St George Community Housing Limited
Annual Report 2009

Contents

To reduce social and economic disadvantage through the provision of secure, affordable and sensitively managed housing for people on low to moderate incomes.

Our Vision
SGCH is an innovative social enterprise that provides low-cost quality housing to people that enables them to improve their quality of life.

Our Values
Support
A business environment that is caring and provides support and encouragement to everyone involved in managing, delivering and using our services.

Accountability
Being transparent and accountable to our stakeholders for our actions and decisions, and being collectively and individually professional in the way we conduct business.

Respect
Respect for the unique contribution of our staff and partners, and for our applicants and tenants, whatever their circumstances. Willingness to listen to and gain understanding of others and to collaborate, participate and work together.

Integrity
Being honest, open and appropriate in our communications with others to ensure understanding and meeting our governance and management responsibilities.

2008-2009 highlights
SGCH has had significant achievements over the past year, including:

- SGCH was successful in obtaining funds from the Commonwealth and State governments that, coupled with borrowings, have produced $25 million of Affordable Housing in areas of high demand
- Housing Assets increased by 275%
- The Port Jackson Supported Housing Program (PJSHP) celebrated its three-year anniversary and continues delivering successful outcomes for tenants
- Newleaf Communities (Bonnyrigg) has successfully relocated 154 tenants since the rehousing program began
- SGCH achieved a tenant satisfaction rate of 86% for its general and supported housing tenants
- The Newleaf Communities (Bonnyrigg) team achieved an 83% tenant satisfaction rating in a time of major change for tenants and against the Housing NSW benchmark of 60%
- A record $48,000 in grants were secured from local government and the private sector to support our Community Development Program and Housing Plus Services
- Receipt of SEPP 10 funds from both Sutherland Shire Council and Hurstville City Council

Our Profile

St George Community Housing (SGCH) was established in 1985 as a community-based, non-profit government-funded community housing provider in order to provide affordable, secure and appropriate community based housing for people on low and moderate incomes in the Sydney metropolitan area. As the largest community housing provider in NSW, SGCH has a particular focus on encouraging tenant and community participation in the delivery of quality services to all our stakeholders.

The current applicant and tenant portfolio reflects the diversity of the suburbs in which the organisation works and includes groups with specific support needs. SGCH currently operates in 23 Local Government Areas offering housing solutions from fully subsidised housing to affordable housing. Four key program areas include General Housing, Supported Housing, Estate Management and Affordable Housing.

Over 25% of SGCH housing is linked with support. The primary supported housing program is the Port Jackson Supported Housing Program (PJSHP). This program was transferred to SGCH management in the 2006-2007 financial year. The PJSHP provides medium term housing to people who require support to obtain and maintain housing. PJSHP has 192 properties under management with a target of 211 properties to be transferred in total.

Newleaf Communities (Bonnyrigg) is a community renewal project being undertaken on the Bonnyrigg public housing estate through a Public Private Partnership (PPP). Along with commercial partners, Westpac, Spotless and Becton, SGCH's role is in tenancy management support and rehousing. In 2007 833 properties were transferred and rehousing of tenants for the redevelopment commenced in 2008-09.

SGCH is managed by a board of volunteer directors elected by members of the organisation at the annual general meeting. The SGCH board has up to 10 members who offer themselves for service on the basis of their expertise and experience. There are currently 45 staff, comprising full and part-time team members.

The organisation receives recurrent funding from the Community Housing Division (HNSW). Additional income comes through tenant rents, other capital-funded housing projects, tenancy management contracts and fee-for-service assignments.

In 2008 SGCH tendered to become a Preferred Growth Provider (PGP). As a PGP, SGCH has had access to a number of initiatives including access to the Affordable Housing Innovations Fund. Being a PGP has assisted SGCH to build the necessary capacity to become a large and diverse provider into the future.

SGCH has used both Commonwealth and State funding, including both the AHIF and the National Rental Affordability Scheme (NRAS), to assist in the purchase of 100 properties to be used for Affordable Housing.

LGA	NUMBER OF PROPERTIES
Ashfield	43
Auburn	48
Bankstown	149
Botany Bay	75
Burwood	3
Campbeltown	50
Canada Bay	25
Canterbury	271
City of Sydney	77
Fairfield	863
Holroyd	61
Hornsby	6
Hurstville	182
Kogarah	93
Leichhardt	19
Liverpool	22
Marrickville	97
Parramatta	53
Randwick	95
Rockdale	117
Strathfield	7
Sutherland	333
Waverley	2
Total	2,691

Accreditation

SGCH is a full three-year accredited Community Housing Provider, meeting or exceeding all National Community Housing Standards.

Changes to registration process

On 1 May 2009 amendment 9A of the NSW *Housing Act 2001*, known as Housing Regulation, came into effect. This legislation is the regulatory code that governs Community Housing Providers in NSW. It requires that any organisation that provides community housing be registered and comply with the provisions in the Housing Regulation.

There are four classes of Community Housing Providers under the new Housing Regulation. These range from small specialist providers through to larger growth providers. Class 1 registered Community Housing Providers are termed Growth Providers and will generally include larger community housing organisations. Growth Providers are expected to develop new community housing in the sector and have additional regulatory requirements to meet within the legislation.

In late May 2009, SGCH notified the Registrar of Community Housing in NSW that it intended to register as a Class 1 Community Housing Provider and on 15 July formally made application for registration. A substantial amount of information was required by the Registrar to evidence our application to enable assessment. At the time of this report, SGCH is awaiting the outcome of the assessment but anticipates a favourable response in the near future.

Awards

St George Community Housing is proud of the recognition it has received from the wider community housing sector for both our service and management practices.

2008

NSW Award for Overall Excellence in Community Housing (Winner) Australasian Housing Institute Award for Professional Excellence for Excellence in Housing Management Practice (in partnership with HNSW Central Sydney Division)

2007

Australasian Housing Institute award for Professional Excellence for Delivering Support Solutions (Special Mention)

2006

NSW Award for Excellence in Services to Tenants (Commendation)
NSW Award for Excellence in Organisational Management and Governance (Commendation)

2005

National Award for Excellence in Community Housing for Organisational Management (Commendation)
National Award for Overall Excellence in Community Housing (Finalist)
NSW Award for Excellence in Service to Tenants including Tenant Participation
NSW Award for Excellence in Organisational Management and Governance (Winner)

Apartments by bedroom type

Four
Three
Two
One
Studio
Bedsit

Houses by bedroom Type

Nine
Eight
Six
Five
Four
Three
Two
One

CEO Report
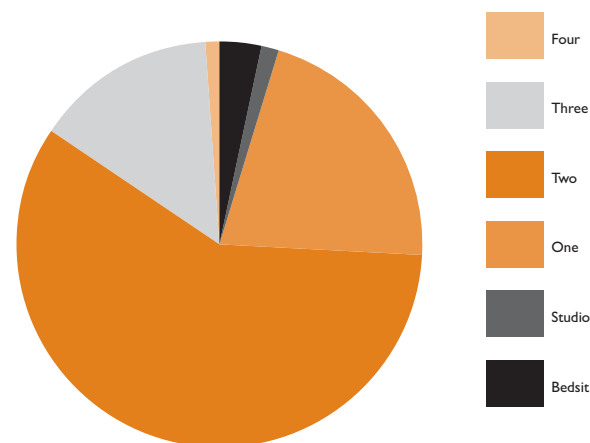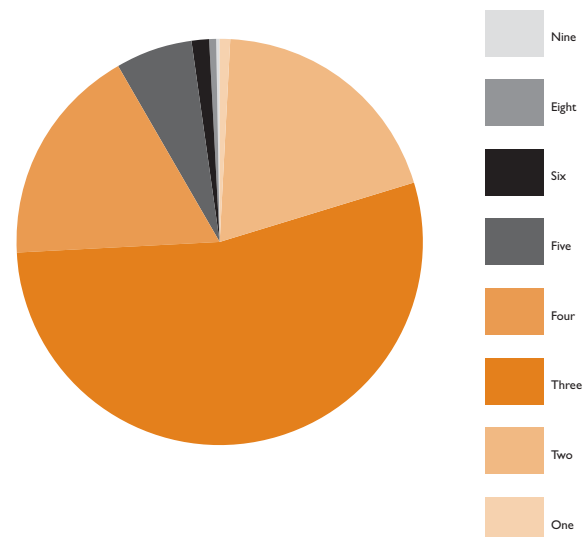
This has been another year of opportunity, challenge and change for St George Community Housing. The focus for the year has been on capacity building and preparing the organisation to respond to the monumental changes in the housing sector while maintaining our focus on quality locally delivered outcomes for our tenants and applicants.

In a year that has seen massive changes at a global level, it is important to remember that the most significant transformation often occurs in the smallest of ways, sometimes incrementally and often unnoticed, yet it can have profound effects on individuals. In the context of the global financial crisis, more than ever before, people needed to ensure that their housing was safe, secure and affordable. This year has seen some remarkable changes, both in Australia and overseas, from the recognition of the Stolen Generation and a formal apology by the Australian Parliament through to the historic election of Barack Obama as the first African-American president of the United States of America. Indeed, a year of transformation!

SGCH has continued to ensure business as usual by providing secure homes for over 7,000 people in 23 Local Government Areas, living in 2,700 dwellings. Housing grew over the year with properties coming to SGCH not only from Housing NSW stock transfers but also from two housing co-operatives — Gambatte Co-operative and Faith, Hope and Love Co-operative. I would like to take this opportunity to formally welcome these new tenants who have joined our organisation. Thank you to Housing NSW and to the Community Housing Division for their support with the transfers.

Tenant participation has been an area of strength for SGCH. Building stronger communities and providing opportunities for our tenants to enhance their wellbeing is a result of the Tenant Participation program. Over the past year, the Tenant Advisory Group (TAG) has grown and together with the Chinese Tenant Group, has 100 active members. Thank you to the TAG Chair, Kim Sowter, for her contribution and leadership over the year.

I also wish to congratulate the recipients of this year's Educational Bursaries and once again, thank the Hurstville Branch of the Commonwealth Bank of Australia and the Professional Tutoring Centre at Hurstville.

In terms of transformation, our involvement in the Bonnyrigg Public Private Partnership can also be described as a project that has undergone transition. Now known as Newleaf Communities, the Bonnyrigg project continues to represent the innovative response that can occur when government, the private sector and the community come together on a joint project. In 2008 at Bonnyrigg, 60 households were relocated, either within the estate or to homes outside the area. These families are undergoing enormous change as they leave the homes they have lived in for many years and await with excitement the construction of their new homes. Bonnyrigg tenants reported tenant satisfaction of 83% this year against a Housing NSW benchmark of 60% — a great achievement for the team. SGCH looks forward to the ongoing tenant engagement and resulting success with Newleaf Communities.

Supported Housing has been another focus for SGCH over the year with 55 support agreements in place to assist tenants to maintain their tenancies. The Port Jackson Supported Housing Program continues to achieve excellent outcomes and the management of the program has been extended. SGCH values the contribution of support providers in assisting us in the provision of housing linked with support. In order to support and strengthen these relationships, SGCH has employed a Community Support Partners Coordinator to ensure that regular communication takes place with our partners.

SGCH has also entered into a partnership with the Department of Ageing, Disability & Home Care to procure properties for their clients. One property has already been purchased, modified and tenanted and another property, in the eastern suburbs, has been identified.

Our financial performance in the year has been strong. Revenue increased and this is largely attributed to the growth in stock, grants and the changes to the way housing providers can charge rent. Cash generated from our

Chief Executive Officer Nazha Saad

operations increased to $1,454,991 (2008: $831,335). The organisation's growth again led to an increase in property expenses during the year to $13,853,533 (2008: $11,654,116) and employee benefit expenses $2,995,058 (2008: $2,490,815).

SGCH was one of the first Community Housing Providers to be awarded over $10 million in grant funding from the NSW Government, which together with borrowings, capital and subsidies from the National Rental Affordability Scheme, has delivered 100 new properties over two sites at Bankstown and Leumeah valued at $25 million. Welcome and thank you to these tenants and their families who represent the new face of Community Housing in NSW.

The annual SGCH Educational Bursary ceremony was held in February 2009 with a record 54 bursaries presented to primary, secondary and tertiary students. SGCH is committed to continuing to support tenants and their families in their continuing education. Congratulations to the winners and thank you to the Commonwealth Bank Branch at Hurstville and the Professional Tutoring Centre, Hurstville, for their continued support.

Other changes in the Community Housing sector were welcomed, particularly the Commonwealth Government's return as a direct funder of housing programs, in addition to reforms under the agreement between Commonwealth and the states, including the National Affordable Housing Agreement. This is, of course, in addition to the commitment of the Commonwealth Government's Nation Building Economic Stimulus Package, which will result in these new properties being owned and managed by our sector.

The announcement of title transfer was another historic shift in housing policy for our state. Combined with the active role that Local Government continues to play in the provision of housing, these initiatives together reflect that, for the first time, all levels of government are recognising the unique role our sector has to play in the overall housing response. For SGCH, this represents a timely and exciting opportunity to further build capacity to procure and develop more appropriate properties

that respond to the demands of the 1,500 households on our waiting lists.

This year our staffing increased to 44.7 full time equivalents and the staff to property ratio maintained at one staff member to 60 properties. During the year we have been very appreciative of the expertise of consultants, volunteers and students who have assisted us with key projects. Formal changes in staffing have included recruiting a Commercial Program Manager whose role is to investigate, analyse and respond to growth opportunities across all SGCH programs, from Supported Housing to General and Affordable Housing. SGCH formally appointed John Engeler to this role in May 2009. In May 2009, Jo-Anne Edsor joined the SGCH team as the Chief Operating Officer. These two positions are part of SGCH's commitment to continue to deliver best practice service and make the most of the opportunities available in the changing sector.

A staff milestone came in 2009 with two members of staff reaching 10 years service. Many thanks to Suzan Shuhaiber (Finance and Administration Manager) and Andra Soubris (Executive Administration Manager) for their hard work and dedication.

During 2009, SGCH has continued to engage in the broader social housing sector with representation both directly and as part of peak bodies, in the Common Access Strategy, on the Board of the NSW Federation of Housing

Associations, the NSW Community Housing Conference and the Inaugural National Women's Housing Conference. I was also privileged to be asked to be part of the Minister's Community Housing Advisory Committee.

The SGCH Board of Directors has undergone their own transformation this year with several new directors joining the Board in August 2009. I would like to take this opportunity to thank the Board, in particular Karen Walsh, who has been so supportive over the year. I am grateful for the dedication of our talented staff team and for the support and collaboration of my peers in the sector. It is with a team effort, together with our tenants, members and other stakeholders, that SGCH responds so admirably to the needs of our applicants and to the challenges presented by a sector undergoing historic transformation.

Nazha Saad
Chief executive officer

Nazha Saad
Chief Executive Officer
"My hope is that SGCH makes the most of this extraordinary time in the community housing sector's history and continues to grow so we can play a significant part in the delivery of innovative housing services and solutions."

Nazha is the former Executive Director of Strategic Asset Management and Procurement for the Department of Ageing, Disability & Home Care. Prior to this she held various senior management positions at Public Works and Services.

Nazha holds a Bachelor of Applied Science (Syd), a postgraduate degree in Safety Science (UNSW) and a Master of Business Administration from the Australian Graduate School of Management.

Suzan Shuhaiber
Finance and Administration Manager
"I joined SGCH in March 1999 and have found working within a community with wide cultural diversity brings great work achievement and satisfaction."

In 2001, Suzan was appointed Finance and Administration Manager for SGCH and has seen SGCH through a period of rapid growth. Suzan speaks one community language, Arabic.

Sally Mannering
Manager, Access & Demand
"I look forward to continuing to be involved in the organisation's response to the changes that will improve the opportunities we can offer our tenants and applicants."

Sally was appointed Senior Housing Manager (Housing Services) in 2006. Sally worked in nursing and not-for profit-community positions prior to joining SGCH.

Greg O'Brien
Chief Financial Officer

"I look forward to SGCH continuing its leadership position in the sector and responding to the challenges of the future through responsible and diverse growth."

Greg joined SGCH in 2008 and is a Certified Practicing Accountant, graduating from Charles Sturt University. He has experience in change management. Greg's background includes finance, IT, human resources and facilities management.

Rachel Nobile
Senior Housing Manager (Housing Services)

"I feel privileged to be a part of the SGCH team as I know how lives are changed for the better once people are given safe and affordable housing."

Rachel joined SGCH over five years ago after gaining experience as a property manager. In November 2007, Rachel was appointed team leader for Housing Services and is currently the Senior Housing Manager (Housing Services).

Liza Sloan
Senior Housing Manager (Supported Housing)

"SGCH's commitment to working in partnership with support agencies to assist those most in need of housing is one way of addressing some of the injustices that unfortunately exist in our society."

Liza has been employed with SGCH since May 2006. Prior to her appointment, Liza worked in community development, including as a recreation project manager. Liza was also employed for eight years in a SAAP-funded accommodation service for homeless youth.

John Engeler
Commercial Program Manager

"The challenge for the future will be enhancing commercial opportunities to develop a range of unique housing solutions. This works best when all levels of government work together with the private market."

John has a Masters in Urban & Regional Planning and in addition to his career as a planner, he has considerable professional experience and a personal commitment to advocacy for the rights of vulnerable tenants. He is currently finishing his legal studies.

Poppy Bethanis
Senior Housing Manager (Newleaf)

"I look forward to continuing my work with the Bonnyrigg community and seeing the area physically transform while maintaining the community spirit Bonnyrigg is known for."

Poppy has been with the SGCH Bonnyrigg team for two years. She joined with eight years experience in the community-housing sector with a particular focus on supported accommodation. Poppy has a BA in Welfare and speaks one community language, Greek.

The SGCH Management Team

Andra Soubris
Executive Administration Manager

"I feel proud and privileged to be part of a dynamic organisation working with a dedicated team and to have had the opportunity to experience a decade of rapid change and growth."

Andra Soubris joined St George Community Housing in July 1999 with five years previous executive administration experience. In July 2007 she was appointed executive administration manager. Andra speaks one community language, Greek.

Jude Braganza
Asset Manager

"My job satisfaction comes from delivering an excellent standard of properties and service for our tenants, the local community and other stakeholders."

Jude joined SGCH in early 2007 with 10 years experience spanning asset, operational, contract, project and property management in addition to IT systems implementation and strategic review activities. Jude speaks a community language, Hindi.

Jo-Anne Edsor
Chief Operating Officer

"I was delighted by the opportunity to work at SGCH as the organisation has a really good reputation for service."

Jo-Anne joined SGCH in May 2009, moving from Victoria to New South Wales for the role. She has more than 20 years' experience in social housing across multi-jurisdictions. In Victoria Jo-Anne managed a local area housing office, developed the Eastern Metro Housing Assistance Plan for SAAP services, and for the Human Services Department.

Our mission is to reduce social and economic disadvantage through the provision of secure, affordable and sensitively managed housing for people with low to moderate incomes. Exemplary asset management is essential to the achievement of this mission.

Transformation in the Community Housing sector will continue to deliver some great housing outcomes for people on low to moderate incomes, particularly with the NRAS and local government Affordable Housing Projects. This freedom to innovate and increase housing stock is also accompanied by correspondingly greater responsibility. Increasingly government and the community will want to know if they are getting the best value from social housing sector capital investment. One of the principal ways of determining best value is to show the outcomes being derived from our housing assets both qualitative and quantitative in the short, medium and long term. To do this, it is essential that SGCH move away from maintenance management to a total asset management approach.

In May 2009 SGCH commenced drafting its first Total Asset Management Plan (TAM) and further refinement will continue through 2009-2010. The TAM looks at the range, value and condition of existing houses in individual and portfolio detail. This establishes a baseline for lifecycle asset planning, enabling budgeting for replacement and prevention works to occur in a planned and more cost effective manner. The TAM also looks at more strategic asset planning to determine where and what types of development projects we want to be involved in to ensure we retain a balanced portfolio of assets enabling us to delivery social housing for a sustainable and diverse mix of tenants. This planning is undertaken based on information from our asset records and applications management systems, local area planning information supplied by councils and demographic and market information acquired from other sources. There are limitations on our ability to plan due to a lack of reliable and coordinated information. The sector is looking to the NSW Federation of Housing Associations to support asset

information management and through this, long-term asset planning.

SGCH has begun the process of business planning to prepare and ensure it has capacity to thrive in the new environment. Strategic asset planning, new asset investment development modelling and establishment of a strategic financial overlay have been identified as critical areas for strengthening SGCH's growth potential. An IT system that captures and enables us to view lifecycle asset management data through different lenses to plan, structure, and provision for maintenance in a proactive way is essential in our new operating environment.

Critical to our future success and capacity is an appropriate replacement Information Management and Technology (IM&T) system. Strengthening these areas will provide more certainty for good decision making and evidence SGCH's ability to continue consistent delivery of high quality housing, in the right locations, that is able to meet people's needs and expectations. This project will be progressed during 2009/2010.

Skill building of staff commenced in parallel with more integrated business planning. The SGCH Asset Manager was given the opportunity by HNSW Resitech and Community Housing Division to develop project director skills in new construction, with other staff building their skills in business planning, submission writing and business case development. As governments move to a more competitive approach it is essential that SGCH the skills to demonstrate understanding of strategic asset planning, asset investment cycles and brown-fields development capability.

SGCH also has a role to play in climate change, ensuring housing it owns or manages considers the long term "in use" costs, minimising the utility costs for tenants through both build solution and education programs. In the past year SGCH has developed an Environmental Plan, which is to be used internally and externally with an aim to reduce the carbon footprint of the buildings we occupy, manage and develop.

Through our maintenance management and property transfer process, SGCH ensures that the accommodation provided is aligned with the needs of our tenants in terms of size, location, amenity, proximity to schools, transport, hospitals and shops where possible. In the Property Transfer Program, SGCH undertakes a property condition report and works scoping process to identify what works are needed to ensure maintenance issues and outstanding upgrade works are completed at the earliest opportunity.

In order to assist in the delivery of these outcomes, SGCH maintains an extensive portfolio record of the detailed attributes of all

Combined Maintenance Expenditure 2009
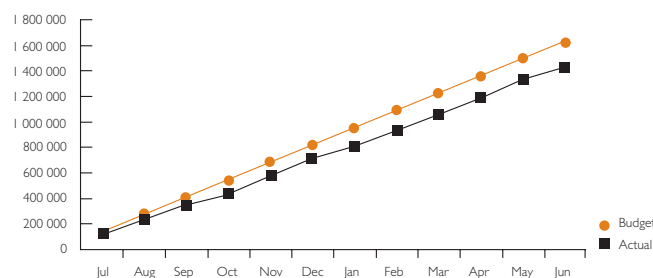
Repairs and Maintenance Completions Review 2009
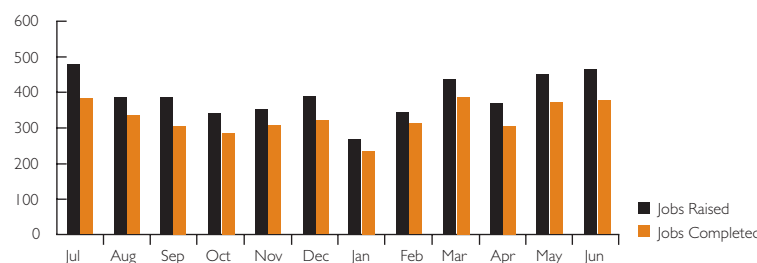
property assets. To ensure quality homes are provided to tenants, we also operate a repairs and maintenance team who work with our contractors and housing managers to get things repaired quickly.

SGCH has been involved with Housing NSW in projects that aim at better fire safety and property assessment survey by collation of repairs and maintenance data across the asset portfolio.

Service and Expenditure Overview 2008-2009

SGCH recorded a 100% completion of its Planned Maintenance Program (PMP) in 2008-2009 and an 84% completion rate for all responsive maintenance. The Asset Team has undertaken a 100% check on completion of all property transfer upgrade works. In order to ensure financial viability well into the future, the organisation has developed and implemented a 10 year PMP. SGCH also upholds a rigorous contractor induction and contract renewal program, which includes a 100% validation of all licenses and insurance.

Combined Maintenance Expenditure 2008-2009

SGCH has also developed a repairs and maintenance handbook which aims to bring uniformity in the manner a repair call is logged and responded to. It is designed to be a practical education tool for our stakeholders. This handbook is aimed primarily at internal housing staff to enhance their understanding of maintenance issues and improve the quality of our

response to tenant needs in this area of service delivery.

Future Directions

Transformation generally occurs through considered, steady and progressive change. In the Community Housing sector, this generational shift and rapid growth is occurring far faster than anyone has anticipated. In November 2007, the NSW Government launched "New directions for community housing in New South Wales" and committed to what was considered an ambitious target to grow the sector from 13,000 to 30,000 homes over the next 10 years. In the first year the sector grew by more than 5,000 dwellings and with Nation Building and Economic Stimulus Package it looks likely the government will achieve its 10-year target by 2012. It is crucial in this environment that SGCH retains the ability to adapt and innovate while maintaining the current level of understanding of our business and member expectations.

Achieving this will rely on us further developing the strong partnerships we have with government, commercial and community partners and on ensuring we have the resources to enable senior staff to be around the table when critically important issues for the sector are being decided. It is likely that more strategic planning and industry development work including benchmarking for best practice will occur through joint planning processes. The NSW Government intends to provide additional support for growth in the sector through channelling a greater proportion of new housing supply through

community housing, and continuing to transfer stock from public housing to community housing management, however much of this is to be granted via a competitive tendering process. SGCH and other community housing providers need to acknowledge that Housing NSW will no longer provide all the answers and will look to the sector for leadership as the growth, autonomy and evolution of the sector into a truly independent social housing alternative progresses.

2008-09 REPORT CARD

KPIs	2009	2008
Tenant Satisfaction	86%	91%
Service Development	350	1052
Supported Tenancies	26%	26%
Staff Mx Cost R2R	14.50%	15.50%
Operating Cost R2R	4.80%	5.70%
Cash at end of year	$7.4m	$5.3m
Net Profit	$2.2m	$1.0m
Reserve for future planned maintenance	$3.2m	$2.4m
Retained profit	$3.5m	$2.1m
Arrears	1.75%	0.50%
Market rent loss to vacancy	1.90%	0.80%
Number of tenants exiting due to Possession Order enforcement	1	2
Ratio of staff to lettable properties	1:6	1:61
FTEs	44.7	39.9

New Business

New business

SGCH has been proactive in working with all three levels of government, i.e. Commonwealth, State and Local government, in the provision of much-needed housing. Commercial opportunities in this sense involves investigating and reflecting the cumulative benefits that can accrue to the community housing sector when all three tiers of government are brought together on the one project. SGCH achieved this in a number of key pilot projects, such as the National Rental Affordability Scheme (NRAS) and will build on this in the future.

The community sector also increasingly represents possibilities for collaborative working relationships for SGCH's Commercial Program Management area. Such projects have included disability, youth and aged support providers collaborating with SGCH to maximise housing outcomes while maintaining the appropriate separation of tenancy and support needs. Examples of these collaborative arrangements include working with a leading not-for-profit organisation around the highest and best use of a specific physical site with design limitations that require modification for compliance for disability access.

Working with the private sector has meant SGCH has needed to increase its understanding of business cycles, economic markets and facilities for structuring finance, such as loan to value ratios, debt servicing and returns on investments.

These relationships are more broadly represented in strategic alliances, memoranda of understanding and formal contracts with a range of private sector entities, from single land owners through to large corporations and proposal-specific consortia.

SGCH has established strong contacts within the private sector and has advised major participants about the community housing sector's requirements. In addition to the work already undertaken on the Bonnyrigg PPP, SGCH will continue to strive to be a key participant and facilitate opportunities whereby government, the community and the private sector work together through and with leading community housing organisations such as SGCH to best respond to this area of growing commercial opportunities.

SGCH is committed to continuing to fully explore, analyse, understand and respond to a range of commercial activities that are now emerging for the community housing sector.

Mosaic – Leumeah and Euro – Bankstown

SGCH was one of the first recipients of the National Rental Affordability Scheme incentives and is now the titleholder of 100 new units in south-western Sydney. This is largely due to co-ordinated funding from both Commonwealth and State governments, as well as private borrowings and SGCH's own contribution. Both these projects delivered much-needed stock for well over 200 tenants and were fully tenanted within 21 days of settlement. These projects demonstrate the organisation's ability to deliver a range of positive housing outcomes at the local community level.

The recently-built Mosaic complex at Leumeah is conveniently located, with a diverse range of activities for recreation and relaxation. It is close to a number of schools, TAFE campuses, the University of Western Sydney and Campbelltown Hospital. SGCH owns 50 two-bedroom units in this development.

The Euro Terraces at Bankstown are located 30 minutes from the Sydney CBD and within a five-minute walk from Bankstown railway station and the Centro Bankstown shopping centre, with a range of recreational facilities close by. SGCH owns 34 two-bedroom units, including two wheelchair accessible dwellings and 16 one-bedroom units in this new development.

DADHC Report

Throughout the year, SGCH has continued to work with its traditional government stakeholders, such as Housing NSW, as well as new state government partners in the sourcing, development and tenancy arrangements for housing people whose needs are not easily met by the private market. This transformation, to develop new collaborations, includes a major project undertaken with funds made available from the NSW Department of Ageing, Disability & Home Care.

Funding was made available from the commitment by the NSW state government to ensure people with mild to moderate intellectual disability were adequately supported to live as independently as possible within their community. SGCH was approved to deliver the much-needed stock in two specific areas. The first half of this was for a property in Holden Street, Ashbury, which was sourced and renovated to enable a configuration most suited for specific tenants identified by DADHC. The tenancy management agreement for the project is also an example of SGCH revising its approach to consider new, innovative arrangements for specific individuals.

A new head lease agreement and support provider selection process was facilitated by DADHC for this project. The procurement, purchase and project management of the redeveloped site was undertaken by SGCH's Asset Management division and included liaising with council, working with the funding body, undertaking scoping and supervision and project direction of the construction required for the site.

The complementary tenancy arrangement was implemented by SGCH through a DADHC endorsed service level agreement with the successful proponent, Quality Health Care. This new arrangement will ensure that the roles and responsibilities of each organisation are clear and accountable and that the rights, interests and needs of the tenants are protected at all times in the delivery of their supported housing.

The transformation was not only apparent in terms of SGCH's traditional partnering

arrangements but because it was also a new approach. It involved a new partner and a new building or "product" that SGCH was able to develop and deliver directly. This quality, targeted response was also a new approach in that SGCH took the project further as the legal owner of the property, with DADHC's consent, to then broker the specific type of support provision for the tenants.

DADHC commended SGCH on the successful delivery of the various stages of this project and on the innovative approach that SGCH took in its delivery.

In terms of transformation, this particular project demonstrated how SGCH is increasingly changing to respond to the special needs of particular tenants whose housing requirements have to be tailored because of their disability or other particular need.

The funds for the second half of this project have just been confirmed for a similarly innovative and specific-purpose property in Hillsdale in south-eastern Sydney.

Government initiatives

SGCH has benefited, as has the whole community housing sector, from a number of policies and programs the Commonwealth Government has committed to through the Department of Families & Housing, Communities and Indigenous Affairs (FaHCSIA). These initiatives have come from the Commonwealth's National Affordable Housing Agreement (NAHA) and, more recently, the Nation Building Economic Stimulus Plan, which has had, as a central platform, the creation of employment through the development and construction of new housing stock.

Another initiative that SGCH has benefited from was the National Rental Affordability Scheme, a joint Commonwealth and state initiative aimed at increasing the supply of Affordable Housing particularly for key workers on moderate incomes in areas of high demand and expense for rental properties.

SGCH Programs as at 30 June 2009

- Bonnyrigg
- Non HNSW Business
- Other HNSW Business
- Inner City Dual Diagnoses Program
- Port Jackson Supported Housing Program
- Affordable Housing (Centre For Affordable Housing)
- Social Housing Subsidy Program
- Leasehold
- Capital
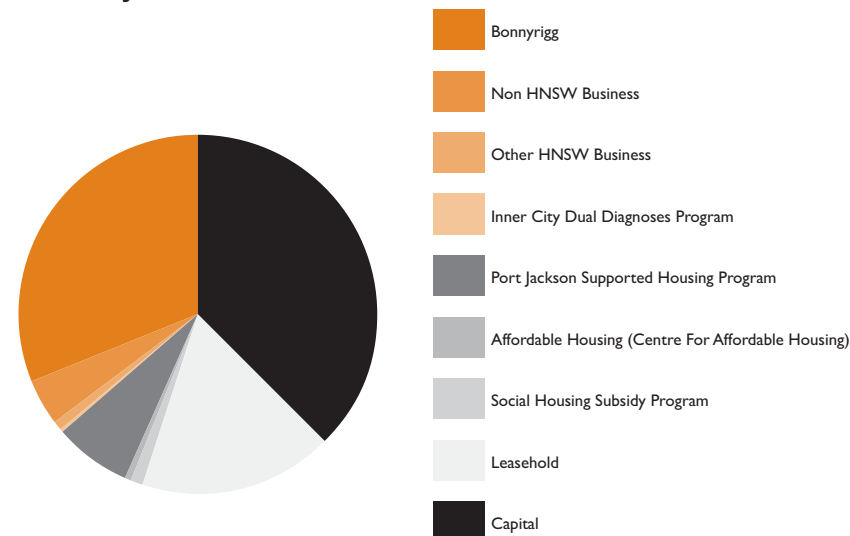
Clockwise from top left: the Bonnyrigg children took on SCCH staff in a friendly softball game; a new home at Bonnyrigg; one of the original Bonnyrigg properties; during construction; inside a new Bonnyrigg property

The Partnership

SGCH continue to work as a part of the Bonnyrigg Public Private Partnership (PPP) as part of Newleaf Communities. We would like to take the opportunity to thank our partners Becton, Westpac, Spotless and Bonnyrigg Management for their support and commitment to the project in the last year and we look forward to working with you in the years to come.

Update on Re-housing Program

In the last year the Newleaf community has experienced significant transformation. Stage 1 re-housing and demolition was completed in October 2008, which meant that 60 households were relocated. Some tenants moved through Housing NSW to an area of their choosing and others through SGCH into temporary homes within Bonnyrigg while awaiting their new properties to be built. Most of these households have now accepted a home in the new Stage 1 properties and have recently chosen the colour schemes for their new home.

Stage 2 re-housing has now commenced and is due for completion by the end of April 2010. SGCH has commenced holding quarterly events to support the tenants moving in Stage 2 through this process and will be providing another forum for tenants in the upcoming stage so they have the opportunity to have any questions or concerns addressed by staff.

Celebrating Community

The Bonnyrigg community is made up of a harmonious mix of cultural and religious diversity. There are 50 or more community activities supported by Newleaf Communities each month ranging from language groups (in the six major community languages), tai chi, knitting, aqua aerobics, the taste sensation of the Community Kitchen and many youth activities.

One event stands out as a highlight for the Bonnyrigg team - a baseball game between staff and young people living in the area. Both staff and children enjoyed the game and BBQ afterwards.

Supporting the Community

Student Education Bursary: SGCH was happy to roll out the first year of Student Education Bursaries in Bonnyrigg. Over 50 applications were received of which 14 successful applicants were chosen to receive an Education Bursary in 2009.

Street Meetings

SGCH began holding "Street Meets" in individual streets in early 2009, to provide the opportunity for tenants to identify common issues and explore possible individual neighbourhood solutions to these issues. In the last few months we have started to experience higher tenant attendance at these meetings and have received many positive comments about the positive effect the Street Meets are having in the community.

The year ahead

Challenges
- Continuing to maintain a high level of service delivery.
- Building an integrated community living harmoniously with the arrival of new private owners, expected to start in June 2010.

Bonnyrigg Milestones
- Tenants in Stage 3 will receive six months Notice of Rehousing in October 2009
- Tenants in Stage 2 will be rehoused to their temporary homes in Bonnyrigg by April 2010.
- 106 new homes will be completed in Stage One by March 2010, 39 of which are social housing homes.
- Most tenants rehoused from Stage 1 will move into their new permanent homes in June 2010.

Allawah Housing and Support Pilot

SGCH was approached by the Homelessness Unit of Housing NSW to auspice the Allawah Housing and Support Pilot in June 2007. The partners include SGCH, Sydney South West Area Health Service (SSWAHS) including the Aboriginal Mental Health Unit and Drug Health Services, the Inner City Homelessness Outreach and Support Service (I-CHOSS), and the Aboriginal Medical Service (AMS) Redfern, all of whom were involved in the development and implementation of the pilot.

The program targets Aboriginal people with a dual diagnosis of mental health and drug/alcohol issues who are homeless or at risk of homelessness. The initial funding was for six leasehold properties in the inner city for a two-year period. Of the initial six tenants housed in the program five have successfully maintained their tenancies over the two-year period.

SGCH has negotiated with the Community Housing Division to continue the funding for the six leasehold properties which will be transitioned into the Port Jackson Supported Housing Progrm in January 2010.

SGCH is proud of our involvement in this program. Through the effective involvement by all partners, our tenants are supported in achieving stability and self-determination.

Many of the tenants involved in the program were sleeping rough and all had a history of chronic homelessness. Experiencing dual diagnosis as well as the inherent issues associated with homelessness, it is a credit to the individuals who have successfully transformed their lives by maintaining their tenancies and accessing support when needed.

Housing and Support Initiative

The Housing and Support Initiative (HASI) is a three-way NSW Government-funded partnership between Area Mental Health Services, non-government mental health accommodation support providers and social housing providers.

SGCH currently manages over 60 properties under HASI throughout metropolitan Sydney, in partnership with several accommodation support providers including the Richmond Fellowship, Neami and New Horizons.

The program is designed to assist people with mental health issues who require support to live and participate in the community. SGCH has developed effective working relationships with our support partners based on respect and acknowledgement of our individual expertise resulting in successful tenancies for people who are often exiting from long periods of institutionalisation. Over the past five years, many tenants who have been housed under HASI have successfully transitioned into "general" tenancies with SGCH with minimal or no support.

The success of the program is steeped in the basis of the provision of the appropriate support based on individual needs linked with safe, secure and affordable housing that is effectively managed.

As such, HASI facilitates the process of recovery whereby tenants are supported to achieve a level of independence and positive links within the community. This underpins the mission statement of SGCH in reducing social and economic disadvantage through the provision of appropriate housing.

SGCH participated in the HASI evaluation and look forward to continuing working with our partners in this positive and proactive initiative linking housing and support.

Port Jackson Supported Housing Program
July 2006 – June 2009
SGCH has officially managed the Port Jackson Supported Housing Program (PJSHP) since July 2006 following an 18-month period as the interim managers.

The PJSHP aims to assist people with supported housing needs which are not adequately met through existing housing options including public housing, mainstream community housing, temporary supported accommodation or in the private rental market. The program provides tenancies to people with a history of failed tenancies who require ongoing support services to live independently. The program has formal partnerships with registered support agencies delivering support to clients who are accommodated with the PJSHP. There are 22 support partners within the PJSHP offering support to a range of different client groups including:

- Youth
- Aged
- Mental Health Issues
- People exiting the criminal justice system
- HIV/AIDS
- Women escaping domestic violence

Intensive Supported Tenancy Management
Intensive Supported Tenancy Management (ISTM) strategies are implemented into all facets of tenancy management from initial sign-up, to arrears and debt management, property care management, nuisance and annoyance, tenant participation and asset management.

ISTM is a responsive, early intervention approach to tenancy management with a higher level of client focus that demands a higher level of resources than conventional tenancy management. The PJSHP employs an integrated approach to tenancy, asset and debt management working in partnership with support providers to enable an holistic supported housing service.

In order to be able to effectively deliver the intensive supportive tenancy management

approach, a higher housing manager to property ratio than in general community housing is required.

The tenancy management to property ratio for PJSHP is 100 properties to a housing manager, enabling the time and scope to be able to adequately deliver a responsive and efficient tenancy approach and to effectively communicate with support partners.

In addition to SGCH's existing policies and procedures for tenancy management, the following principles and values have been developed to ensure that the program produces sustainable, stable and secure housing outcomes that reflect the objectives of the program:

- To provide a responsive, intensive supported tenancy management approach to meet the needs of individual tenancies to ensure successful outcomes for tenants;
- Use of best practice standards;
- Clear policies on rent setting and regular reviews of the policies;
- Rights and responsibilities of tenant and landlord are upheld;
- Anti-social behaviour is addressed to ensure community harmony;
- Community strengthening through capacity building;
- Empathy for a tenant's lack of living skills due to high support needs;
- Legal compliance, using a written standard residential tenancy agreement and meeting all the legal requirements of a landlord
- Consistency in the treatment of tenants and information they are given

Being clear, fair and just

- Assisting tenants to fully understand their tenancy rights and fulfil their tenancy responsibilities
- Giving an assurance to tenants about confidentiality
- Minimising the barriers to effective communication
- Offering security of tenure
- Resolve breaches of tenancy without ending the tenancy if at all possible.

During the three years from July 2006 to June 2009 the program has housed 357 tenants.

Affordable Housing

In 2008-09 as well as purchasing properties for Affordable Housing in Bankstown and Leumeah, SGCH continued to manage the Affordable Housing programs on behalf of Randwick City Council and City of Canada Bay councils. The organisation also manages Affordable Housing in Marrickville and Canterbury on behalf of the Centre for Affordable Housing.

Community Access and Demand Team

In order to prepare for the Common Access Strategy (CAS) that will commence in April 2010, SGCH has commenced a pilot of an Access and Demand team. The primary functions of this team are to refine SGCH's access and allocations systems and to implement further best practice customer service models. The Access & Demand team includes Community Development and the Community Development team has also been expanded to include Community Engagement – a key part of this role is to assist the organisation to better understand the demand for housing services in the 23 Local Government Areas in which we operate.

Property Transfer Program

In late 2008, the Property Transfer Program commenced with planning sessions held between Housing NSW, the Community Housing Division and SGCH. The plan for the year ahead is to transfer a further 597 properties from Housing NSW to SGCH. This will rely strongly on learnings from the previous transfer programs and the excellent relationship SGCH has formed with Housing NSW and Community Housing Division.

Our tenants often have inspirational stories of surviving difficult situations.
Thank you to all our tenants for sharing your stories with us.
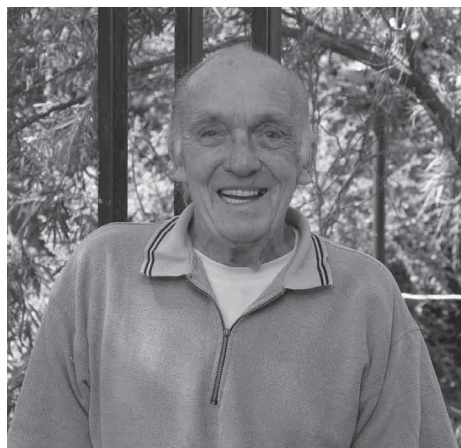
Charles's story

Charles moved into his flat in Marrickville with Housing NSW almost 20 years ago. In September 2009, Charles decided to transfer his tenancy to SGCH under the Property Transfer Program. Charles is delighted with the work that has been done to his flat including a new kitchen, bathroom and painting and we have really enjoyed getting to know Charles.

Charles is in his 80s now and had a stroke earlier in the year. He still enjoys living in his flat and is currently brewing a batch of pickles! Charles enjoys the company of his neighbours and his family including his four children and grandchildren.

Charles' philosophy for a quiet life living in a large complex is simple: "Everyone's different and that's okay."

Emma's story

I initially became a tenant of Housing NSW in 2003. I was a victim of domestic violence and wanted to escape the abuse I was receiving. Being a single mother with a child and public housing background meant it was very difficult for me to find suitable housing in the private market. Real estate agents were unable to help me and I didn't have any idea who could. Then I contacted St George Community Housing and explained my situation. My son also had a medical condition, which meant that I needed a house rather than a flat and I needed to be near my ailing mother in Panania. SGCH persevered to find me an appropriate property in Panania, where we lived for five years.

In 2009, my partner David and I decided to move in together. Now we've settled in as a family, I am looking to go back to work and continuing our family life, which is now on such a positive track.

Krisania Heang

Many people in Bonnyrigg would be familiar with Krisania. Her face is so well known because she has lived in Bonnyrigg for 20 years and over that time she has volunteered in many community organisations and groups.

Her volunteering credits include homework help with Housing NSW, festivals and playgroups at Bonnyrigg Public School, aqua aerobics with Newleaf Communities and work with Fairfield Community Health. "I love meeting new people and working with them," Krisania says.

While her life is peaceful now, Krisania's early childhood was traumatic. Born in Cambodia, she grew up in the era of the Khmer Rouge who ruled the country from 1975 to 1979 and murdered 1.5 million people. The Khmer Rouge forced the entire population to work on farms and children were not allowed to attend school. Krisania's schooling finished when she was eight years old.

Like many Cambodians, Krisania's family attempted to escape the regime. Her family walked many months, with thousands of other refugees, to reach a camp on the Thai border run by the Thai and American governments. On the way her father and sister died of malaria, and her mother never recovered from the tragic loss.

In 1979 the family went to Thailand and from there were granted refuge in Australia in 1983.

In 1989 Krisania moved to Bonnyrigg and has lived here ever since. She has two children: Marie, 14, and Jackson, 8. She has just completed Certificate III in Children's Services course provided by Newleaf Communities in partnership with Wetherill Park TAFE Outreach and Bonnyrigg Public School.

I was elected as the chairperson for Tenant Advisory Group (TAG) during the December 2008 elections and feel very honored and privileged to represent the tenants of St George Community Housing. In my role as chair it is my responsibility to relay any comments, problems or tenant feedback to the staff of SGCH.

The TAG has been very busy during the year of 2009; we have had a great deal of input from the group and have also attended many social activities.

A cruise around the Port Hacking River was arranged for the TAG in April. It was a relaxed and very enjoyable day cruising along the river and taking the opportunity to get to know each other a little better.

In May we celebrated Australia's Biggest Morning Tea, tenants got to showcase their talents at this event by singing, poetry writing and displaying artwork. The fundraiser was for the TAG & Chinese TAG to get together to help raise money for the Cancer Council. Over 60 tenants attended the morning tea and – thanks to wonderful selection of food brought in by the tenants – raised over $160 for a very worthy cause.

At the TAG meeting in June a guest speaker from the Salvation Army talked to tenants about ways to budget, save money and receive assistance for bills. This talk was very educational and enlightening.

We celebrated Christmas in July with a lunch at The Peakhurst Bowling Club. It was a lovely day with many new members coming along to meet us. It was great food and good company

everyone enjoyed this celebration.

A representative from Hurstville Council joined us in August, to talk about the environment and recycling. We all went home with a lot more knowledge about recycling and the difference all of us can make in terms of sustainability.

The white goods loans scheme is progressing well with interest-free loans are available twice a year to tenants to assist them with the purchase of fridges, dryers, washing machines etc.

It was also a decision from the TAG to increase the amount of winners for the rent incentive scheme from one winner per month to two winners per month.

A new TAG Charter was introduced this year; the Charter was put together by a TAG working party of 14 tenant members.

The Chinese Tenant Group (CTG) is progressing well. The CTG has elected a chairperson to represent the group, Henry Siu. We have worked closely with this group to ensure that they are included in all our social events and also updated on any information about SGCH.

The Chinese Group has also had several guest speakers come in to talk to them about different topics including finances (Salvation Army) and disease prevention (St George Hospital). During the year the Chinese Group has also reviewed several SGCH policies and provided feedback to the organisation.

In 2010 the TAG will again work closely together to develop further schemes for tenants and to build on the current Student

TAG Chair Kim Sowter

Education Bursary Scheme. We will continue to work closely with the Chinese Tenant Group. We encourage any tenants who would like to attend the TAG meeting to do so.

I would like to thank all the tenants who are currently members of the TAG for their commitment to the community and tenant participation. To the team at SGCH, thank you for your ongoing support of the TAG over the past year.

Kim Sowter
TAG Chair

The SGCH Education Bursary Scheme assists tenants through the provision of funds to educating their children and/or continuing education themselves.

Bursaries are awarded to students undertaking primary, secondary and tertiary studies. Since the scheme's inception in 2005, 130 recipients have received awards totalling $94,000.

Each year the demand for extra funds is increasing with many families needing extra financial support towards education. This year SGCH received a record number of applications from 174 tenants.

In 2008 SGCH was delighted to receive $10,000 from the Commonwealth Bank Australia (Hurstville Branch) Staff Community Funds, which enabled us to award an extra 13 bursaries in 2009.

2009 Education Bursary Recipients

Jeremy Wui Van Nguyen – Year 1
Cabramatta Public School
Lachlan Freebody – Year 1
Caringbah Public School
Mohamed Zahr – Year 1
Hurstville Public School
Peter Tan Tai Thai – Year 1
Middletow Grange Public School
William Vu – Year 1
Bonnyrigg Public School

Dania Al-Buseri – Year 2
Al Noori Muslim Primary School
Victoria Skinner – Year 2
Canterbury Public School
Yasin Mohamed – Year 2
Rosehill Public School
Kinisi Ali Ahmed – Year 3
Parramatta West Public School
Phillip Cao – Year 3
Bonnyrigg Public School
Rachel Polly Wikeepa – Year 3
Beverly Hills Public School
Amina Zahr – Year 4
Hurstville Public School
Jesse McCroarey – Year 4
Parramatta West Public School
Saif Al-Buseri – Year 4
Al Noori Muslim Primary School
Tamara Milacic – Year 4
Brighton Le Sands Public School
Tony Huynh – Year 4
Bonnyrigg Public School
Hussien Elrich – Year 5
Villawood North Public School
Rowan Doskey – Year 5
Yarrawarrah Public School
Amy Lim – Year 6
St Johns Primary School
Hibaaq Reigal – Year 6
Al-Amanah College
Pascale Ghanem – Year 6
St Therese Lakemba
Aleisha Coupe – Year 7
Bonnyrigg High School
Alexander Gorelik – Year 7

James Cook Boys High School
Ramy Elads – Year 7
Kirrawee High School
Christian Melmik – Year 8
North Sydney Boys High School
Denise Jin – Year 8
St George Girls High School
Ha Tien Annie Mang – Year 8
Bonnyrigg High School
Lisa Nguyen – Year 8
Cabramatta High School
Mohammed Chekeir – Year 8
Kingsgrove High School
Naomi Corrigan – Year 8
Beverly Hills Girls High School
Tahlia Brown – Year 8
Our Lady of Mercy College
Ayriel Kopu – Year 9
Penshurst Girls High School
Adriana Milo – Year 9
Kingsgrove High School
Jeremy Sras – Year 9
Bonnyrigg High School
Taylor Sheperd – Year 9
St George Girls High School
Jonathon Nguyen – Year 10
Cabramatta High School
Tina Baradaron – Year 10
Malek Fahad Islamic School
Zahraa Saleh – Year 11
Beverly Hills Girls High School
Hannan Laouzi – Year 12
Birrong Girls High School
Maja Milacic – Year 12
Oatley Campus Georges River

2009 Education Bursary recipients

Samiya Reigal – Year 12
Holroyd High School
Abdi Osman Gaboin – 1st Year University
University of Western Sydney
Annie Quynh Ngan Pham – 1st Year University
University of Technology, Sydney
Dannielle Sowter – 3rd Year University
Australian College of Physical Education
Jian Ye – 1st Year TAFE
Randwick TAFE
Jinan Ali – 1st Year University
University of Western Sydney
Li Yuan Shen – 3rd Year University
University of Western Sydney

Minh Skinner – 3rd Year TAFE
Petersham TAFE
Natalie Ross – 4th Year University
University of Wollongong
Olga Sedneva – 2nd Year TAFE
Enmore TAFE
Stefanie Allen – 2nd Year TAFE
St George TAFE
Tahereh Baradaron – 2nd Year TAFE
St George TAFE
Vasthi Quezada – 3rd Year TAFE
Miller TAFE
Wesam Chamseddine – 1st Year TAFE
Miller TAFE

Professional Tutoring Centre, Hurstville

Professional Tutoring Centre in Hurstville has tutored students in the area since 1988. Andrew Lasaitis, Owner and Director of Studies, operates the centre whilst still teaching English and Maths at a Sydney Metropolitan High School. This enables him to remain current with the various school curriculums and, along with his experienced staff, allows him to deliver quality, individualised, and relevant tutoring to all of his students.

Andrew Lasaitis became involved with St George Community Housing Limited (SGCH) soon after their 20th Birthday Celebrations by providing Tutoring Scholarships for students living in Community Housing. This initiative took the form of a full year's tuition for two students. The students were chosen by SGCH as part of their Education Bursary Awards, where students applied for the specific Tuition Scholarships. This was a way by which both SGCH & the Professional Tutoring Centre could "give back" to the community, and in particular, members of the community who otherwise would be unable to afford tuition.

Tina Baradaran, a Year 10 student, was awarded the scholarship in 2008 and is currently receiving tutoring in both English and Maths. This scholarship has assisted her studies and improved her results providing her with valuable resources as well as advice in all areas of education, including subject and career opportunities, confidence in preparation for exams, as well as time management. This assisted her in the achievement of winning one of the 2009 SGCH

Tina Baradaran

In 2008 our Year 10 student Tina Baradaran was fortunate enough to be awarded a scholarship valued at $1,700 from the Professional Tutoring Centre Hurstville as part of the St George Community Housing Limited Student Education Bursary Scheme.

The scholarship allowed for such a marked improvement in Tina's academic performance in Mathematics and Science that she won a second bursary in the 2009 SGCH Bursary, which again assisted Tina with valuable educational resources.

Tina has been very fortunate to be the recipient of such awards and has consistently proven that commitment, a strong work ethic and dedication toward a set goal will break down any barrier.

Congratulations Tina, on all the hard work and good results.

N. Nemra
School Welfare Coordinator
Malek Fahd Islamic School

Andrew Lasaitis with Tina Baradaran

Bursaries, which included $800 to assist Tina and her family with educational resources. She was presented with this award at Hurstville Civic Centre in February 2009, where she was also a guest speaker.

The Centre will continue to be involved with SGCH, enabling students to access educational avenues that otherwise would not be financially possible. As a teacher himself, Andrew sees first hand how students are affected by external factors such as poverty and difficult home lives. He hopes that by assisting disadvantaged students in the area, he is able to provide tutoring and a learning environment that can enrich and motivate young people.

In 2008 St George Community Housing Ltd in partnership with Holroyd Council were successful in securing $15,000 funding through Housing NSW's EcoWise Pilot Program to deliver the Sustainability Street program to two social housing communities in the Holroyd City Council area.

Over the past 12 months, residents from 64-70 Walpole Street Merrylands have been participating in the Sustainability Street program, which is a community-based training program that nurtures, at a grass roots level, all aspects of sustainable living.

Through EcoWise, residents have helped design a garden area at the rear of their residential flat building. They have also attended workshops to learn how to save energy and water and to discover ways to reduce the amount of waste that ends up in landfill.

Bunnings Villawood and the Botanic Gardens Trust Community Greening Program have supported the project.

In June, the team from Bunnings Villawood cleaned the rear garden area and constructed two veggie beds. They installed a picnic table with two in-built chessboards and chairs. Bunnings also donated a 600-litre rainwater tank so the residents are able to water their new gardens.

The tenants then participated in a planting workshop with Elizabeth from the Botanic Gardens Trust's Community Greening team. Elizabeth helped the residents to plant vegetables, herbs and flowering plants.

The children from Walpole Street worked with a local traditional artist, Darren Ritchie, to create an indigenous-inspired artwork to bring even more beauty into their community garden.

On 29 July 2009, the garden was officially opened by the residents and a special guest.

The EcoWise project has since been awarded Runner Up in the 2008-09 Keep Australia Beautiful Awards.

WOLTER PEETERS, PARRAMATTA SUN

Sutherland Council – Tai Chi March 2009

SGCH was successful in receiving $1500 from Sutherland Council to run a Tai Chi project called Active Seniors. This session was held over a period of six months at one of our seniors' complexes at Jannali. It was a good opportunity for the tenants to get to know each other while participating in some gentle exercise.

Commonwealth Bank – Student Education Bursary March 2009

SGCH was successful in receiving $10,000 from the Commonwealth Bank Australia's Staff Community Funds (Hurstville Branch), which enabled us to award an extra 13 bursaries in 2009. The CBA Staff Community Fund provides a tax-effective way for their employees to financially support community groups that aim to improve the health and wellbeing of Australian children. Thank you CBA Hurstville!

Canterbury Council – Family Day Out April 2009

SGCH was successful in receiving $2,000 from Canterbury Council for a Big Day Out. SGCH coordinated an information and fun day for all tenants living in the Canterbury LGA, which was held on 21 April 2009.
Staff from the Riverwood Community Centre, Canterbury Family Interagency, Housing NSW and SGCH worked together to make this event possible.

It was an opportunity to find out about the range of services for children and families available in the area and improve social networks. The aim was to help tenants access and connect to services available to them in an informative and supportive way. The event was kindly funded by Canterbury City Council. SGCH would like to thank Council for this fantastic opportunity.

Kogarah Council – Tenants Forum September 2009

SGCH was successful in receiving $2,000 from Kogarah City Council for a tenants' forum, which was established in response to findings in our annual tenant survey. SGCH arranged the forum with support from NSW Fire Brigade, Department of Ageing, Disability & Home Care and Southern Sydney Tenants Advice & Advocacy Service. The forum provided the opportunity for tenants to meet new social housing tenants living in the area and also receive information regarding matters that concern social housing tenancies.

Partnership and Referral Agencies

SGCH works with a number of agency partners and referral agencies in order to assist tenants who require support in maintaining their tenancies.

SGCH

Aftercare
Al-Zahra Muslim Association
Anglicare Lisgar Youth Support Program
Aboriginal Medical Service (AMS) Redfern
Auburn Migrant Resource Centre
The Benevolent Society
Bobby Goldsmith Foundation
Breakout Leasehold
Bonnies Women's Refuge
Catholic Care Youth Accommodation Program
Civic Residential Services
Community Restorative Centre - CRC
Dolores Single Women's Refuge
Fairfield Youth Accommodation
House with No Steps (HWNS)
House of Welcome
Hume Community Housing
Independent Community Living Association (ICLA)
Inner City Homeless Outreach Support Service (I-CHOSS)
Integrated Services Project (ISP)
NEAMI
NESH
New Horizons
NSW Department of Ageing, Disability and Home Care (DADHC)
NSW Department of Community Services

House of Welcome
Paraquad NSW
Quality Health Care
Richmond Fellowship
Shire Wide Youth Services
South Eastern Sydney and Illawarra Area Health Service (SESIAHS)
St George Accommodation for Youth
St George Women's Housing Company
Sydney South West Area Health Services (SSWAHS)
Sylvanvale Disability Service
Uniting Care
Vietnamese Women's Association

PJSHP

ADAHPT
Barnardos Australia
Bobby Goldsmith Foundation
Claffy House
Community Restorative Centre
Kirketon Road Centre
Marian Centre
Matthew Talbot
Mercy Arms
NEAMI
New Horizons
Paraquad NSW
Roam Communities
Ted Noffs Foundation
The Salvation Army
The Station
Uniting Care
Youth off the Streets

Gary's story

In 2003 I was diagnosed with Bi Polar (A) Disorder after I became homeless through a number of life changing situations that I couldn't overcome on my own. My referral to Foster House in Surry Hills marked the beginning of my new life. I was chosen for a new program with a support service called R.O.A.M. (Recovery through Ownership and Management) who provided support to people with a mental illness. They had an affiliation with SGCH, who provided accommodation while ROAM provided counselling.

I moved in to the place I am living in now almost four years ago and my life has taken a whole new direction since. With the help of ROAM, I have been attending TAFE this year studying computer repair. I hope to set up my own business next year after I complete the course.

Chairperson's Report

This past year has certainly been a year of opportunity, challenge and change. The Community Housing sector is undergoing major change and growth, which is exciting for St George Community Housing and all of its stakeholders. The growth and expansion of the sector provides opportunities for new partnerships, new joint ventures and most importantly, will provide additional homes to house those who are homeless or at risk of homelessness.

During 2008/09, the organisation's property portfolio grew from 2,372 to 2,691 (+ 350). This growth has come from a number of sources including the Nation Building and Economic Stimulus Plan, the Housing NSW Property Transfer Program, SGCH procurement and transfers of small co-operatives.

A key government policy saw the introduction of the National Rental Affordable Scheme — SGCH was successful in Round 1 — and this provided the organisation with the opportunity to purchase 50 properties in Leumeah and also 50 in Bankstown for use as affordable rental accommodation for people on low to moderate incomes.

The Strategic Plan 2009/15 was developed collaboratively between the Board and senior management earlier in the year, which identifies our vision, our values and seven key commitments under our key result areas. The key result areas are:
- Pursuing Business Excellence
- Growing and Sustaining Housing Services
- Valuing People.

The Strategic Plan provides a robust platform to guide the organisation's direction and priorities in the coming months and years to ensure that we are well positioned for further change and challenges ahead.

The amendments to the NSW Housing Act 2001 means that a Regulatory Code now governs NSW Community Housing providers. SGCH commenced preparation to apply for Registration in early 2009. This provided the organisation an opportunity to reflect and to refine and develop its policies and procedures, as well as its systems. The end result is a much improved policy and procedures manual and operational and business systems to achieve greater efficiencies.

The organisation won a number of Awards in 2008/09 including the Australian Housing Institute Award for Professional Excellence in Housing Management Practice (in partnership with Housing NSW Central Sydney Division and Community Housing Division) for the Interim Common Access Strategy.

In 2008, the organisation was delighted to be recognised by the Community Housing sector, winning the NSW Community Housing Award for Overall Excellence.

The Board saw a number of director resignations during the year. The members elected eight interim Board members at a Special General Meeting on 26 August 2009, called by the members to effect significant change at the Board level of the company. The new directors have the task of ensuring that the corporate governance of the organisation reflects the vision, values and objectives of the company for the benefit of you, the members, and ultimately our tenants and applicants. I am confident that the directors that you charged with the responsibility for the governance of SGCH will deliver high quality leadership and governance to guide SGCH to effectively meet the challenges of the future with the best interests of the organisation at heart.

Special mention must be made of the professional stewardship and commitment of our Chief Executive Officer, Nazha Saad, her executive team and all of the staff at St George for their excellent achievements during a very busy and challenging year. The staff must be commended for retaining strong relationships with all of our support providers and partners, as well as establishing additional partnerships.

Special mention must also be made of Karen Walsh — as the only director who has remained on the board since the 2008 Annual General Meeting. Karen has provided invaluable support to Nazha and the senior management team during difficult and challenging times. Karen has indeed been a tower of strength and her voluntary contribution as a director and mentor will not be forgotten.

I know that the ability of SGCH to continue to deliver best practice is the result of an incredible team effort of our stakeholders, including the Tenants Advisory Group, support agencies, maintenance contractors, professional consultants, the councils in the 23 local government areas we

Chair Dennis Cafe and Director Karen Walsh

serve, the Department of Ageing, Disability & Home Care, Housing NSW, Community Housing Division, Centre for Affordable Housing, the Community Housing Registrar and many others. To all of our stakeholders and partners I offer my thanks.

As I have only been Chair since August this year I am grateful to Karen Walsh's contribution to this report.

I look forward to SGCH's continued commitment to best practice, reducing social and economic disadvantage in our communities through the provision of secure, affordable and sensitively managed housing.

Dennis Cafe
Chair

Board of Directors

Mr Dennis Cafe
B Sc (Tech) Civil Eng (UNSW), LGE.
Chair
Dennis' extensive career in engineering and management began in 1959. He has worked for various councils as an engineer and town planner and was general manager of Woollahra Council in 1993–1994.

Dennis has represented local government on numerous specialist and statutory committees and task forces at regional, state and Commonwealth levels. Since leaving local government in 1994, Dennis has assisted organisations as a management consultant in both the private and public sector. Dennis was employed as senior housing manager (asset and change management) at SGCH between 2004 and 2007.

Since 1975, Dennis has worked on numerous professional development programs on Organisational Development and Infrastructure Asset Management. For the past 12 years, he has lectured in post-graduate subjects in both Risk Management and Asset Management at the University of Technology.

Dennis is currently employed as Special Projects Engineer with Rockdale City Council.

Mr Trevor Wetmore
Vice Chair
Trevor is a Chartered Accountant and is a member of Institute of Chartered Accountants Australia and the Australian Institute of Company Directors. He was an audit and risk management Partner of PricewaterhouseCoopers in Australia and southern Africa for 17 years, until 2003.

Trevor also held the position of Financial Controller at Flexirent. During this time Flexirent underwent significant growth and change and transformed from being a private company to being listed on the stock exchange.

Trevor was employed by SGCH as chief financial officer in 2008 where his commitment to social justice and understanding of social housing was cemented.

Mr Wayne Carter
B. Engineering
Wayne has worked for seven councils since 1970, most recently as General Manager of Bankstown City Council. He also spent 15 years as a director at Marrickville and Liverpool Councils and brings to SGCH an extensive understanding of asset management, executive management and governance issues.

Between 2005 and 2007, Wayne was General Manager of Resitech, providing asset related services to Housing NSW and selected external clients in the social housing sector. During his time at Resitech, Wayne restructured the service to improve client focus and established the organisation as a centre for excellence in sustainable design.

Mr Ike Ellis
A/Dip PS (Newcastle)
Ike's career in the NSW Police Force commenced in 1964. During his career, Ike rose to the rank of Assistant Commissioner, having spent several years as District Commander of the Georges River Region. Ike retired from the force in 2000 and was Director, Safety and Security of the NSW Department of Education and Training until 2008.

In the 1997 Australia Day Honours List Ike was awarded the Australian Police Medal for Distinguished Police Service.

Ike is passionate about issues affecting youth and Indigenous people and is on the board of the Police Community Youth Club (PCYC).

Ms Joan Ferguson
Joan's housing career spans service delivery, policymaking, leadership and governance roles. She has worked in public housing, community housing and homelessness services. Joan is passionate about the provision of services for Indigenous people and women escaping violence.

Joan has been the Chief Executive Officer of the Australasian Housing Institute since 2004.

Joan's previous positions have been with Housing NSW in the positions of Executive Director, Housing Services and Area Manager. Joan was the Executive Director of the NSW Federation of Housing Associations for five years between 1993 and 1998 — a time of significant change in the social housing sector.

Mr Salah Kahil
Salah has been a tenant of SGCH for the past 10 years. Salah has recently completed his Masters in Biomedical Engineering and is employed as a Technical Officer with Douglass Hanly Moir Pathology.

Salah has also held volunteer positions, working with the Community Relations Commission for a Multicultural Australia and the Southern Sydney Youth Refuge. Salah has governance experience from previous roles on the boards of both SGCH and St George Accommodation for Youth.

Board of Directors

Mr Graham Millett

B.A. Dip. Ed. (Macq), MBA (Macq), AIQS (Affil)
Graham Millett holds undergraduate qualifications in economics and business administration and is the recipient of the Macquarie Graduate School of Management's Allen Knott Medal.

Graham commenced his career as a building economist with the Commonwealth Department of Housing and Construction and worked on the Glebe Estate Social Housing project. Subsequently, Graham worked as General Manager of the National Building Technology Centre and for the CSIRO's Division of Building and Construction.

In 1988 he joined Qantas Airways Limited and became its Head of Group Property. Since 1993 Graham has lectured at MGSM in strategic management, global strategy, competition in Asia Pacific, project management and new enterprise management.

He is also a member of the Australian Institute of Quantity Surveyors.

Mr John Slender

John has lived in the St George area for over 60 years. John's career with St George Council spanned 36 years where he worked in administration and as an engineer in planning.

More recently, John has managed two small housing co-operatives for people from non-English speaking backgrounds. John's work with one of these co-operatives won the Asset Management Award at the National Community Housing Awards in 1999.

John has been a voluntary director of a long day care centre in Mascot for the past 12 years.

Ms Karen Walsh

Dip. App.SocSc (UWE),
Certificate of Qual Social Work (UWE)
MA Soc Pol. (UWS)
Exec. Masters in Public Administration (UNSW and University of Sydney), 2007.
Karen Walsh joined the SGCH Board as a non-executive director in November 2008. Karen is a qualified social worker and holds qualifications at Masters level in Social Policy and Public Administration. With over 22 years experience in the community and public sectors, both in the UK and Australia, Karen's extensive experience includes policy and strategy, service development and planning, organisational management community development and service delivery.

Karen has held senior roles in Housing NSW (both in public and community housing), the Aboriginal Housing Office and the Department of Community Services. Karen has a longstanding commitment to social justice and community development and is an active member of a number of NGOs.

Board

Statement of Corporate Governance Practices

The board is responsible for, and has the authority to determine, all matters relating to the strategic direction, policies, practices, establishing goals for management and the operation of the company.

Board composition

The Board will be comprised of no less than six and no more than 10 directors. Where it is highlighted that additional expertise is required in specific areas, or when an outstanding candidate is identified, this number may be increased in accordance with the Constitution.

At each Annual General Meeting two or three directors are required to retire as directors, but are eligible for nomination and re-election.

Indemnification and insurance of directors and officers

During the financial year the company has paid an insurance premium in respect of a contract insuring each of the directors of the company named in this report and executive officers against all liabilities and expenses arising as a result of work performed in their respective capacities, to the extent permitted by law. The directors have not included details of the nature of the liabilities covered or the amount of the premium paid in respect of the directors' and officers' liability and legal expenses insurance contracts as such disclosure is prohibited under the terms of the contract.

2009 ANNUAL REPORT BOARD MEETING ATTENDANCE DETAILS

30 July 2008 to 30 September 2009 (to date of annual report)

NAME	ELIGIBLE TO ATTEND	TOTAL ATTENDED	DATE CEASED FROM THE BOARD
Anthony Ho	6	6	12/12/2008
Steve Kouris	14	14	26/8/2009
Natasha Bernabei	14	12	28/7/2009
Geoff Turnbull	11	8	17/7/2009
Leslie Fuller	14	14	19/8/2009
Beryl Truong	3	0	4/3/2009
Karen Walsh	11	10	NA
Dennis Cafe	2	2	NA
Wayne Carter	2	2	NA
Ike Ellis	2	2	NA
Joan Ferguson	2	2	NA
Salah Kahil	2	2	NA
Graham Millett	2	0	NA
John Slender	2	2	NA
Trevor Wetmore	2	2	NA

Leave of Absence: Beryl Truong: December 2008 to February 2009 Karen Walsh: February 2009

Summary Financial Statements to 30 June 2009

INCOME AND EXPENDITURE ACCOUNT		2009 ($)	2008 ($)
HOW MUCH WE…	WHERE DOES ALL THE MONEY COME FROM?		
…charged tenants for living in the properties	Rents	11,482,547	7,720,583
…charged tenants & landlords for utilities etc.	Services charges	429,031	347,369
…received from governments	Gross Grants received	6,989,330	6,183,424
…received from investment of surplus funds	Interest	253,720	229,478
…received from other activities	Other	1,447,525	1,599,007
		20,602,153	**16,079,861**
	WHERE DOES ALL THE MONEY GO?		
…contributed back to government	Capital contributions	(636,200)	(471,598)
…spent renting properties	Rents paid	(8,771,009)	(7,932,028)
…spent on property rates & utilities	Rates and utilities	(1,474,756)	(1,039,161)
…spent on maintaining the properties	Maintenance	(1,749,082)	(1,063,570)
…spent on other property & tenant expenses	Insurance, depreciation & other expenses	(1,426,118)	(1,147,758)
…spent providing services to tenants	Management expenses	(4,297,438)	(3,411,760)
		(18,354,603)	**(15,065,875)**
…have kept to help with future activities	Surplus for the year	2,247,550	1,013,986
…have retained of previous years' surpluses	Retained profits brought forward	2,111,428	1,657,442
…have transferred to a Reserve	Transfer to Reserve for Planned Maintenance Program	(859,356)	(560,000)
…have retained to help with future activities	Retained profits carried forward	3,499,622	2,111,428
BALANCE SHEET			
HOW MUCH WE…			
…were owed by our tenants and others	Debtors	4,259,120	2,569,308
…had in the bank and on deposit	Cash assets	6,384,305	5,278,616
…had paid for furniture and equipment	Property, plant and equipment	25,181,342	934,266
…owed to suppliers & others within the next year	Current liabilities	(4,055,722)	(2,138,537)
…owed to funding agencies	Deferred Grants	(11,186,230)	(772,000)
…owed to funding agencies	Unexpended Grants	(2,177,505)	(1,392,035)
…owed to others beyond the next year	Non current liabilities	(11,695,908)	(17,766)
		6,709,402	**4,461,852**
…have retained to provide for future Planned Maintenance Program	Reserve	3,209,780	2,350,424
…have retained for future activities	Retained profits	3,499,622	2,111,428
		6,709,402	**4,461,852**
The above is an extract from the full audited accounts. A Concise Financial Report is included in this annual report. A copy of the full financial report and auditor's report will be sent to any member, free of charge, upon request.			

Directors Report

Your Directors present their report of St George Community Housing Limited for the year ended 30 June 2009.

Directors

The names of each person who has been a Director during the year and to the date of this report are (see table below).

Directors have been in office since the start of the financial year to the date of this report unless otherwise stated.

The principal activity of the company during the financial year was the provision of housing services and assistance to low and moderate income earners. No significant change in the nature of these activities occurred during the year.

The surplus of the company amounted to $2,247,550 (2008: $1,013,986). The company is exempt from Income Tax.

Total Income increased by 28.2%, $4,522,292 compared to the previous year (2008: $16,079,861). Total Expenditure increased by 21.8%, $3,288,728 compared to the previous year (2008: $15,065,875). The surplus for the financial year increased by 121.7%, $1,233,564 compared to the previous year (2008: $1,013,986).

The across the board increases in Revenue, Expenditure and the Surplus can be attributed to a number of factors as a result of the growth in the business and the market conditions in the rental market including: the first full financial year of the operation of the Bonnyrigg project which commenced in October 2007; the increase in the number of properties under management by over 300 or 12% including acquiring the full complement of properties under the Port Jackson Supported Housing scheme; the impact on revenue from Commonwealth Rental Assistance; and from the operating efficiencies which resulted in revenue increasing at a faster rate than expenditure without compromising tenancy satisfaction and service to tenants.

Included in the 300 properties were 50 units purchased for Affordable Housing at Leumeah (November 2008) and Bankstown (May 2009) which have been tenanted in full as at 30 June 2009. The full financial impact of these and other properties received late in the year will be included in the subsequent financial year but are expected to further add to the surplus.

In September 2009 the company entered into a contract and settled on the purchase of a property at Hillsdale. The value of the transaction, inclusive of GST, is $950,000. The purchase has been paid in full on settlement using funding received through a grant from the Department of Ageing, Disability & Home Care.

Other than the foregoing there has not arisen in the interval between the end of the financial year and the date of this report any item, any other transaction or event of a material and unusual nature likely, in the opinion of the directors of the company, to affect significantly the operations of the company, the results from those operations, or the state of affairs of the company in future financial years.

As of 23 October 2008, St George Community Housing Co-operative Limited was registered as a company limited by guarantee under the Corporations Act. The name of the company is St George Community Housing Limited and its ACN is 133 729 503.

During the year the company purchased 50 apartments at Leumeah, and 50 apartments at Bankstown. The purchase of these properties was funded from grants received, loans from the company's banker and using the company's own resources. A condition of the grants is that the company manage the properties for 40 years. The grants received have therefore been deferred to the balance sheet, and will be recognised in income over the 40 year term.

The company is involved with many State and Commonwealth government agencies. Any change in the policies of these governments may

Anthony Ho	Resigned 16 December 2008
Steven Kouris	Ceased 26 August 2009
Bill Chant	Resigned 28 November 2008
Natasha Bernabei	Resigned 28 July 2009
Shirley (Sam) Lawrence	Ceased 28 November 2008
Leslie Fuller	Resigned 19 August 2009
Geoff Turnbull	Appointed 19 September 2008 – Elected 28 November 2008 – Resigned 17 July 2009
Beryl Truong	Elected 28 November 2008 – Resigned 25 March 2009
Karen Walsh	Elected 28 November 2008
Graham Millett	Appointed 26 August 2009
Trevor Wetmore	Appointed 26 August 2009
Ian Ellis	Appointed 26 August 2009
Wayne Carter	Appointed 26 August 2009
Dennis Cafe	Appointed 26 August 2009
John Slender	Appointed 26 August 2009
Salah Kahil	Appointed 26 August 2009
Frances Ferguson	Appointed 26 August 2009

impact upon the way the company performs its principal activity.

The company is expected to experience growth as a consequence of entering the affordable housing market. The extent of the growth cannot be measured with any level of certainty at this time. Likely developments in the operations of the company and the expected results of those operations in future financial years have not been included in this report as the inclusion of such information is likely to result in unreasonable prejudice to the company.

The company's operations are not regulated by any significant environmental regulation under a law of the Commonwealth or of a state or territory. The company is governed by environmental regulations managed by local government as applied to residential properties.

No indemnities have been given during or since the end of the financial year for any person who is or has been an officer or auditor of the company. Directors' and Officers' insurance premiums are paid by the company. The policy prohibits the disclosure of amounts paid.

No person has applied for Leave of the Court to bring proceedings on behalf of the company or intervene in any proceedings to which the company is a party for the purpose of taking responsibility on behalf of the company for all or any part of those proceedings. The company

was not a party to any such proceedings during the year.
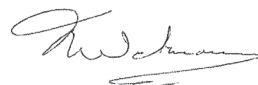
A copy of the Auditor's Independence Declaration as required under section 307C of the *Corporations Act 2001*, is set out on page 33.

No options over shares or interests in the company were granted during or since the end of the financial year and there were no options outstanding at the date of this report.

Signed in accordance with a resolution of the Board of Directors.

Director:
Dennis Cafe

Director:
Trevor Wetmore
Dated 28 October 2009

Discussion and Analysis of the Concise Financial Report

Basis of Preparation of the Concise Financial Report

The concise financial report is an extract from the full financial report for the year ended 30 June 2009. The financial statements and disclosures in the concise financial report have been derived from the Company's financial report.

A copy of the full financial report and auditor's report will be sent to any member, free of charge, upon request.

The discussion and analysis is provided to assist members in understanding the concise financial report. The discussion and analysis is based on the Company's financial statements and the information contained in the concise financial report.

The financial statements are presented in Australian dollars which is the company's functional currency.

Income Statement

Total Income increased by 28.2%, $4,522,292 compared to the previous year (2008: $16,079,861). Total Expenditure increased by 21.8%, $3,288,728 compared to the previous year (2008: $15,065,875). The surplus for the financial year increased by 121.7%, $1,233,564 compared to the previous year (2008: $1,013,986).

Balance Sheet

Total Assets increased by $27,042,577 to $35,824,767 (2008: $8,782,190) representing an increase of 308%. The increase was due to the purchase of 50 units purchased for Affordable Housing at Leumeah (November 2008) and an additional 50 units at Bankstown (May 2009). These were purchased with the assistance of the Centre for Affordable Housing through a grant and the Commonwealth Bank of Australia which is represented by the increase in Total Liabilities to $29,115,365 from $4,320,338 in 2008.

Statement of Cashflows

Cashflows during the year include the effect of the receipt and payment of monies for the purchase of the 100 units.

Statement of Changes in Equity

The Reserve for the Planned Maintenance Program was increased by $859,356 to $3,209,780 (2008: $2,350,424).

Income Statement and Balance Sheet

INCOME STATEMENT FOR THE YEAR ENDED 30 JUNE 2009

	NOTE	2009 ($)	2008 ($)
Rental revenue	2	11,482,547	7,720,583
Revenue from government and other grants	2	6,989,330	6,183,424
Other revenue	2	2,130,276	2,175,854
Property expenses		(13,853,533)	(11,654,116)
Employee benefits expense		(2,995,058)	(2,490,815)
Depreciation and amortisation		(229,529)	(51,044)
Finance costs		(214,980)	–
Office rental expenses		(145,293)	(124,215)
Gain/(Loss) on disposal of property, plant and equipment		350	(7,480)
Other expenses		(916,560)	(738,205)
Net Surplus for the year		2,247,550	1,013,986

BALANCE SHEET AS AT 30 JUNE 2009

	2009 ($)	2008 ($)
CURRENT ASSETS		
Cash and cash equivalents	6,384,305	5,278,616
Trade and other receivables	3,560,048	2,166,442
Other current assets	699,072	402,866
TOTAL CURRENT ASSETS	10,643,425	7,847,924
NON-CURRENT ASSETS		
Property, plant and equipment	168,954	128,783
Intangible Assets	27,542	33,483
Investment Property	24,984,846	772,000
TOTAL NON-CURRENT ASSETS	25,181,342	934,266
TOTAL ASSETS	35,824,767	8,782,190
CURRENT LIABILITIES		
Trade and other payables	2,872,949	2,137,791
Short term borrowings	5,382	746
Deferred Grants	313,755	–
Unexpended Grants	863,636	–
TOTAL CURRENT LIABILITIES	4,055,722	2,138,537
NON-CURRENT LIABILITIES		
Deferred Grants	11,186,230	772,000
Unexpended Grants	2,177,505	1,392,035
Long term provisions	28,242	17,766
Long term borrowings	11,667,666	–
TOTAL NON-CURRENT LIABILITIES	25,059,643	2,181,801
TOTAL LIABILITIES	29,115,365	4,320,338
NET ASSETS	6,709,402	4,461,852
EQUITY		
Accumulated surplus	3,499,622	2,111,428
Reserves	3,209,780	2,350,424
TOTAL EQUITY	6,709,402	4,461,852

Cash Flow Statement

CASH FLOW STATEMENT FOR THE YEAR ENDED 30 JUNE 2009

	2009 ($)	2008 ($)
CASH FLOW FROM OPERATING ACTIVITIES		
Receipts from customers	20,997,420	15,715,743
Payments to suppliers and employees	(19,570,636)	(15,069,789)
Interest received	243,187	185,687
Finance costs	(214,980)	(306)
NET CASH GENERATED FROM OPERATING ACTIVITIES	1,454,991	831,335
CASH FLOW FROM INVESTING ACTIVITIES		
Proceeds from sale of property, plant and equipment	350	–
Payment for property, plant and equipment	(75,027)	(13,444)
Payment for Intangible Assets	–	(47,235)
Payment for Investment Property	(24,401,578)	(772,000)
NET CASH USED IN INVESTING ACTIVITIES	(24,476,255)	(832,679)
CASH FLOW FROM FINANCING ACTIVITIES		
Repayment of finance lease commitments	(2,377)	(4,194)
Receipts from government bodies	12,377,092	84,095
Proceeds from borrowings	11,660,000	–
Interest on Government Grants	92,238	89,167
NET CASH GENERATED FROM FINANCING ACTIVITIES	24,126,953	169,068
NET INCREASE IN CASH HELD	1,105,689	167,724
CASH AT THE BEGINNING OF THE FINANCIAL YEAR	5,278,616	5,110,892
CASH AT THE END OF THE FINANCIAL YEAR	6,384,305	5,278,616

Auditor's Independence Declaration

TO THE DIRECTORS
ST GEORGE COMMUNITY HOUSING LTD

As lead auditor for the audit of St George Community Housing Limited for the year ended 30 June 2009, I declare that to the best of my knowledge and belief, there have been:

(a) no contraventions of the auditor independence requirements of the *Corporations Act 2001* in relation to the audit; and

(b) no contraventions of any applicable code of professional conduct in relation to the audit.

This declaration is in respect of St George Community Housing Limited.

Tim Sydenham
Partner

PKF

PKF
28 October 2009

Notes to the Concise Financial Report

1. Basis of preperation of the Concise Financial Report

The concise financial report is an extract from the full financial report for the year ended 30 June 2009. The concise financial report has been prepared in accordance with Accounting Standard AASB1039: Concise Financial Reports, and the *Corporations Act 2001*.

The financial statements are presented in Australian dollars which is the company's functional currency.

The financial statements, specific disclosures and other information included in the concise financial report are derived from and are consistent with the full financial report of St George Community Housing Limited. The concise financial report cannot be expected to provide as detailed an understanding of the financial performance, financial position and financing and investing activities of St George Community Housing Limited as the full financial report.

The accounting policies have been consistently applied by the company and are consistent with those of the previous financial year in their entirety. The presentation currency used in this concise financial report is Australian dollars.

The company has maintained a Planned Maintenance Program for Capital Properties held pursuant to the funding agreement with the NSW Community Housing Division. This program will be funded from current cash balances and anticipated future operating surpluses.

NOTE 2	REVENUE	2009 ($)	2008 ($)
	Rental Income	11,482,547	7,720,583
	Revenue from Government and Other Grants		
	Community Housing Leasing Program	5,256,876	4,764,096
	Long term Lease Program	785,550	835,862
	Boarding House Program	104,463	102,342
	Department of Ageing, Disability & Home Care	65,302	69,469
	Port Jackson Program	363,116	341,808
	Release of deferred grants – AHIF Bankstown	12,619	–
	Release of deferred grants – AHIF Leumeah	94,189	–
	Release of deferred grants – DADHC	23,031	–
	National Rental Affordability Scheme incentives	148,256	–
	Other	135,928	69,847
	TOTAL GOVERNMENT GRANTS	6,989,330	6,183,424
	OTHER REVENUE		
	Interest received from corporations	253,720	229,478
	Reimbursement – tenants and landlords	429,031	347,369
	Bonnyrigg management fees	1,172,780	955,044
	Programme Management fees	225,668	471,316
	Other income	49,077	172,647
		2,130,276	2,175,854
	TOTAL REVENUE	20,602,153	16,079,861

Statement of Changes in Equity and Directors' Declaration

NOTE 3	STATEMENT OF CHANGES IN EQUITY FOR THE YEAR ENDED 30 JUNE 2009		
	REVENUE	ACCUMULATED SURPLUS ($)	RESERVES ($)	TOTAL ($)
	BALANCE AT 30 JUNE 2007	1,657,442	1,790,424	3,447,866
	Surplus attributable to the company	1,013,986	–	1,013,986
	Transfer to reserves	(560,000)	560,000	–
	BALANCE AT 30 JUNE 2008	2,111,428	2,350,424	4,461,852
	Surplus attributable to the company	2,247,550	–	2,247,550
	Transfer to reserves	(859,356)	859,356	–
	BALANCE AT 30 JUNE 2009	3,499,622	3,209,780	6,709,402

DIRECTORS' DECLARATION

The Directors of the company declare that the concise financial report of St George Community Housing Limited for the financial year ended 30 June 2009, as set out on pages 29 to 35, are in accordance with the *Corporation Act 2001*:
a) complies with Accounting Standards AASBA 1039: Concise Financial Reports; and b) Is an extract from the full financial reports for the year end 30 June 2009 and has beenderived from and is consistent with the full financial report of St George Community Housing Limited.
This is declaration is made in accordance with
a resolution of the Board of Directors.

Director
Dennis Cafe

Director
Trevor Wetmore
Dated at Sydney this 28 October 2009

Independent Auditor's Report to Members of St George Community Housing Limited

Report on the concise financial report

The accompanying concise financial report of St George Community Housing Limited comprises the balance sheet as at 30 June 2009, the income statement, statement of changes in equity and cash flow statement for the year then ended and related notes, derived from the audited financial report of St George Community Housing Limited for the year ended 30 June 2009, and the discussion and analysis. The concise financial report does not contain all the disclosures required by the Australian Accounting Standards.

Director's responsibility for the concise financial report

The directors are responsible for the preparation and presentation of the concise financial report in accordance with Accounting Standard AASB 1039: Concise Financial Reports (including the Australian Accounting Interpretations), statutory and other requirements. This responsibility includes establishing and maintaining internal control relevant to the preparation of the concise financial report, selecting and applying the appropriate accounting policies, and making accounting estimates that are reasonable in the circumstances.

Auditor's responsibility

Our responsibility is to express an opinion on the concise financial report based on our audit procedures. We have conducted an independent audit, in accordance with Australian Auditing Standards, of the financial report of St George Community Housing Limited for the year ended 30 June 2009. Our audit report on the financial report for the year was signed on 28 October 2009 and was not subject to any modification. The Australian Auditing Standards require that we comply with the relevant ethical requirements relating to audit engagements and plan and perform the audit to obtain reasonable assurance whether the financial report for the year is free from material misstatement.

Our procedures in respect of the concise financial report included testing that the information in the concise financial report is derived from, and is consistent with, the financial report for the year, and examination on a test basis, of evidence supporting the amounts, discussion and analysis, and other disclosures which were not directly derived from the financial report for the year. These procedures have been undertaken to form an opinion whether, in all material respects, the concise financial report complies with the requirements laid down in AASB 1039: Concise Financial Reports and whether the discussion and analysis complies with the requirements laid down in AASB 1039: Concise Financial Reports.

We believe that the evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

Independence

In conducting our audit, we have complied with the independence requirements of the Corporations Act 2001.

Auditor's opinion

In our opinion, the concise financial report including the discussion and analysis of St George Community Housing Limited for the year ended 30 June 2009 complies with Accounting Standard AASB 1039: Concise Financial Reports.

PKF

PKF
Chartered Accountants and Business Advisers

Tim Sydenham
Partner
Sydney, 28 October 2009