant day, the annual general meeting, and the National Housing Conference (Sydney).

New IT system – building our information and communications technology capacity with the successful implementation of a new IT system called SDM. This was a major project throughout the year, involving most staff in the configuration, testing, training and go-live stages. The new IT system will assist with improvements to customer service and support our growth.

Our people – staff work across two offices in Surry Hills and Liverpool, to deliver services and programs. Staff were involved in a comprehensive review and update of human resource policies, as well as annual business planning to ensure we have up to date policies, plans and engagement.

I'd like to thank the Board for their strategic insight, effective governance and commitment throughout the year, as well as their support to me and the team. I'd also like to thank the senior management team and staff for their incredibly hard work this year, balancing our day to day work with service improvement projects and growth opportunities. The team is passionate, committed and skilled – and our greatest asset. The achievements this year are a reflection of everyone's commitment to the Women's Housing Company and the people who rely on us.



Debbie Georgopoulos
CEO, Women's Housing Company Ltd



Highlights in 2018



35 years of service, providing housing and homelessness support services to women



Handover by NSW Government of 20-unit block in Woolloomooloo, providing new social housing for women aged 55 and over



Establishment of Older Women's Hub for programs and events to support social connection and wellbeing



Partnership with Bridge Housing successful in tender to manage Northern Beaches portfolio under the Social Housing Management Transfer Program from August 2019



Change to the Women's Housing Company Constitution to extend services to women with children

2,000



Responded to almost 2,000 requests for repairs and maintenance in 2017/18, ensuring properties are well maintained



Focus on ageing in place in the Asset Maintenance Program, including bathroom upgrades in accessible ground floor units and working with older tenants to manage the disruption of renovations



Review of HR policies to ensure modern, up to date policies support staff to achieve their best

New Website

Launch of new website with information for applicants, tenants, partners and other stakeholders



\$45 million



Own 111 properties with a market value of over \$45 million



Partnership with Bridge Housing, Metro Community Housing and Neami National successful in tender to deliver new STEP to Home Program in Inner Sydney

New housing



Settled purchase of new housing comprising block of 6 units in Belmore

Undertook Women Staying Well Project to develop a service model and framework for supporting older women living in social housing



Implemented new IT system to optimise business processes and service improvements across the organisation



Established meetings with tenants and contractors to ensure improved asset service delivery, customer feedback and ongoing accountable partnerships

Live-in Carer



Developed new Live-in Carer Policy to support allocations of housing to women who require a carer



Awarded NSW Government Community Housing Innovation and Leverage Grant – with contribution from the Women's Housing Company - to purchase new housing for older women



\$10.92M

Generated a turnover of \$10.92 million in the 2017/18 financial year

Managed almost 750 transitional, social and affordable housing units for women across metropolitan Sydney



\$0.65 Million

Generated a net profit of \$0.65 million during the 2017/18 financial year

Organisational Overview

Governance

The Women's Housing Company is governed by a skills-based Board of Directors, elected in accordance with the Constitution. The Board Charter sets out the roles, responsibilities, structure and processes of the Board.

The Board meets monthly and provides strategic leadership and oversight, as well approval for new policies and initiatives. The Board balances social responsibility with financial sustainability. It ensures that effective risk management strategies are in place, in accordance with the Risk Management Framework. It sets the strategic priorities for the organisation during the annual strategic planning day and monitors the company's performance in delivering priorities.

Current Directors bring a mix of experience and skill to their roles including:

- Planning
- Strategic finance
- Urban development
- Public relations
- Social welfare
- Affordable housing delivery
- Local government

The Board continued to support the Observership Program designed to facilitate the involvement of young, talented and energetic individuals in a structured experience on not-for-profit Boards. An Observer was paired with the Women's Housing Company for a 12-month period, during which they attended all Board meetings as non-voting members to learn about fundamental principles and functions of not-for-profit Boards, the role of Board members, fiscal processes and other governance priorities. This program has been valuable to both the Observers and the Women's Housing Company Board and senior staff, and supporting women to gain valuable experience for future Board participation.



Alice Spizzo

Alice joined the Board in mid-2008 and has held the position of Chair since March 2014.

Alice brings a wealth of experience and knowledge to her role as Chair including managing risk, due diligence, governance and issues management. Alice is a Director at Landerer & Company and specialises in planning, environmental and administrative law and advises government, corporates, NGOs and universities on a range of issues including developing social and affordable housing. Alice has diverse experience in government and the development industry as a lawyer, public policy adviser, executive and senior ministerial adviser including Chief of Staff to a NSW Minister for Health and Senior Policy Adviser to a NSW Minister for Urban Affairs, Planning and Housing.

Alice has represented the NSW Government on the Building Code of Australia Board and the former Department of Planning on the Honeysuckle Development Corporation Board.

Alice has a Bachelor of Laws, a Bachelor of Arts, a Graduate Diploma in Urban Estate Management and a Graduate Diploma in Legal Practice. Alice is a graduate of the Australian Institute of Company Directors.



Jodie Blackledge

Jodie joined the Board in April 2010.

Jodie has over 20 years experience in corporate finance and strategy development in financial services, investment banking and chartered accounting environments and brings established skills in corporate finance, financial analysis, accounting, strategy and program management for the Board. Jodie is the Chief Financial Officer and Chief Operating Officer at Fitzpatricks Financial Group, a national advisory and wealth management firm specialising in estate planning, wealth preservation, financial management strategies and investment management.

Jodie has a Bachelor of Business (Accountancy) and a Graduate Diploma in Applied Finance and Investment, is a Chartered Accountant, a Fellow of the Financial Services Institute of Australasia (FINSIA) and a graduate of the Australian Institute of Company Directors.



Tasha Burrell

Tasha joined the Board in November 2013.

Tasha is a property development professional with over 20 years experience in residential and commercial property development in Sydney. Tasha brings extensive experience in implementing large scale urban renewal, housing and infrastructure projects to the Board including an in-depth understanding of the development industry and Sydney property market. Early in her career Tasha was a Project and Design Architect for a number of leading architectural firms, was a Development Manager at St. Hilliers Property and held the role of Program Director, Western Sydney at UrbanGrowth NSW.

Tasha currently holds the position of Program Director at Landcom.

Tasha has a Bachelor of Architecture (Hons) and has completed the Australian Institute of Company Directors program, Foundations of Directorship.



Anna Grutzner

Anna joined the Board in November 2013 and is the Deputy Chair.

Anna is a marketing communications specialist and brings over 25 years experience working with government and not-for-profit organisations on major public policy and community initiatives. Anna has worked with governments and providers on a range of community housing projects, including the development of the National Regulatory System for Community Housing. Anna is Principal of Just Anna, a consultancy focusing on issues of social justice. She is a former political journalist in the federal parliamentary press gallery and Co-principal of a PR agency.

Anna has a Bachelor of Arts (Hons) from the University of Melbourne, a Certificate IV in Training and Assessment and Certificate of English Language Teaching to Adults (CELTA). She is a member of the Public Relations Institute of Australia (PRIA).



Leanne Hillman

Leanne joined the Board in March 2009.

Leanne has over 25 years experience in State Government and has extensive management and operational experience at a senior and executive level in the NSW Department of Community Services (now the Department of Family and Community Services). Leanne offers high level business planning, financial management and project management skills. Leanne represented the Women's Housing Company on the Board of BlueCHP Limited until July 2016. BlueCHP Limited is a not-for-profit community housing company of which the Women's Housing Company Ltd was a founding member.

Leanne has an Executive Masters Degree in Public Administration, a Bachelor of Social Studies and is a graduate of the Australian Institute of Company Directors.



Maree Girdler

Maree joined the Board in October 2015.

With over 25 years experience working in local government, Maree has an extensive understanding of operational program development and management relating to a range of community and recreation programs and projects, including affordable and social housing.

Over a 17-year period, Maree held various positions within senior and executive management at Waverley Council and was responsible for managing Council's planning and reporting obligations in a number of community areas.

Maree has successfully managed the Development Application process for multi-million dollar projects such as recreational facilities and learning centres and brings to the Board skills in program design and delivery, budget development, governance and strategic planning.



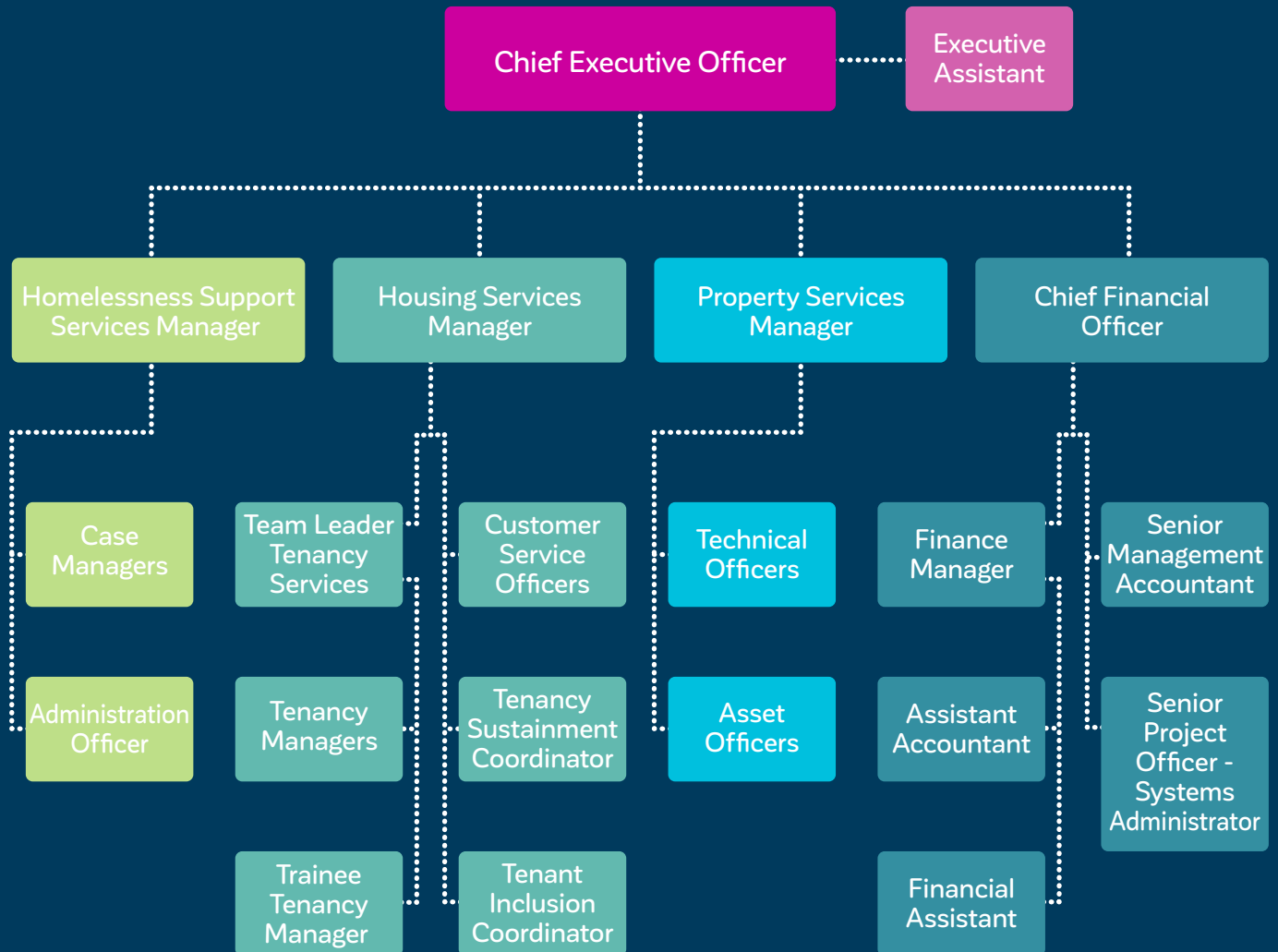
Maria Stamoulis

In 2017, the Women's Housing Company became involved in the Observership Program, a 12-month opportunity that allows individuals the chance to experience sitting on a not-for-profit Board as an Observer.

Maria joined the Board as part of the Observership Program in January 2018. Maria has extensive experience in human resources at a senior level across a number of private sector organisations. Maria is currently the General Manager Human Resources Australian/New Zealand Operations for the Scentre Group (formerly Westfield Group).

Maria has a Bachelor of Economics/ Human Resource Management and Industrial Relations.

Organisational Chart

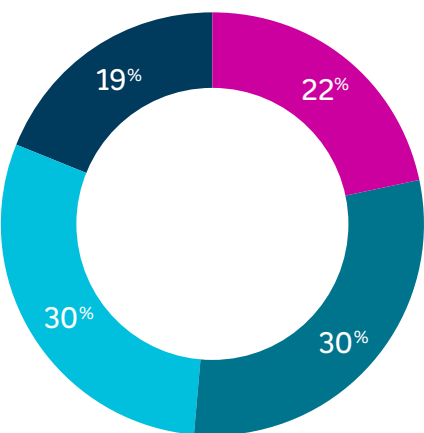
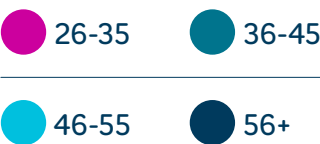


Our People

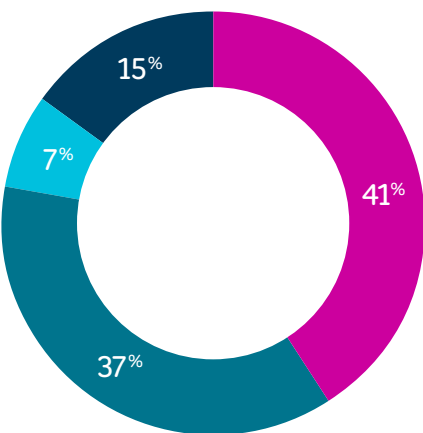
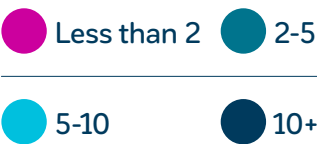
The Women’s Housing Company employs 27 staff that work across two sites – Surry Hills and Liverpool. The team is diverse, bringing a range of skills, qualifications and experience to the organisation. This ensures different perspectives and a dynamic work environment, culminating in a commitment to customer service, supporting our clients and striving to provide the best services within our resources.

Statistical snapshot of our people

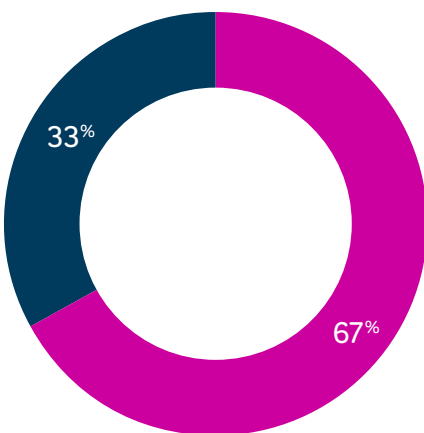
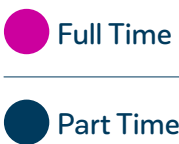
Age (years)



Tenure (years)



Work Life Balance



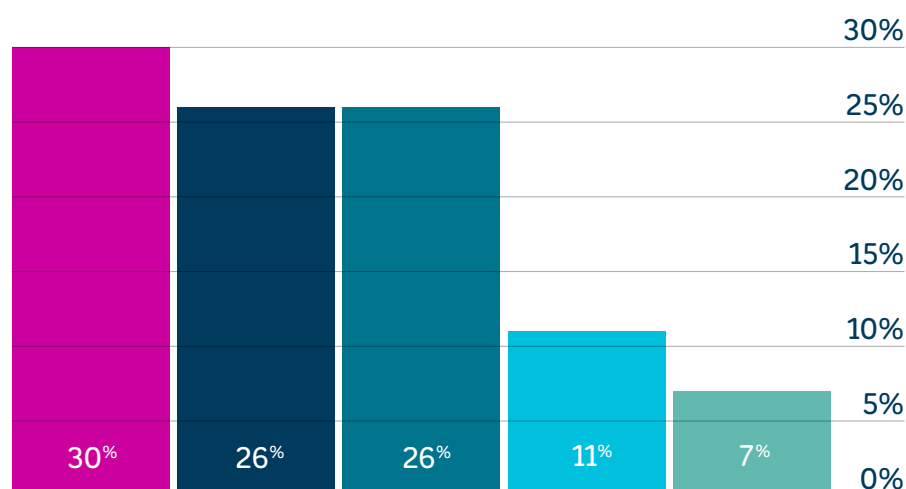
Languages Spoken



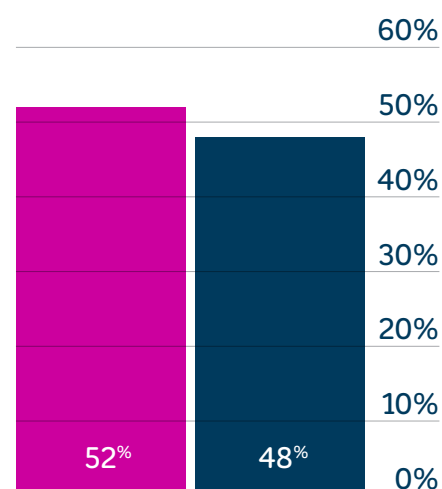
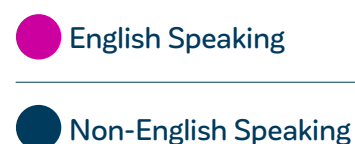


Some of our staff at Tenants Day

Highest Qualification



Cultural Background



Working With Others

The Women's Housing Company collaborates extensively with a range of organisations to deliver quality services, ensure tenants are linked to the supports they need, test innovative approaches and support sustainable outcomes.

Partnerships with not-for-profit service organisations

Social Housing Management Transfer Program

- Bridge Housing, in partnership with the Women's Housing Company, won the tender to manage over 1,200 social housing properties in the Northern Beaches of Sydney from August 2019. This is part of a formal 20 year partnership whereby the Women's Housing Company will manage 150 tenancies, as well as contribute expertise in

the areas of domestic and family violence, and older women.

- Collaboration between SGCH, Link Housing, Bridge Housing and the Women's Housing Company, supported by a formal Collaboration Framework, to develop a Social Housing Service System Coordination Plan for the Northern Sydney District.

Specialist Homelessness Services Partnerships

- Formal partnerships whereby the Women's Housing Company provides tenancy and asset management services, supported by a Joint Management Agreement. Partner organisations that provide support services include:
 - Community Restorative Centre
 - Launchpad Youth Community
 - St Vincent de Paul Society
 - Wesley Mission
 - YWCA

Housing First Partnerships

- The Women's Housing Company delivers a number of Housing First programs providing secure supported housing in partnership with Government, other community housing providers, and support services. These include:
 - **Connect 100** - working with Domestic Violence Service Management, Mission Australia, Neami National and St Vincent de Paul Society; funded by the Department of Family and Community Services and the City of Sydney.
 - **STEP to Home** – the Supported Transition and Engagement Program with Bridge Housing, Metro Community Housing and Neami National; funded by the Department of Family and Community Services.



(L-R) Mark Turner, Chair Bridge Housing, Alice Spizzo, Chair Women's Housing Company, Minister Pru Goward, John Nicolades, CEO Bridge Housing and Debbie Georgopoulos, CEO Women's Housing Company



The Hon. Susan Ryan AO speaking at Women's Housing Company 2017 AGM, with Chair Alice Spizzo and CEO Debbie Georgopoulos

Cross-sector partnerships

National Older Women's Housing and Homelessness Working Group – chaired by the Mercy Foundation, the group comprises two representatives from each state and territory to develop a national agenda for addressing older women's homelessness.

Sisters of Mercy – formal partnership whereby the Women's Housing Company provides tenancy and asset management services for property owned by the Sisters of Mercy North Sydney.

Kathleen York House – formal partnership whereby the Women's Housing Company provides asset management services for the 24 hour residential drug and alcohol rehabilitation program for women and their children, operated by the Alcohol and Drug Foundation NSW.

Sydney Women's Homelessness Alliance – collaboration of organisations concerned with women's homelessness and working together on solutions.

Blue Sox Developments – successful partnership in two Communities Plus Neighbourhood projects in Western Sydney to deliver new social housing for women in mixed tenure developments.

Real Estate Agents and property owners – relationships with over 150 agents and individual property owners to establish private rental tenancies.

Partnerships with donors and supporters

Oz Harvest – weekly delivery of fresh food for women supported by the Women's Housing Company Homelessness Support Services.

Bakers Delight – fortnightly delivery of bread for women supported by the Women's Housing Company Homelessness Support Services.

National Dental Foundation – major dental treatment provided by volunteer dentists in their private surgery for women supported by the Women's Housing Company Homelessness Support Services.

Dress for Success – clothing, accessories, shoes and bags for women attending formal appointments.

Share the Dignity, Quota International Ingleburn and other anonymous donors – regular donations of personal care items.

Wiseberry Foundation Winter Appeal – donations of blankets and linen.

Foodora – donation of tablets for digital literacy classes.

Sydney Community Foundation – facilitated funding from the Weir Anderson Foundation to support Women's Housing Company programs for older women to stay well and connected.

Housing Industry

Member of the Community Housing Industry Association (CHIA NSW) and Shelter NSW.



Front (L to R) Erna Cameron, Debbie Georgopoulos.
Back (L to R) Kylie Lindsay, Debra Venables and Lindy Ryan

Housing Services and Community Engagement

Housing Services

In 2017-18, the Women's Housing Company provided accommodation to almost 1,000 tenants in a mix of social, affordable and transitional housing. Our focus was on single women without dependent children, and from early 2018 our focus extended to providing accommodation to women with children.

The delivery of Housing Services included the introduction of new policies; establishing some new programs; undertaking the Women Staying Well in Social Housing Project; and a greater focus on tenant engagement and inclusion.

Two new policies were developed this year, in consultation with the Tenant Advisory Group (TAG) and

staff. The Live-In Carers Policy was published in September 2017, in recognition that some of our older tenants and women on the waiting list require the assistance of a live-in carer so they can live independently in social housing. A new Rent Policy was developed to bring together, into a single policy, all information relating to the calculation, review and charging of rent.

A new allocation strategy was developed, supporting the change to the Women's Housing Company Constitution to broaden our services to include women with children.

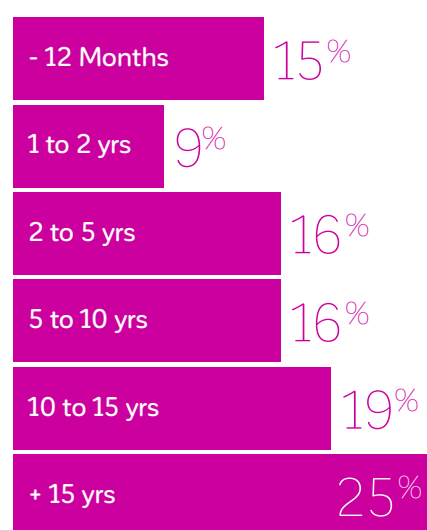
New Joint Management Agreements were developed and executed with our Support Provider partners to coincide with the next round of Specialist Homelessness Services (SHS) government

contracts for 2017-2020. These agreements clearly define the roles and responsibilities of all parties in relation to the management of transitional housing for the clients of homelessness support agencies, ensuring coordinated service delivery for clients.

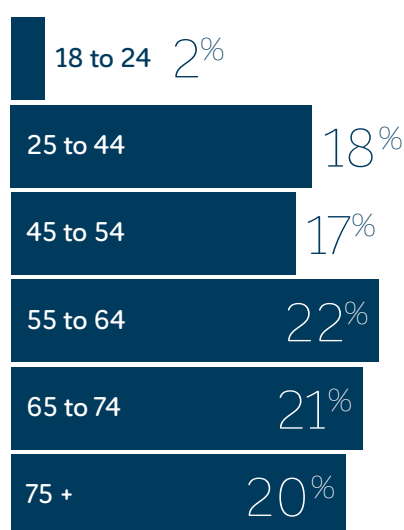
Following a competitive tender process, a new program was awarded to the consortia between the Women's Housing Company, Bridge Housing, Metro Community Housing and Neami National. The Supported Transition and Engagement Program (STEP) is a Housing First program, whereby women experiencing long-term homelessness will be provided housing in conjunction with wrap-around support to sustain their tenancies.

Tenant Profiles

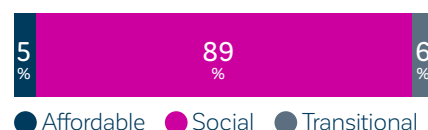
Length of Tenure



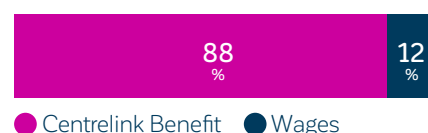
Age Group



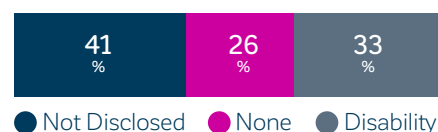
Tenancies by Type



Main Source of Income



Tenants with a Disability



Much needed additional housing was acquired during the year. A block of six units purchased in Belmore was tenanted with a mix of social and affordable housing tenants. The Department of Family and Community Services (FACS) transferred the management of 13 units and the existing tenancies to the Women's Housing Company, consolidating the management of two blocks. Staff visited these existing tenants in their homes to explain the transition process and ensure a smooth handover from FACS.

FACS, through the Land and Housing Corporation, provided a brand new complex of 20 units in Woolloomooloo, an unprecedented opportunity to re-house some of our older tenants whose homes had become unsuitable for their changing needs. We also offered housing to women from the NSW Housing Register, applying the new Live-In Carer Policy to maximise the use of the two bedroom units in the complex.

The Housing Services Team experienced some staff turnover during the year, with a few long-serving staff members leaving to pursue new directions. This opportunity enabled a restructure

of the Tenancy Manager roles and through the recruitment process, a number of highly experienced and capable people have joined the team, bringing fresh perspectives. New roles of Team Leader Tenancy Services and Trainee Tenancy Manager were also established.

With funding from FACS and in partnership with Metro Community Housing, a new role of Tenancy Sustainment Coordinator was established in early 2018. This role primarily provides support and referrals to Connect 100 tenants of both organisations, as well as increasing the organisational capabilities of both housing providers to assist tenants who have complex housing and support needs.

The Housing Services team is committed to providing quality services, adapting and improving service delivery to best meet the needs of applicants and tenants.

Community Engagement

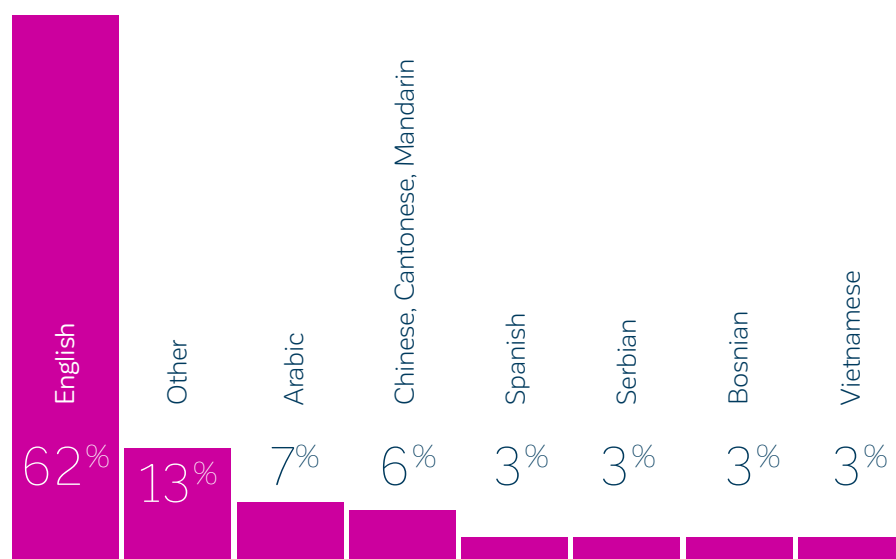
Tenants were consulted on a number of matters throughout the year. The Women Staying Well initiative was

established to research and explore better ways to assist older women, as they age in social housing, to remain well and engaged in their local area and be able to age in place.

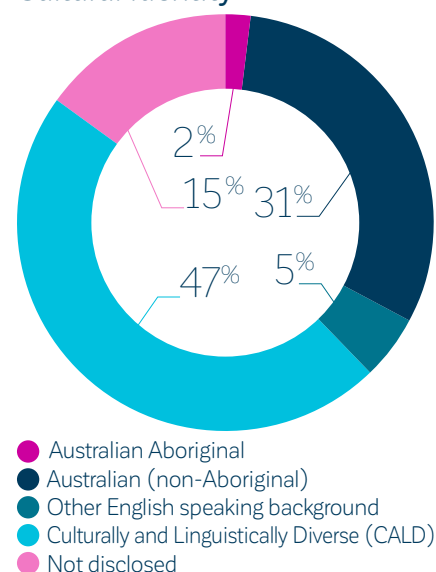
The common room of the new Woolloomooloo unit complex has been established as an Older Women's Hub, with regular activities such as yoga, tai chi and art therapy, along with courses in digital literacy and jewellery making, and information sessions on topics such as My Aged Care. Some activities are facilitated by tenants, while some are led by external partners.

A number of social inclusion activities were facilitated during the year, including a trip to the Bowral Tulip Time Festival, the Annual General Meeting, a celebration of International Women's Day, a trip to the Lane Cove National Park, and the annual Tenant's Day (previously known as the Mid-Winter Celebration). Tenants were kept up to date with news and details of upcoming outings through the Women's Housing Company quarterly newsletter.

Main Languages Spoken



Cultural Identity



Annual Tenant Satisfaction Survey

The Women’s Housing Company values feedback from our tenants, to understand their experience of the services we provide. A formal survey is conducted each year and we use the results to improve our services, support our tenants and assist tenants to participate in their communities and improve their wellbeing.

This year, we engaged the NSW Federation of Housing Associations (now known as the Community Housing Industry Association – CHIA NSW) to conduct the survey and analyse

the responses, as an independent assessment of the level of tenant satisfaction with our services.

We were extremely pleased with the level of tenant engagement in this process, with a 50% response rate. In addition to communicating with tenants about the value of providing feedback, the high response rate was achieved by offering both an online survey option and a paper-based survey, translating surveys into selected community languages and sending SMS reminders during the survey period.

The Women’s Housing Company exceeded two of the three thresholds set by the National Regulatory System for Community Housing (NRSCH), and increased the satisfaction rates in many areas, by comparison with the previous year’s survey results.

Based on feedback, the focus areas for improvement include better communication about the complaints and appeals processes, as well as keeping tenants better informed about the repairs service process and timeframes.

Key Results



National Regulatory System (NRSCH) Thresholds 75%

Satisfied with overall housing services provided by WHC	88%
Satisfied with the condition of the home	80%
Satisfied with the overall repairs service provided by WHC	74%



Home and Neighbourhood

Satisfied with the size of the home	93%
Satisfied with the safety of the home	91%
Satisfied with the suitability of the home to their circumstances	90%
Satisfied with the value for money for the rent paid	85%
Satisfied with the transport available in the local area	93%
Satisfied with the services available in the local area	91%
Satisfied with the neighbourhood as a place to live	86%



Communication

Satisfied with communication experience with WHC	83%
Made contact with WHC in the last 12 months	84%
Satisfied with the information and advice provided by staff	86%
Stated WHC staff were helpful	81%
Stated their enquiry was answered in a reasonable time	76%



Travelling to the Bowral Tulip Festival



Tenant Engagement and Inclusion

Satisfied that tenants' rights are upheld by WHC	83%
Satisfied with the way WHC involves tenants	77%
Satisfied that WHC listens to tenant's views	73%
Satisfied in being able to influence decision making	61%



Complaints and Appeals

Satisfied with WHC complaints handling processes	60%
Stated knew how to raise a complaint	58%
Stated knew how to appeal a decision	34%



Repairs and Maintenance

Requested a property repair during the year	68%
Repairs staff were helpful and attentive	80%
Maintenance contractors were respectful and courteous	84%
Satisfied with the last repair carried out	79%



General Wellbeing

Living in a WHC home helps provide stability and security in life	87%
Living in a WHC home helps overall health and wellbeing	81%
Living in a WHC home helps to connect with family, friends and community	76%
Life has improved since living in a WHC property	84%

Quotes from our Tenants Annual Tenant Satisfaction Survey



Enjoying Tenants Day



All of the workers in WHC I have found to be kind, courteous and respectful. I consider it to be a wonderful organisation and feel blessed to have you people at this stage in my life. Thank you.

I am always listened to when I contact WHC. Staff are helpful and understanding.

I have had the best customer service since joining Women's Housing. Everyone I have talked to are nice and helpful and welcoming. A great team!

I would like to commend Women's Housing and their employees for the invaluable service and thoughtful professionalism they all bring to their positions on a daily basis. Please know your dedication is so very greatly appreciated.

I had a serious complaint about extreme noise and antisocial behaviour. My complaint was responded to very quickly by the police and WHC. I'm extremely grateful for the assistance. Women's Housing are professional and caring.



Heading to Lane Cove National Park

Photography Workshop
at Botanical Gardens



Thank you for Women's Housing! Without you, my life would be so much harder!

Overall, I have no complaints with Women's Housing. If anything, I am continually grateful and appreciative of where I live, my neighbours and of staff. I count my lucky stars every day. I love where I live, my flat and the convenience to everything. Thank you for providing this haven for me.

Very blessed to have a beautiful unit to be living in after being a homeless person years ago.

Women's Housing changed my life. It gave me stability, support, help and for this there is no better gift anyone can do for someone. It gave me a place that feels like home. Thank you so much for that.

Thank you. I wouldn't be able to live in Sydney without this accommodation.

I would like to say from the bottom of my heart, thank you for giving me the most wonderful, safe happy home. I will continue to thank you for a very long time.

I would like to thank Women's Housing for giving me a stable place which I called home. I was very lucky to get a place from Women's Housing. Thank you.

Thank you for giving me a safe place to live.



Enjoying the Art
Gallery of NSW

Homelessness Support Services

The Women's Housing Company delivers the Women's Homelessness Support Service (WHSS) in partnership with the Community Restorative Centre (CRC). Services are provided across the South Western Sydney region. During the year, the service jointly supported 174 clients, exceeding contractual requirements. Services include crisis and transitional accommodation, information, advocacy, case management and outreach support to clients who are homeless or at risk of homelessness and living in the community.

Annual Performance

174

Clients Supported

21

Clients in Crisis Accommodation

\$16k

Compensation for Victims of DFV

207

Average length of support 207 days

67%

Clients previously diagnosed with a mental health condition by a health professional

6%

Clients with Problematic Drug/Substance Use

3%

Clients exiting Psychiatric Unit

12%

Clients experiencing Domestic & Family Violence

7%

Clients experiencing Housing Crisis (e.g. eviction)

27%

Clients from Culturally & Linguistically Diverse background

21%

Clients identified as Aboriginal

36%

Clients exiting Correctional Facilities

Client Outcomes

During 2017/2018, one client secured private rental accommodation with the Start Safely subsidy, six clients entered into long-term social housing, of which two were housed with the Women's Housing Company. Both the issue of supply and affordability remain significant barriers to single women with a limited fixed income accessing housing and other housing assistance products.

Dental health is a major issue for many clients and eleven clients received dental treatment at no cost through the Australian Dental Health Foundation (ADHF). The ADHF is a consortium of private dentists who offer treatment to disadvantaged patients in need of urgent dental care who are under the care of a charity. Clients received major dental work such as multiple extractions, full dentures and part dentures. Overall appearance, confidence and self-esteem remarkably changed amongst the clients who have received the dental treatment.

Eleven clients were referred to NSW Justice Victims Services for compensation. As at the end of the financial year, approximately \$16K in financial compensation was approved for victims of domestic violence and sexual assault - clients were approved for Recognition Payments and Relocation Payments.

Donations

A number of regular donations are received, assisting clients with essentials at a vulnerable time in their life. Generous assistance includes weekly donations of fresh food from Oz Harvest, fortnightly donations from Bakers Delight, and regular donations throughout the year from Share the Dignity and

Quota International, Ingleburn. The Wiseberry Foundation's 2017 Winter Appeal donated linen, blankets and woollen socks. We also receive regular donations of clothing from members of the community.

Service Collaboration and Partnerships

Collaboration across government and non-government agencies is essential in effectively supporting complex clients who are homeless and in crisis, or are at risk of homelessness. The WHSS acknowledges and thanks those agencies below with whom we have worked in partnership to maximise opportunities and achieve positive outcomes for very vulnerable and disadvantaged women. Developing relationships and protocols with other service providers has been crucial in accessing services and housing that is appropriate for clients. Throughout the year, the WHSS participated in local interagency committees and forums across the South Western Sydney district, and research projects with the University of New South Wales.

Key agencies the WHSS has worked with throughout the year are the Benevolent Society, Green Valley Domestic Violence Services, Liverpool Women's Health Centre, Liverpool TAFE, NAVITAS, Inspire Church, St Vincent De Paul Society, Young Adults Disability Association, Neami National, South West Sydney Early Intervention and Tenancy Support Service, Link2Home, Domestic Violence Help Line, FACS Housing NSW, Liverpool Community Mental Health, Hume Community Housing, Rendu House, The National Dental Foundation, Partners in Recovery, Immigrant Advice & Rights Centre, Immigrant Women's Speak Out, Liverpool Local Area

Command, Casula Powerhouse, NSW Service for the Treatment and Rehabilitation of Torture and Trauma Survivors (STARTTS).

The WHSS received a FACS Social Housing Community Improvement Fund Grant of \$36,000 for the 'Safe Space' Project. This grant resulted in an upgrade to security systems, including duress alarms, CCTV and a video intercom.

Highlights

There are a number of highlights from this year that demonstrate the difference our support services make to women's lives.

A young client aged 22 was living with her parents in Queensland. She was originally from Afghanistan, arriving in Australia in 2014. With increasing family violence, the client fled to NSW and accessed Temporary Accommodation through FACS Housing, which then referred the client to the WHSS. The client entered crisis accommodation for several months, working to a case plan and attending English classes. She moved on to shared transitional accommodation, again through the WHSS, with a plan for further study. The client successfully completed a Certificate III Pathology Collection at Liverpool TAFE and secured employment with NSW Health in North Sydney. She has since found share accommodation in the private rental market close to her employment.

A client aged 32 living with mental health issues, substance misuse, and a history of homelessness from a young age, was referred to WHSS by Link2Home. The client entered WHSS crisis accommodation and developed a case plan, which included maintaining stable mental health, and resolving historical

issues with FACS Housing. The client was a former unsatisfactory tenant, her current application was suspended and FACS Housing required her to maintain a successful tenancy for a period of six months in order to remove the suspension. The client stayed in WHSS crisis accommodation for a period of 6 months, the client moved onto share WHSS transitional accommodation with another client and satisfactorily

completed a six month tenancy. FACS Housing removed the suspension, WHSS successfully advocated for the client's application to be prioritised, the client was offered long term social housing three months later. Upon receiving the offer, the client stated that it had been over ten years since she had a home of her own.



Making a house my home

Client Quotes

"I have come a long way in my personal journey and most of it I have done myself. However, without the support of the Women's Homelessness Support Service shelter and my physical needs being taking care of it would be much more difficult. This allowed me a safe haven with temporary accommodation, food and the opportunity to save money. My time spent at the refuge has allowed me to access a variety of services, women's support, art therapy, which was most beneficial for me during my cancer journey. It also gave me time to find clarity and direction, which I am grateful for. I am now in my own unit and still have access to those services. Thank you to the hard work and support of the staff". **Joanne, 44**

"It is a great thing to have the support of the women still at the refuge as not everything goes as planned when you leave the refuge. To know you still have that support to come back a second time means a lot to ladies who don't have much support to do it alone. The ladies at the refuge listen to each women's individual needs and struggles and show they care by still being there even if you stay a bit longer, or need to return a second time like me". **Bethwyn, 35**

"After being mentally and verbally abused by family I found myself at the refuge in Liverpool in January 2018 where I received all the help, advice and care, and where I was made to feel like this was a home. The staff always had time to talk and help. I lived in the refuge for 3 months and felt I was able to cope and start a new life for myself. I was offered Over 55s housing in Casula, thank you to all the staff who gave me back my dignity and self-worth. I still go to the refuge and keep contact and am always welcome". **Julie, 76**

Property Services

Highlights

In 2017-18, the Women's Housing Company delivered property services across 24 local government areas in metropolitan Sydney. Our comprehensive range of services ensured our tenants live in properties that are safe and secure, and meet agreed property standards. During the year, we experienced an increase in the volume of requests for maintenance. We delivered a \$1.6 million maintenance program, encompassing responsive, planned, cyclical and structural maintenance projects. We have a portfolio of almost 750 properties and the general maintenance work was delivered in response to property requirements, tenant requests and issues identified in the feedback from the annual property inspections. This year's general maintenance work included a growth in requests for kitchen repairs, bathroom repairs, aging plumbing system upgrades, electrical system upgrades, general household maintenance and property painting. Our cyclical maintenance program included pest control inspections, annual fire safety inspections, multistorey building window-lock certification and common area maintenance.

Property inspections were undertaken on 250 properties as part of our cyclical inspection program. The results from the inspections inform the Women's Housing Company planned maintenance program and ongoing 20-year asset plan. The completed planned maintenance program included ageing-in-place asset initiatives where a selected group of ground floor units, including bathrooms, were upgraded to meet accessible disability standards. Our Property Services team worked closely with Tenancy Managers and support workers to ensure the projects addressed tenant and property



Dowling Street Woolloomooloo 1912



Dowling Street Woolloomooloo 2017

requirements, often while tenants remained living in their units.

The Annual Tenant Satisfaction Survey is a key mechanism for tenant feedback and responses for 2017/18 revealed that 86% of our tenants are satisfied with their home in general and their neighbourhood location. Seventy three percent of our tenants identified repairs and maintenance services as being one of their top three service priorities.

The Women's Housing Company is committed to delivering quality

services and this commitment applies to property services. During the year, we responded to almost 2,000 requests for repairs and maintenance services. We worked in partnership with our contractors and tenants to implement a quality assurance feedback system, and responded to feedback through tenant engagement, site meetings and follow up actions.

A key focus for Property Services during the year was on consolidating our service delivery, improving our response times, streamlining our

processes and preparing for growth. This year, the property portfolio increased by 48 properties. The additional portfolio included the purchase of six units in Belmore, 20 capital units in Woolloomooloo transferred from the NSW Land and Housing Corporation, 13 capital stock transfer units located at Bankstown and Guildford and additional Connect 100 units. The Woolloomooloo units have provided the Women's Housing Company with a well-designed, centrally located model of accommodation for older tenants. The property includes an older women's hub where tenants interact in a shared community room and courtyard garden area.

The planning and design work has progressed for the Women's Housing Company's first development – a proposed New Generation Boarding House in West Ryde. The project's final planning approval is near completion. The project incorporates ageing-in-place design features and community spaces for tenant interaction.

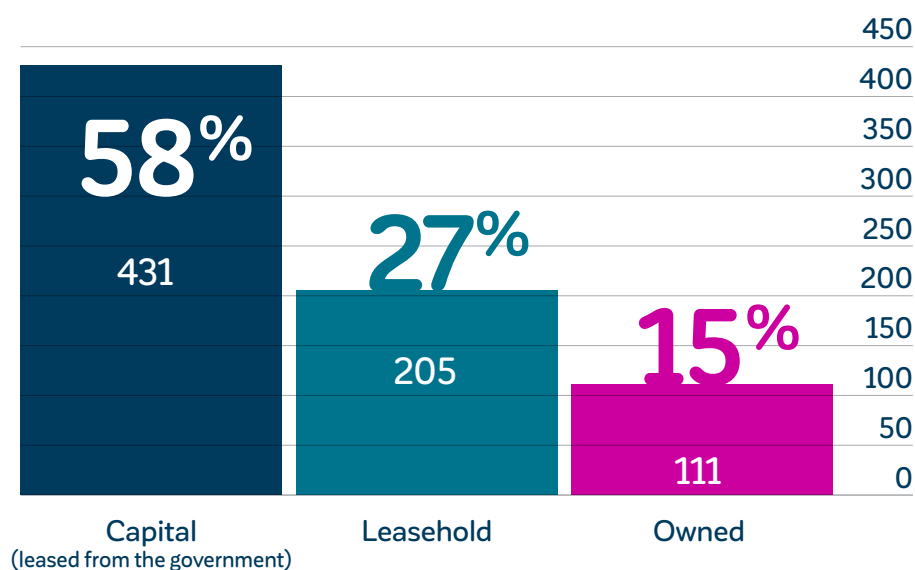
In May, we were pleased to receive funding from the Department of Family and Community Services through the Community Housing Innovation and Leverage Grant, which along with a contribution from the Women's Housing Company, will be used to purchase housing in Sydney for older women. This is a welcome initiative, which will increase the supply of new social housing for older women. The acquisition search began for a suitable purchase and will be finalised in 2019.

The Women's Housing Company continued to explore opportunities for new housing through partnerships in the Communities Plus Neighbourhood Program, with success in two Western Sydney projects to deliver new housing by 2020.

It has been an exciting year in improving and consolidating our Property Services; we are well placed to deliver a range of innovative social housing models of accommodation and take on new projects in the coming years to meet the housing needs of women.

Types of Properties and Numbers

747 Properties at 30 June 2018



In 2017/18 the Women's Housing Company managed a range of property types including:

Capital (leased from government)

Properties leased from the NSW Land and Housing Corporation. The Women's Housing Company is responsible for maintenance (excluding structural works), allocation and tenancy management. Thirty four properties were added to the portfolio during 2017-18 – a range of accommodation for older women and general social housing.

Leasehold properties

Properties leased from the private rental market. The Women's Housing Company signs a Residential Tenancy Agreement under the Residential Tenancies Act 2010 (NSW) and then subleases the property to eligible applicants from the NSW Housing Register.

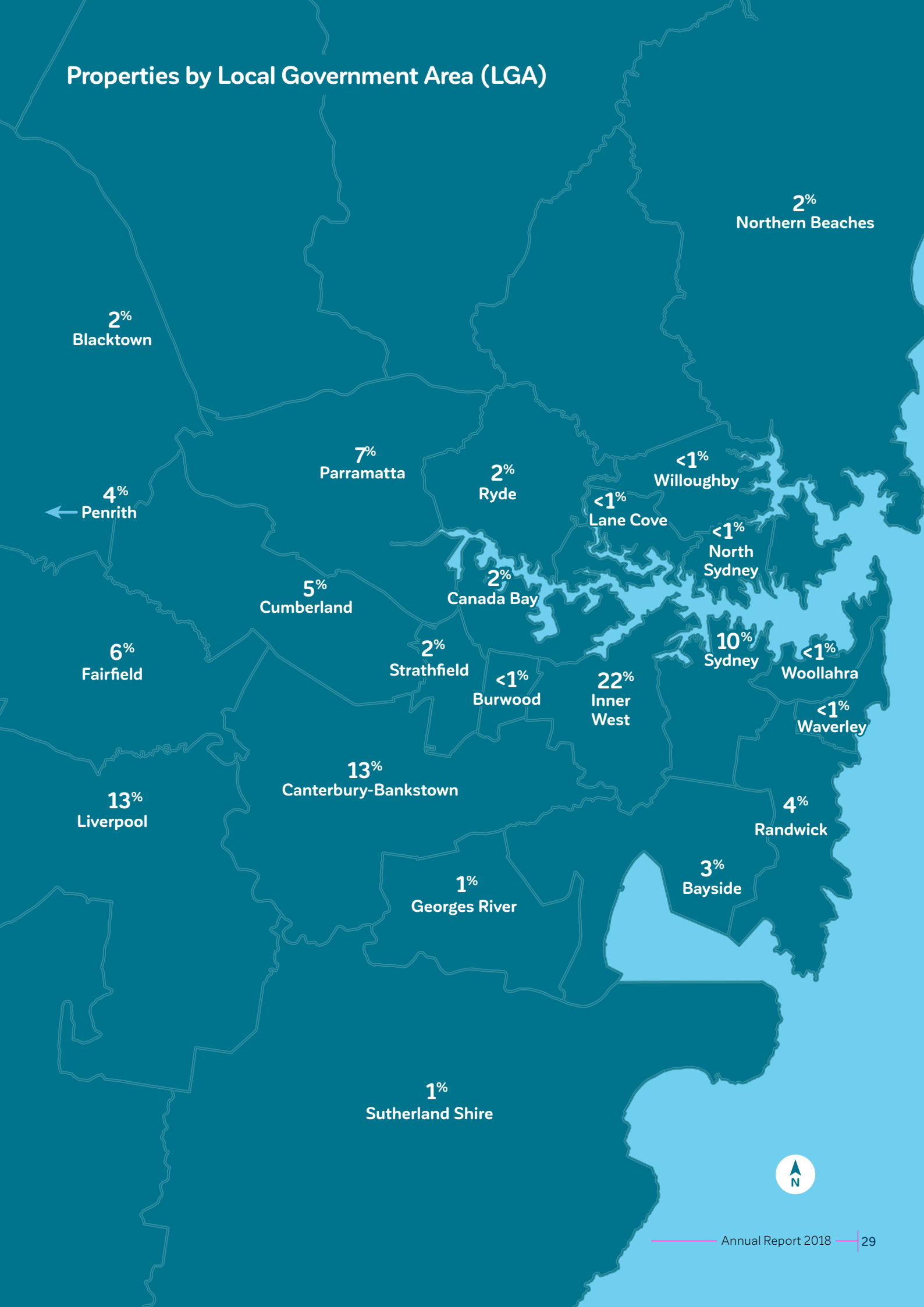
Owned

In 2011, the Women's Housing Company was awarded title by the NSW Government to 100 properties, across 15 separate locations. As part of this award, the Women's Housing Company is contracted to deliver an increased property yield of 25 units by June 2021. The Women's Housing Company is on track to achieve the leverage target.



Official handover from NSW Government of new housing in Woolloomooloo, August 2017

Properties by Local Government Area (LGA)



Financial Highlights

Financial Position

The Women's Housing Company's net asset position improved from \$23.77m to \$24.42m over the course of the financial year. Key changes were as follows:

Current Assets

The **increase in Total Current Assets** from \$15.95m to \$20.28m over the year mostly reflects an increase in the balance of cash, cash equivalents and term deposits from \$15.52m to \$19.58m. This includes \$6.60m in funding (inclusive of GST) received from the NSW Government to apply towards the purchase of affordable rental accommodation for older women. The increase in Other Current Assets reflects an increase in rent prepaid to real estate agents of \$0.23m.

Non Current Assets

The **increase in the Property, Plant and Equipment** balance from \$9.61m to \$12.74m reflects the newly acquired block of units in Belmore (\$3.02m), capitalised fees for the newly implemented enterprise wide IT system and capitalised costs related to the development of an owned property. The **decrease in Non-Current Receivables & Other Non-Current Assets** mostly reflects the inclusion in the prior year's balance of a \$0.302m deposit paid in regard to the purchase of the block of units in Belmore.

Liabilities

Current Liabilities have increased from \$2.35m to \$8.86m. The balance at 30 June 2018 included an unearned \$6.6m grant from the NSW government (inclusive of GST).

The modest **increase in Non Current Liabilities** from \$0.03m to \$0.05m reflects the impact of a change in the company policy relating to the accrual of long service leave as well as an increase in the provision for office make-good.

Cash Flow

Net cash generated from operating activities amounted to \$7.03m for the financial year, however this included a \$6.6m grant (inclusive of GST) received from the NSW Government to fund the procurement of properties to accommodate older women.

Cash flows from investing activities included \$2.72m incurred in July 2017 to settle the purchase of a block of units in Belmore, \$0.16m of capitalised IT implementation costs and \$0.08m incurred in regard to the development of a property.

An additional \$3.29m was also invested in term deposits over the course of the financial year.

Financial Performance

Net Profit

The net profit decreased by 68.6% compared to the previous financial year however the previous year included the \$1.05m profit generated from the sale of a property. When adjusted for this non-recurring item, the reduction in net profit was a more modest 36.3% or \$0.37m. This reflects an increase in costs over and above the growth in revenue.

Revenue

Revenues decreased by 9.5% over the financial year, however this mostly reflected the hand back in May 2017 of 73 properties previously managed on behalf of BlueCHP Limited, as well as the \$1.05m profit generated from the sale of a property in the previous financial year. When adjusted for these items, the revenue increased by 6.8%.

Expenses

Costs increased by 2.8% compared to the previous year. This reflected an increase in underlying staff costs, increased contractor costs associated with projects and higher expenditure on consulting fees. These costs were only partly offset by a reduction in rent expenses associated with a smaller leasehold portfolio under management.

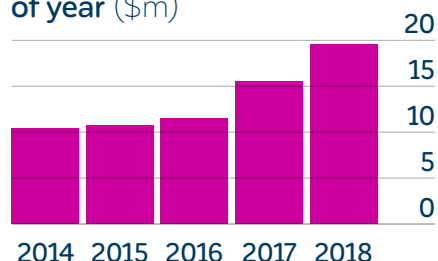
The table below contains a more detailed analysis of the financial performance for the year:

For the financial year ended				
Sources of revenue	30 Jun 18 \$m	30 Jun 17 \$m	% change	
Rent from tenants	6.36	6.50	-2.2%	The decrease in rent revenue reflects the transfer of the management of 73 properties back to BlueCHP Limited on 1 May 2017. This decrease has been mostly offset by the additional rent revenue from new properties added to WHC's management over the course of the year, as well as the indexation of the rebated rents charged to tenants.
Funding & subsidies from the government	3.89	3.75	3.6%	The increase mostly reflects the indexation of government funding programs. In addition to recurring programs, funding for the year ended 30 June 2018 included \$0.08m for the Women Staying Well in Social Housing program, while the previous year included \$0.14m of previously unspent carried forward funding in regard to the Specialist Homelessness Service.
Interest on invested funds	0.31	0.31	1.4%	The improvement in interest income reflects an increase in the level of funds invested in term deposits and other interest bearing bank balances.
Profit on the sale of property	-	1.05		The result for the previous year included profit generated upon the sale of a property.
Other sundry revenue	0.36	0.45	-20.5%	The decrease mainly reflects the cessation of management fees related to properties previously managed on behalf of BlueCHP Limited (handed back in May 2017), offset by minor increases in recoveries from third parties.
Total	10.92	12.06	-9.5%	
Expenditure				
Repair and Maintenance of properties	1.61	1.36	18.5%	The increase in maintenance costs reflects a higher level of planned maintenance (i.e. the replacement of out of life-cycle housing components); higher maintenance resulting from the exit of long term tenants; and an increase in structural repairs that were undertaken on behalf of the government.
Rent paid for leased properties	4.13	4.67	-11.5%	This decrease reflects a reduction in the number of leased properties under management: 73 properties were handed back to BlueCHP Limited on 1 May 2017. This was only partially offset by an increase in the size of the Connect 100 leasehold portfolio and indexation of the rents paid to private landlords.
Other property expenses	1.18	1.13	4.7%	The increase mostly reflects higher bad and doubtful debts associated with property repairs recharged to tenants.
Staff wages & related costs	1.95	1.80	8.7%	The increase reflects additional wages related to newly created roles, as well as increased rates of pay associated with both general indexation and the impact of the Equal Remuneration Order.
Other administrative expenses	1.39	1.04	34.0%	The increase in this category of expenses mostly reflects an increase in contract staff costs (i.e. extra resources required for the rent review process, scanning to digitise client files, and the backfill of roles during the IT system implementation period). The increase also reflects the impact of higher costs associated with consultancy fees, building depreciation expenses and the amortisation of capitalised IT system implementation costs.
Total	10.27	9.99	2.8%	
Profit	0.65	2.07	-68.6%	

The above numbers are extracted from the audited Financial Report for the year ended 30 June 2018. This is available on our website www.womenshousingcompany.org or by contacting our office on (02) 9281 1764 or 1300 942 111 (outside Sydney) or contact@womenshousingcompany.org

Key Financial Performance Indicators

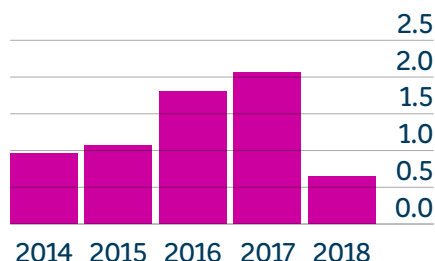
Cash balance at end of year (\$m)



The cash balance (inclusive of term deposits) at 30 June 2018 amounted to \$19.58 million, being an increase of \$4.06m on the previous year's balance.

Approximately \$2.72m was applied toward the settlement for a block of units in July 2017. The operating cash flow for the financial year and cash balance at the end of the year were boosted by \$6.6m of funding received from the NSW Government to apply towards the purchase of properties to accommodate older women.

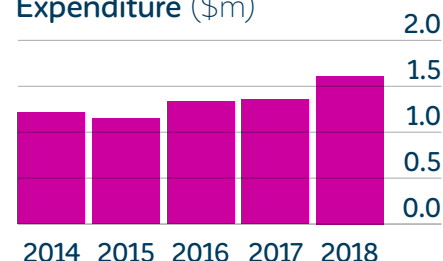
Net Profit (\$m)



This graph illustrates the excess of revenues over expenses.

The results for the years ended 30 June 2016 and 2017 have both been impacted by non recurring positive items. The net profit for the year ended 30 June 2018 was \$0.37m lower than the previous year (excluding the profit generated by the sale of property). This reflects higher staff costs, higher consulting fees and costs associated with the implementation of new IT systems.

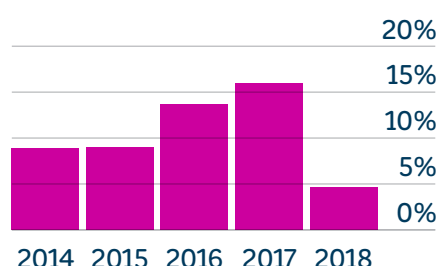
Repairs and Maintenance Expenditure (\$m)



Our total expenditure on the maintenance of our properties reflects our commitment to ensuring that they are safe, secure and kept to an appropriate standard.

The change between 2017 and 2018 reflects an increase in the replacement of out of life-cycle housing components, an increase in structural repairs that were undertaken on behalf of the NSW Government and repair costs that arose as a result of a high number of exits of long term tenants.

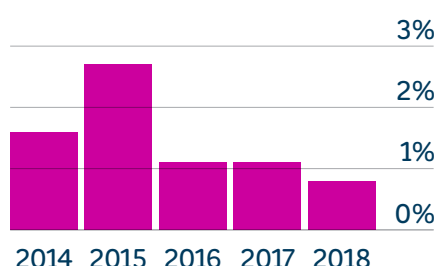
Profitability Margin (%)



This graph illustrates the ratio of Earnings before Interest, Tax, Depreciation and Amortisation (EBITDA) over Operating Revenue.

The results for 2016 and 2017 have both been positively impacted by high value, non recurring items, whereas the result for 2018 has been impacted by non recurring costs associated with the implementation of the new IT system. Nonetheless, margins have declined as underlying costs have increased faster than revenues.

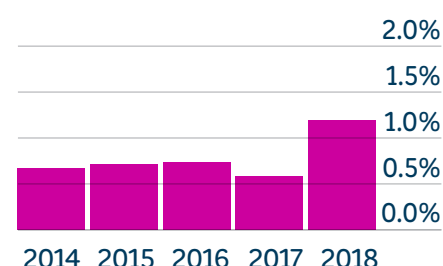
Vacancies and Voids (%)



This graph illustrates the number of rental days lost due to voids and vacancies as a percentage of the total available days.

The result for 2015 reflected the impact of Going Home Staying Home reforms on approximately 15% of our portfolio and tenants. The steady reduction since then reflects a focus by the management team on this key performance indicator.

Rent Arrears (%)



This graph illustrates the value of rent arrears at the reporting date as a percentage of the rent revenue charged to tenants over the preceding financial year.

The June 2018 arrears balance was temporarily higher than usual due to a change in process and timing. The result was still well within the industry benchmark of 2.5% and settled back to levels consistent with recent history by 31 July 2018 (0.8%).

Acknowledgements

The Women's Housing Company worked with many individuals and organisations throughout the year to achieve the significant outcomes reported for 2017 - 2018. Many contributed their time and expertise on a pro bono basis, others provided generous donations and funding, others contributed specialist knowledge and expertise. We rely on everyone's generous support to effectively and efficiently deliver our program of work, and provide that little bit extra that makes a huge difference to the women we support.

Thank you to the following:

Bakers Delight	Metro Community Housing
Blooming HR	Michael Staunton
Blue Sox	Miller Group
Botanique Design	Neami National
Bridge Housing	NSW Department of Family and Community Services
Business Network Solutions	Oz Harvest
Campbelltown Hospital Theatre Nurses	Paula Bennett
City of Sydney	Phillip Clay SC
Community Housing Industry Association NSW	Quota International Ingleburn
Community Restorative Centre	Registrar for Community Housing
CompliSpace	SDM
CONZEPT Landscape Architects	Share the Dignity
Deep Space	Shelter NSW
Dress for Success	Sisters of Mercy, North Sydney
EJD Consulting	SLR Consulting Australia Pty Ltd
Elton Consulting	St Vincent de Paul Society
Emocean Studios	Stanton Dahl Architects
Foodora	Summit Geomatic Pty Ltd
GLN Planning	Sydney Community Foundation
Grant Thornton	TAFE NSW
Holding Redlich	TTM Consulting Pty Ltd
Homelessness NSW	Urbanac Pty Ltd
Housing Appeal Committee	Weir Anderson Foundation
Impact Group	Wesley Mission
Landerer & Company	WHC contractors for repairs and maintenance
Launchpad Youth Community	Wiseberry Foundation
Lee Road Consulting	Work Ventures
Mary Perkins	YWCA
Mercy Foundation	



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