SGCH

Creating Homes, Opening Doors

ANNUAL REPORT 2013

Our head office is located in Hurstville. We acknowledge the
traditional owners of this land, the Biddegal clan of the Eora nation.

Contents

Introducing St George Community Housing (SGCH)

SGCH (known previously as 'St George Community Housing'), is a registered Class 1 Community Housing Provider (CHP). Established over 28 years ago, we exist to reduce social and economic disadvantage through the provision of secure, affordable and sensitively managed housing for people on very low to moderate incomes.

As a not-for-profit organisation, any income we receive is reinvested to increase the supply of quality, affordable homes throughout the Sydney metropolitan area.

Despite the inference of the name 'St George Community Housing', we operate in 23 Local Government Areas and are currently recognised as the largest community housing provider in New South Wales. Whilst our head office still remains in the St George heartland (our place of origin), we have recently refreshed our brand to reflect the broader scope of our presence, hence our new identity, 'SGCH'.

With our four strategic priority areas – responsiveness, excellence, innovation and leadership – driving all that we do, our focus is on delivering social and economic outcomes through the establishment of effective business and commercial practices. That is, "better lives, stronger communities through affordable, quality housing".

Did you know?

- The 2011 Census indicates that over 105,000 people experience homelessness every night across Australia. This figure represents an 8% increase since the 2006 Census.

- In NSW alone, there are over 28,000 people experiencing homelessness, a 21% increase since the 2006 Census.

- 39% of Australians experiencing homelessness are living in severely crowded dwellings (those requiring four or more additional bedrooms to accommodate them adequately); 17% are staying temporarily with family and friends; 18% are living in boarding houses and other temporary accommodation; 6% are sleeping rough on the streets; and just 20% find a bed in the homeless service system.

- A lack of Affordable Housing is a key contributor to homelessness. Less than 1% of private rental dwellings in Sydney are affordable and appropriate for households relying on income support as their sole source of income.

There are simply not enough accommodation options for people experiencing disadvantage in our community. (Data courtesy of St Vincent de Paul Society, 2013)

Our story began 28 years ago when a man named Frank Baker sourced funding under the Government's newly established Community Tenancy Scheme. The aim of this scheme was to create a community housing management model to assist people on low incomes who were waiting for Government Housing properties. At that time, 59 Community Tenancy Scheme projects were established in NSW, each managing around 21 – 35 homes.

With fewer than 25 properties in the St George area, two staff and a local management committee, SGCH began its journey operating from the back verandah of the home of one of its founding members.

Today, we provide homes to almost 8,000 individuals in over 4,200 homes that we own or manage. In the last year we have also established and registered a wholly owned subsidiary company to protect our assets and strengthen our capacity to deliver on our vision of providing more affordable homes for more people.

With the transfer of properties from government to community housing, and the community housing sector's ability to leverage finance off these assets, our sector is growing rapidly. While it comprises social enterprises and entities with charitable status, our business model is both commercial and mission driven, with social inclusion and positive social impact being at the forefront of everything we do.

Our Vision

Better lives, stronger communities through affordable, quality housing.

Our Purpose

To provide social and economic opportunities through the provision of secure, affordable and sensitively managed housing for people with low and moderate incomes.

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** – For the unique contribution of our staff and partners, and for clients, whatever their circumstances, as well as willingness to listen to and gain understanding of others

- **Integrity** – Being honest, open and appropriate in our communications with others, understanding and meeting our governance and management responsibilities

How we've helped this year

We've been busy…

- Implementing a 'One Portfolio' customer service model for maintenance requests and introducing new specialised roles in housing services and tenancy management to improve responsiveness, tenant satisfaction and support.

- Employing a team of trained Tenancy Specialists to work with our most vulnerable tenants, connecting them with service providers for ongoing support to sustain their tenancies.

- Creating employment and training opportunities for tenants and long term unemployed in our community through social procurement partnerships with our maintenance contractors.

- Instigating a program of home visits focused on having a meaningful conversation with our tenants about how we can assist them in meeting their needs. These visits focus on our tenants and their needs and give the tenants an opportunity to provide feedback about SGCH programs and services.

- Working closely with Aboriginal and Torres Strait Islander tenants to better understand their needs and aspirations so we can provide tailored and culturally appropriate products and services.

- Providing accommodation specially designed to meet the needs of young people with a disability who are currently living in, or at risk of entering residential aged care.

- Taking steps to address the issue of housing rental stress for moderate income earners through obtaining approval to construct a 46 unit Affordable Housing development in an area of significant need.

- Improving internal systems and internal audit and risk management.

- Empowering tenants to understand and influence decisions that affect their tenancies through participation in our expanded Tenant Advisory Groups.

Chairman's Report

Dennis Cafe

SGCH has navigated a climate of uncertainty and change in 2012/2013. We have succeeded by having a flexible approach.

Late in the last financial year the State Government separated housing assets from the delivery of tenancy services and suspended the Property Transfer Program and the vesting of the balance of the nation building properties.

In addition, the State Government's Airds-Bradbury Public Private Partnership initiative was launched but subsequently abandoned through a lack of complying expressions of interest.

In this uncertain environment, our response has been to focus on our own business and use this time to build resilience and sustainability.

We achieved a net surplus of $22.5M (2012:$14.0M). The net surplus was achieved following the completion of the construction of vested properties $7.4M (2012: $4.6M). There was also a fair value gain on our properties of $6.3M (2012: $4.0M). We ended the year with a healthy cash position of greater than $29M (2012: $19.6M) and improved costs to rental income ratios.

At a governance level we continued our work to operationalise our wholly owned subsidiary, currently named SGCH 2. This is an important initiative as the company will be the main development and construction arm of the SGCH Group and the primary corporate vehicle for our expansion into Affordable Housing.

SGCH also commenced a refresh of our brand this year, to reflect the increasing professionalism of our business. Our new brand will be launched towards the end of 2013. While our brand is changing, our commitment to the highest levels of service delivery will stay the same.

We were thrilled to win the 2013 State Award for Excellence in Social Housing at the Australasian Housing Institute (AHI) Awards for our 'Fit for the Future' project, entailing the restructure of the Housing Services team. In addition, it was very affirming for us to win the Tenant Led Initiative Award at both the State and National AHI Awards, for the inspiring work of SGCH tenant Stefanie Allen. Stefanie was nominated for her work in running Inspired Avenue, a program to engage young people in the Bankstown area, using hip-hop dance and peer mentoring.

Our continuing commitment to tenant engagement was recognised at the Power Housing Australia Awards in May, when we won the Award for Excellence in Place Making and the Award for Excellence in Tenant Engagement for our 'Creating Sustainable Communities' framework. This framework provides an integrated approach to social and asset issues and places tenant needs and aspirations at the centre of planning, policy development and service delivery, with social and economic outcomes as a focus.

I would like to take this opportunity to acknowledge Lynden Esdaile who recently moved on from the NSW Housing Appeals Committee (HAC), where she had been Executive Chairperson since its formation in 1995. Lynden played a key role in raising the standard of service delivery in the sector, working alongside providers to develop good policy and improve systems and procedures. She will be much missed, and we wish her well in her retirement.

The first Registrar of Community Housing in NSW also retired this year. Roxane Shaw established the office of the Registrar of Community Housing and made a valuable contribution to the sector. We wish her every success in the future and thank her for her service.

I would like to take this opportunity to thank my fellow Directors for all their efforts over the past year. There has been a record number of meetings, requiring a considerable dedication of time and effort, and the Directors have been unstinting in their commitment to SGCH.

In keeping with its commitment to good governance, the Board regularly reviewed its performance, including engaging an external consultant to formally review Board and individual Director performance and to make recommendations for improvement.

Special thanks are due to Wayne Carter, who unfortunately resigned from the SGCH Board following his appointment to a position at the Land and Housing Corporation NSW. Wayne had been a board member since 2009. I would like to thank him for the time he devoted to the affairs of SGCH, and for his wisdom and guidance.

I would also like to thank our CEO, Nazha Saad and her team for all their efforts in 2012/13. Nazha is a dedicated and determined leader. She participated in her third CEO Sleepout this year and once again was one of the leading fundraisers for this event. In spite of the difficulties and uncertainties of external events, Nazha and her team have remained focused on the job at hand. SGCH is the richer for their contribution.

Yours sincerely,
Dennis Cafe

Highlights

Satisfaction Ratings

83%

Staff satisfaction rate

79%

Tenant satisfaction rate

83%

Tenant satisfaction rate
– Newleaf Communities
(Bonnyrigg)

70%

Support partner
satisfaction rate

Service Delivery

Average number of face-to-face enquiries
at our office per month: 820

Average number of phone enquiries at
our office per month: 4,480

Number of new tenants housed
this year: 359, including:

- 110 who were previously homeless
- 94 seniors
- 57 priority transfers
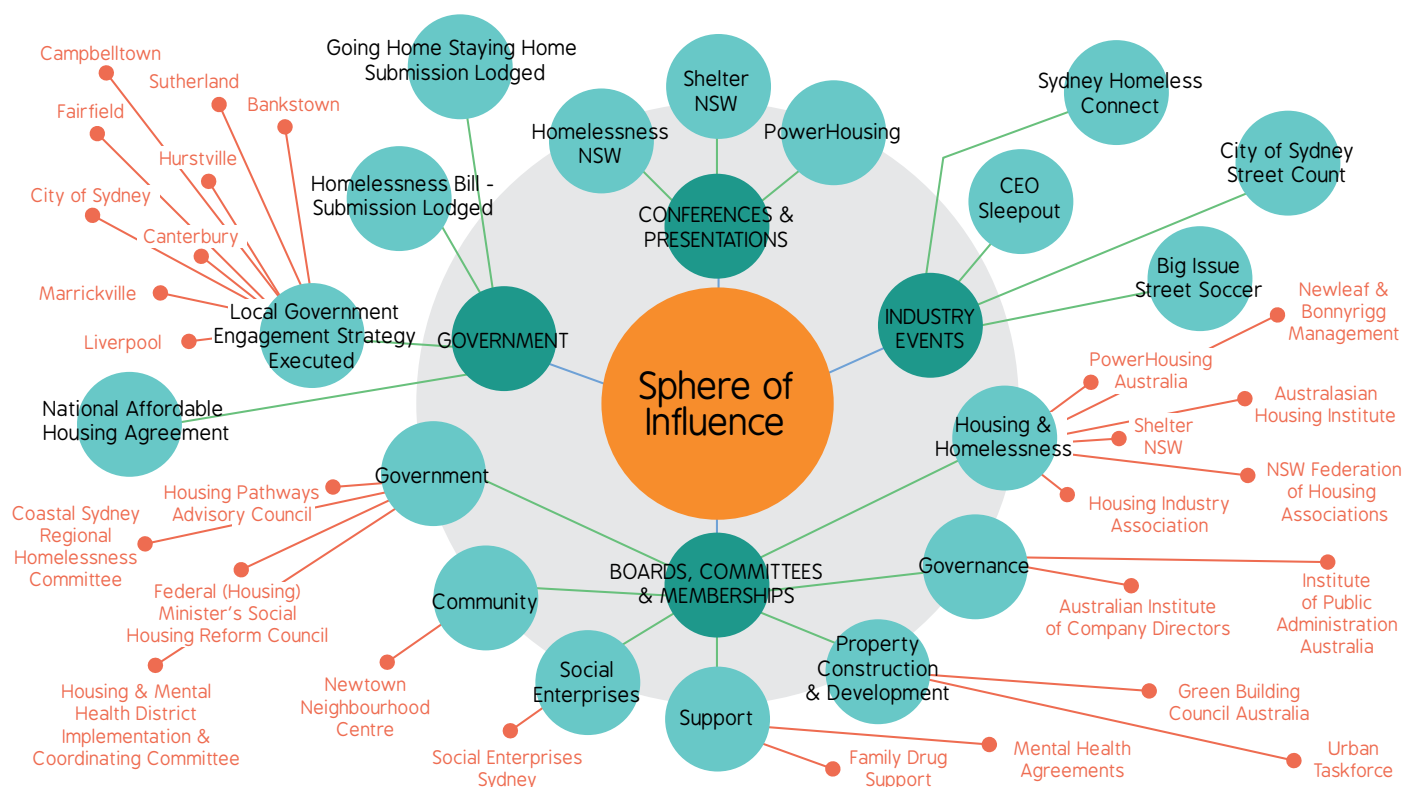
Awards and Recognition

- Winner of the Australasian Housing Institute State Award for Excellence in Social Housing
- SGCH tenant Stefanie Allen, winner of the Australasian Housing Institute State and National Awards for a Tenant Led Initiative
- Winner of the PowerHousing Australia: Excellence in Placemaking Award
- Winner of the PowerHousing Australia: Excellence in Tenant Engagement Award
- Winner: Sutherland Shire Green Building Award for our proposed development of a 4 Green Star rated Affordable Housing development in Sutherland
- SGCH Tenant Advisory Group, winner of the Community Group of the Year Award at the St George Community Awards

Boards, Committees and Memberships

SGCH is represented on the boards or is a member of the following entities:

- Australasian Housing Institute
- Federal Social Housing Reform Group
- Housing Pathways Advisory Council
- NSW Federation of Housing Associations
- Homelessness NSW
- Shelter NSW
- Coastal Sydney Regional Homelessness Committee
- District Implementation Committee for Housing and Mental Health Agreement
- Committee for Sydney
- Social Enterprise Sydney
- Power Housing Australia

Diagram: Sphere of Influence

- **Sphere of Influence** (center)
  - **CONFERENCES & PRESENTATIONS**
    - Shelter NSW
    - Homelessness NSW
    - PowerHousing
  - **GOVERNMENT**
    - Going Home Staying Home Submission Lodged
    - Homelessness Bill - Submission Lodged
    - Local Government Engagement Strategy Executed
      - Campbelltown
      - Sutherland
      - Bankstown
      - Fairfield
      - Hurstville
      - City of Sydney
      - Canterbury
      - Marrickville
      - Liverpool
    - National Affordable Housing Agreement
  - **INDUSTRY EVENTS**
    - Sydney Homeless Connect
    - CEO Sleepout
    - City of Sydney Street Count
    - Big Issue Street Soccer
  - **BOARDS, COMMITTEES & MEMBERSHIPS**
    - Government
      - Housing Pathways Advisory Council
      - Coastal Sydney Regional Homelessness Committee
      - Federal (Housing) Minister's Social Housing Reform Council
      - Housing & Mental Health District Implementation & Coordinating Committee
      - Newtown Neighbourhood Centre
    - Community
    - Social Enterprises
      - Social Enterprises Sydney
    - Support
      - Family Drug Support
    - Property Construction & Development
      - Mental Health Agreements
    - Governance
      - Australian Institute of Company Directors
      - Green Building Council Australia
      - Urban Taskforce
      - Institute of Public Administration Australia
    - Housing & Homelessness
      - Newleaf & Bonnyrigg Management
      - PowerHousing Australia
      - Shelter NSW
      - Australasian Housing Institute
      - Housing Industry Association
      - NSW Federation of Housing Associations

Industry events

The staff of SGCH participated in the following events during the year:

- CEO Sleepout
- Kogarah Community Sleepout
- Sydney Homeless Connect
- City of Sydney Street Count
- Big Issue Street Soccer

Conferences and presentations

The staff of SGCH presented at the following conferences during the year:

- Power Housing Australia Conference
- SLaM Symposium
- Aboriginal Housing Conference
- AHI Conference (tenants presented)
- National Homelessness Summit
- Thriving Communities Conference
- Shelter NSW Conference
- NSW Federation of Housing Associations

Report Card

Our Strategic Plan articulates our vision, mission, purpose and values. It sets out our priority areas and intended outcomes over the next three years in our four Key Result Areas:

Responsiveness

This year we:

- Consulted tenants and key stakeholders to gather vital information to inform our Strategic Plan

- Introduced a new home visit program to help us better understand tenant needs and strengthen relationships between tenants and Tenancy Managers

- Implemented a 'One Team' approach across Housing Services to improve responsiveness, tenant satisfaction and tailored support

- Introduced a 'One Portfolio' approach to simplify the process of managing repairs and maintenance requests

- Improved our approach for conducting annual property inspections to ensure all our properties remain in good condition

- Provided localised services to tenants by setting up satellite and outreach offices

- Reviewed and modified business systems and workflows, based on feedback received from tenants and stakeholders.

Innovation

This year we:

- Launched the Entry Steps to Employment program in partnership with our contractors, providing work experience, training and mentoring for tenants as a way of building pathways back into employment

- Developed and launched our youth mentoring program Yfutures with project partner Yfoundations

- Launched Live Fit for Life to support tenant wellbeing through the provision of regular exercise groups

- Successfully negotiated a lease for a complex of 32 affordable homes in Ultimo and tenanted these homes

- Developed and constructed a 10 bedroom home in Caringbah for young people with a disability who had been living in residential aged care.

Excellence

This year we:

- Achieved an overall tenant satisfaction rating of 79%

- Achieved a net operating surplus of $8.8M

- Exceeded annual operational plan targets

- Retained Class 1 registration and achieved registration for SGCH2

- Applied the AS/NZS ISO3100:2009 risk management standard

- Achieved an average 80% on-time completion of responsive maintenance works – a significant improvement from the previous year

- Implemented comprehensive organisational performance management reporting and data collection systems to report on service delivery, projects and products

- Achieved an overall staff satisfaction and engagement rating of 83%

- Completed a suite of leadership, skill development, customer service and health and wellbeing programs for staff.

Leadership

This year we:

- Participated and presented at industry events, and State and National stakeholder forums, to influence policy discussions and keep abreast of negotiations

- Adopted a Social Procurement Policy, requiring contractors to deliver employment and training for tenants through agreed partnerships with registered training providers

- Worked with our Tenant Advisory Group (TAG) to increase tenant participation and expand our suite of programs that facilitate community inclusion and build community capacity

- Established a Sustainable Tenancies team including a number of Tenancy Specialist roles providing a specialised support service to tenants.

CEO's Report

Nazha Saad

Over the past year SGCH has consolidated its strong collaborative partnerships with government, our tenants, support partners, local communities, corporate and for profit entities and peak bodies.

Our status as a not-for-profit organisation positions us well to complement the values of both government and the private sector in the development and delivery of services and products to respond to the needs of those who are marginalised and disadvantaged.

We have worked hard to position ourselves as a partner of choice and to broaden our service offering to our applicants and tenants, who remain the focus of all our activities. We are delighted that overall tenant satisfaction has remained a high 79%, with the rating at Bonnyrigg even higher, at 83%.

Gathering accurate and detailed information about our tenants' experience is crucial to helping us plan future activities and enhance social and economic outcomes. Two longitudinal studies to ascertain the impact on residents of two major renewal projects at Bonnyrigg and Riverwood are underway. More

than 100 interviews have already taken place at Bonnyrigg, and we are partnering with Payce Communities and the NSW Land and Housing Corporation to deliver a similar study at Riverwood, to be conducted by University of NSW City Futures Research Centre.

We have also been working to increase our capacity in Affordable Housing, to relieve housing stress for people on low to moderate incomes. One of our new acquisitions is a complex of 16 new units in Fairfield, which will be allocated to Affordable Housing tenants.

This year, we took our first steps towards serious investment in capital development and construction, with a successful planning application to construct a 46-unit Affordable Housing development in Sutherland. The building is 4 Green Star rated, and we were thrilled and proud that it won the inaugural Sutherland Shire Green Building Award.

Another construction highlight this year was the completion of fully accessible premises in Caringbah to accommodate 10 young people with disabilities who had been living in residential aged care. A similar facility is currently under construction in Guildford.

This year we established a wholly-owned subsidiary for vesting of assets and an Active Portfolio Management (APM) approach which will transform the SGCH Group. We are working hard to ensure we have the right structure, capacity and capability both in our people and in our systems.
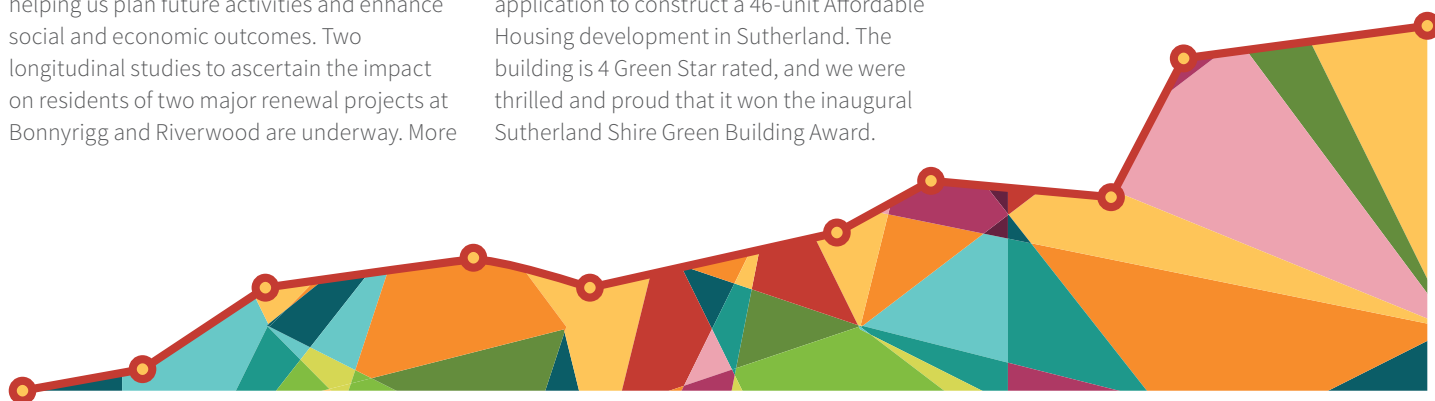
"The hallmark of good government is about meeting the needs of the most vulnerable. It is neither practical nor ideal to do this alone."

The Hon Pru Goward, NSW Minister for Family and Community Services

Our new business model and our 2013 – 2016 Strategic Plan emphasise our strong focus on people and culture. We have continued to strengthen and develop our people, with a strong commitment to leadership development, organisational capability, customer service and alignment for the future. New positions have been introduced and restructures were undertaken in both Housing and Property Services.

Staff turnover remained a healthy 15% and staff satisfaction results were exceptional, with an overall staff satisfaction score of 83% and an engagement score of 83%. These results can be attributed to our continued effort in change management, leadership, performance and recognition.

Real discipline in IT has been established in areas of reporting and scheduling and more sophisticated modules to improve business efficiency have been rolled out. We have also transformed the way we interact with our tenants through greater use of mobile technology. In addition, we are developing a performance management system which will improve our ability to measure our performance in real time, providing us with the intelligence we need to better analyse our results.

Efficiencies in systems and practices resulted in a record operating surplus of $8.8M, a 63% improvement on the year prior and a 27% return on gross rental revenue.

I would like to take this opportunity to thank our Tenant Advisory Group (TAG) and particularly our Chairperson, Kim Sowter and Vice-Chairperson, Peter Hindmarsh for their continued support and dedication. We have held regular meetings with the TAG and expanded our suite of tenant engagement activities, which has helped us to scope and manage programs that significantly contribute to tenant wellbeing. Some of the

"Housing is of such critical importance. It's a crucial part of the economy in Australia. It goes not only to economic issues but to the whole social structure of the society in which we live."

The Hon Kevin Andrews, Federal Minister for Social Services (July 2013)

programs introduced this year include the Low Income Energy Efficiency Program and the Live Fit for Life gentle exercise program.

Thank you also to our many suppliers, partners and corporate sponsors for your support and contribution throughout the year.

In closing I wish to acknowledge the great team of people at SGCH for their professionalism, values and commitment to our vision of "better lives, stronger communities through affordable quality housing". I would also like to thank the Chairman of the Board, Dennis Cafe, and the Directors for their continued support and guidance as we undertake the exciting transformation of SGCH.

Thank you
Nahza Saad

4,292

Number of homes

4,114

Number of social housing homes
(95.8%)

205

Aboriginal & Torres Straight
Islander households (4.8%)

178

Number of Affordable Housing homes
(4.2%)

1,606

Speak a language other than English
at home (37.4%)

1,965

Single person households
(45.7%)

46

Number of languages spoken

558

Households linked with formal support
(13%)

**Main languages spoken
(other than English)**

- ▸ Arabic
- ▸ Bosnian
- ▸ Cantonese
- ▸ Greek
- ▸ Korean
- ▸ Mandarin
- ▸ Russian
- ▸ Serbian
- ▸ Spanish
- ▸ Turkish
- ▸ Vietnamese

994

Single parent households
(23.1%)

1,854

Aged over 55/seniors households
(43.1%)

165

Head tenants under 24 years of age
(3.8%)

1,153

People with a disability
(26.8%)

Highlights from the Tenant Satisfaction Survey 2013

87%
Affordable Housing tenant satisfaction

83%
Bonnyrigg tenant satisfaction

83%
Satisfaction with rehousing experience at Bonnyrigg

83%
Satisfaction with new homes

79%
Overall satisfaction with SGCH

76%
Satisfaction with SGCH information and communication

76%
Satisfaction with SGCH housing support

74%
Satisfaction with SGCH customer service

Housing for Diversity

SGCH works with a wide variety of tenants in different circumstances and with different needs. We provide programs specially designed to assist our tenants successfully maintain their tenancies and access training, employment and other opportunities to improve wellbeing.

Sustaining Tenancies

Our Sustainable Tenancies team assists our more vulnerable tenants maintain their tenancies by connecting those with complex needs to specialist service providers for ongoing support.

Using their extensive knowledge of the local service system, our Tenancy Specialists can help facilitate access to a range of services, including Occupational Therapists, Ageing Disability and Home Care services, and financial counselling.

Home Visits: A Conversation

Every year, our Tenancy Managers conduct a home visit with each of our tenants, with a focus on providing genuine, meaningful and appropriate opportunities for tenants to be informed of SGCH services and to participate and provide feedback on the future direction of SGCH programs and initiatives.

New Households

During the last financial year, SGCH provided 359 new families with housing. This includes:

- 110 people who were homeless or at risk of homelessness

- 94 seniors in designated seniors units

- 57 priority transfer tenants, relocated due to circumstances such as being at risk or with severe medical conditions.

Housing Pathways

Housing Pathways is a collaboration between Housing NSW, the Aboriginal Housing Office and 26 other community housing providers across the State.

The key benefit of Housing Pathways is the provision of a single housing register, so applicants only need to tell their story to one social housing provider. They can increase their chance of a housing offer if they register interest in both public and community housing.

Affordable Housing

Rising market rents and growth in property prices in the greater Sydney area create an ongoing need for a range of Affordable Housing options to assist eligible working tenants on low to moderate incomes.

Over the past year, SGCH has provided Affordable Housing for 65 new households.

A highlight of our Affordable Housing program this year was the delivery of 32 new Affordable Housing homes in Ultimo, providing affordable accommodation for moderate income earners working in the City of Sydney.

This has provided an excellent opportunity for key workers such as those at the Royal Prince Alfred Hospital, or part-time students from the nearby tertiary institutes to secure safe, affordable housing in close proximity to their place of employment and learning.

Affordable Housing Waiting List

SGCH manages its own Affordable Housing list, which enables us to quantify demand for different dwelling types and sizes in specific areas, and helps us plan for future development and construction.

There are currently 300 eligible applicants in 19 Local Government Areas on the SGCH waiting list for Affordable Housing.

Ending Homelessness

Opening the Door for Homeless People

One client at Homeless Connect shared his story of living under the Town Hall for three years with his small dog for company. SGCH staff updated his housing application before he went off to have his dog washed at the pet grooming service available on the day.

Opening the Door for Rough Sleepers

An Aboriginal man, who now lives in Cronulla, has turned his life around with the assistance of SGCH and Platform 70.

He was previously homeless after a dramatic decline in his mental health. With the provision of stable, safe, affordable housing from SGCH, together with ongoing support from the Way2home program and his Aboriginal Outreach Worker at Neami, this man has successfully sustained his tenancy since June 2012.

With this support, he has been able to focus on stabilising his mental health and is enjoying living and seeking employment in the Sutherland area.

Homeless Connect

The annual 'Homeless Connect' event brings together community groups and businesses to assist the city's homeless, and those at risk of homelessness, by providing referrals, information and links to essential services.

SGCH ran a busy stall at this event, assisting with applications, updating contact information, speaking to clients about their support needs and linking them to other services present on the day, such as Neami Way2Home.

Sydney Street Count

The bi-annual street count involves volunteers walking the streets to collect information about the number of people sleeping rough or in temporary shelters and hostels in the central Sydney area.

The City of Sydney co-ordinates the Street Count and actively seeks the advice of people who are currently homeless, or have experienced homelessness in the past.

In August, three SGCH employees took part in the 2013 Street Count. Starting at the Ultimo Community Centre at midnight they ventured out into the city, led by a volunteer who had previously been homeless and was now living in temporary accommodation. That group counted 12 rough sleepers, with the highest number in Belmore Park.

It was a challenging experience for the SGCH staff involved and they are eager to participate again.

Collaborating to End Homelessness

The Platform 70 program, which is funded through the National Partnership Agreement on Homelessness, aims to provide 70 rough sleepers from the inner city area with permanent, long term housing.

SGCH is an active participant in Platform 70 and supports Bridge Housing Ltd by securing and managing private rental properties for clients of the program.

This year SGCH worked in collaboration with the Platform 70 support partner, Neami Way2Home, providing four homes to previously homeless people in the Inner City and the Sutherland Shire areas.

Supporting Through Partnerships

Some of our tenants would not be able to sustain their tenancies without specialist support. Complex needs require comprehensive, thoughtful solutions.

Our partnerships with support and specialist services mean that we are able to assist individuals with special or complex needs by linking them with appropriate, professional support. We currently have operating agreements with 45 community agencies that support 558 tenants.

Annual Support Partners Survey

Each year we survey support partners to gain feedback on the quality and effectiveness of our services so we can gain an understanding of what improvements we need to make.

Our 2012/2013 survey focused on the following areas:

- Support agencies and their role
- SGCH services to clients
- SGCH staff relationships with support staff
- The effectiveness of support partnerships
- How well our partners understand the service we provide
- Continuous improvement.

Key strengths identified by our support partners included:

- Good lines of communication and excellent documentation
- Good networking and information forums
- Staff are always solution focused, flexible, respectful and honest
- Property inspections are conducted well
- Clear and timely responses to maintenance requests
- Clear guidelines for referrals of clients
- Provision of a range of supplementary services for tenants such as bursaries, rent incentives and outings.

Some of the people we support:

- Aboriginal and Torres Strait Islanders
- Women and families escaping domestic violence
- People with physical disabilities or health conditions
- People with mental health issues
- Seniors
- People at risk of homelessness
- Refugees and asylum seekers
- People leaving the criminal justice system.

Partners in Recovery (PIR)

SGCH is a member of the Inner West Sydney and South Eastern Sydney consortia taking part in the PIR initiative *Coordinated Support and Flexible Funding for People with Severe and Persistent Mental Illness with Complex Needs.*

The objective of this initiative is to improve agency response and provide better outcomes for people with severe and persistent mental illness with other complex needs, by co-ordinating service provision from multiple sectors.

SGCH is eager to strengthen partnerships and build better links between the various clinical and community support organisations that deliver services to the PIR target group. Our knowledge of the housing sector and expertise with assessing Housing Pathways applications can be shared across the wide group of agencies that work with people with mental health issues.

Many of our tenants experience issues with mental health and may not know what services or options are available to them. Through our involvement with PIR, we can refer tenants to a Support Facilitator who will co-ordinate clinical and other support services to deliver 'wraparound' care, individually tailored to the person's needs.

The program helps tenants maintain and sustain their tenancies while their mental health needs are being addressed.

Other consortia members include New Horizons, Richmond PRA, Inner West Sydney Medicare Local, Mission Australia, Neami, St George and Sutherland Mental Health, Benevolent Society and AfterCare.

Port Jackson Supported Housing Program (PJSHP)

PJSHP provides transitional housing, linked with support, for people at risk of homelessness. It comprises 211 properties in seven Local Government Areas across the inner city, inner west and eastern suburbs of Sydney.

SGCH works with 15 Port Jackson support partners who provide specialist support services. Some of the successful outcomes for our tenants in this program include:

- Improvements in mental and physical health
- Entry into education, training and employment
- Development of independent living skills
- Transition to permanent SGCH tenancies.

The Port Jackson Supported Housing Program is an excellent example of integrated services delivering good outcomes for people with complex needs who need transitional or long term housing with targeted and tailored support.

Affordable Housing

Affordable Housing helps alleviate housing stress for eligible working people on low to moderate incomes who are finding it difficult to afford housing in the private rental market. It aims to support households that have the potential for income growth or home ownership in the medium-term.

SGCH's Affordable Housing portfolio includes

50
Homes in Leumeah owned by SGCH

50
Homes in Bankstown owned by SGCH

32
Homes in Ultimo managed on behalf of private owners

24
Homes managed on behalf of Canada Bay Council

10
Homes managed on behalf of Randwick Council

6
Homes in the Canterbury Local Government Area

6
Homes in the Marrickville Local Government Area

Who lives in Affordable Housing?

Last year, SGCH supported 65 new Affordable Housing tenancies.

- 50% are single people, the remainder are mostly couples or single parent families.
- Many Affordable Housing tenants are employed in the administrative, clerical, hospitality and community services industries.
- Tenancies range between 5 – 10 years.

The majority of SGCH's Affordable Housing homes are subsidised through the National Rental Affordability Scheme (NRAS).

Affordable Housing has opened doors to all sorts of opportunities for our tenants, who have greater access to local employment and spend less time travelling to work. Some have used this time to attend TAFE or university courses to gain qualifications and achieve their employment goals.

"The entire process from application to moving into my new home was very smooth. The location is great and the amenities provided on site, such as coin operated washing machines and bike racks, are all very useful when there are no balconies."

"The location, size and quality of the property are great! The low rent and great location are exactly what my family needs to help us get back into the private market."

"The studio apartments are fantastic. I love that they are modern and so spacious."

Ultimo Affordable Housing

Last year SGCH negotiated a 10-year leasing agreement with a private development firm to manage 32 new Affordable Housing homes in Ultimo. SGCH has applied some of its allocated National Rental Affordability Scheme (NRAS) subsidies to this development, which means we can offer this housing to a more diverse group of people.

The Ultimo Affordable Housing complex comprises a mix of brand new, ultra-modern studio apartments, one and two bedroom units. The building is located close to major transport hubs and the city centre. It is also close to the Broadway shopping centre and health and education services.

As with our other Affordable Housing properties, eligible tenants pay a discounted market rent at the Ultimo complex. Many of the tenants are not only saving money on rent, they also save travel costs and time, due to the proximity of the units to the CBD.
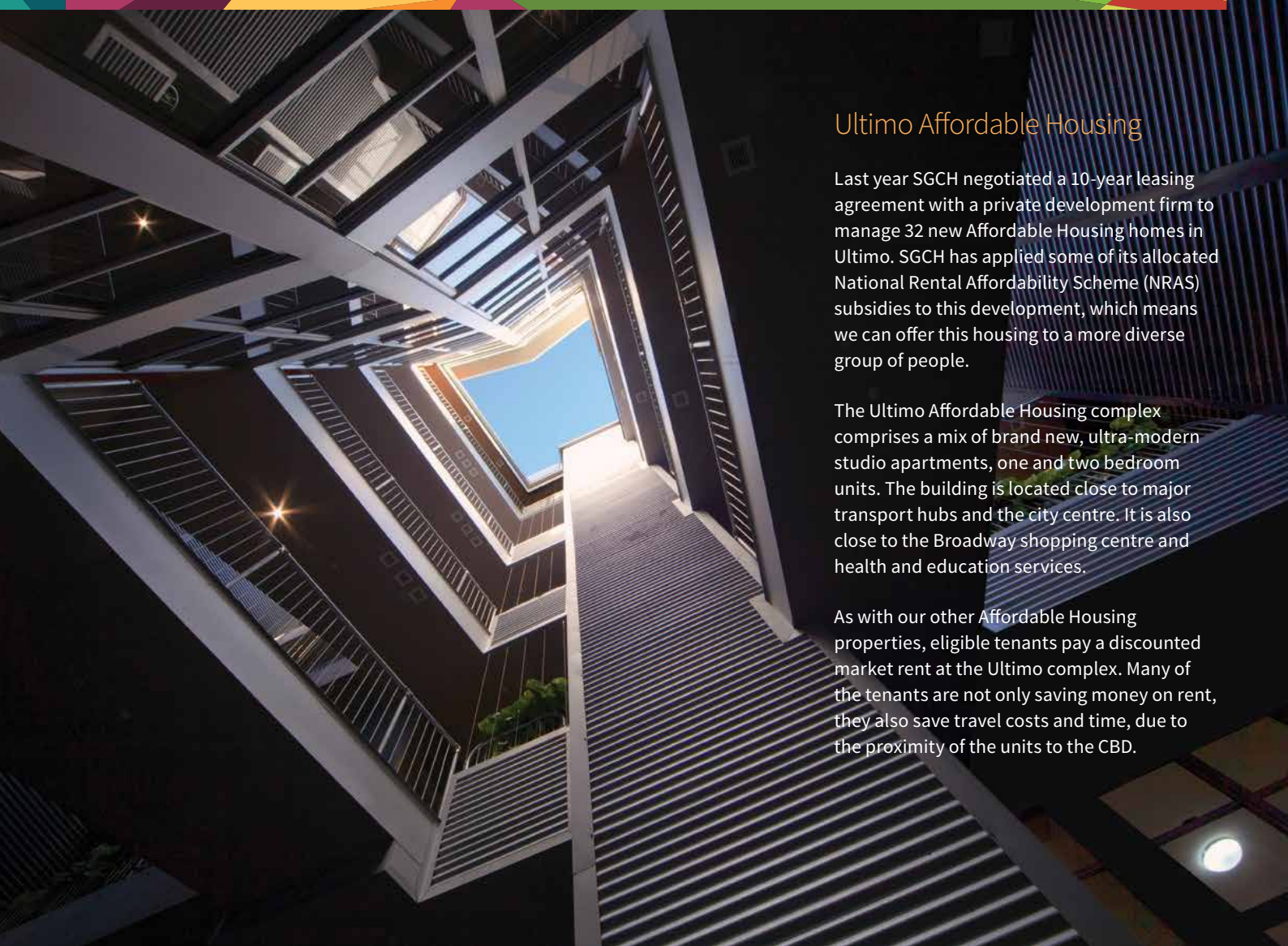
Building Homes

SGCH is building a new complex at Belmont Street, Sutherland as part of our Affordable Housing development program.

This exciting mixed-use development consists of a commercial suite on the ground floor and nine levels of one, two and three bedroom residential apartments with basement car spaces.

With a targeted 4 Green Star rating, the development will provide high levels of environmental sustainability and will feature:

- Solar access

- Water conservation measures

- Energy efficient cross-ventilation systems

- Use of recycled materials (flooring, walls etc)

- Communal areas such as community gardens.

In September 2013, SGCH was thrilled to win the inaugural Sutherland Shire Green Building Award for the proposed Belmont Street Affordable Housing development.

Young People in Residential Aged Care, Caringbah

The Young People in Residential Aged Care (YPIRAC) group home in Caringbah is designed to support young people with a disability who currently live in residential aged care, due to the level of their disability. This is an unsuitable arrangement for young people, but until recently has been the only option.

Under the YPIRAC program, a joint initiative of the Commonwealth and NSW Governments, SGCH received funding from the NSW Department of Family and Community Services, Ageing, Disability and Home Care to build two group home facilities for young people associated with this program.

The first site, located in Caringbah, provides appropriate accommodation for 10 people and was completed in July 2013.

This $3.6M development incorporates a number of innovative and ecologically sustainable design concepts aimed at ensuring the residents can live in pleasant surroundings that are also fully accessible and operationally flexible.

The design facilitates social interaction and enhances a sense of community.

The second site, located in Western Sydney, is due for completion in early 2014.

Sustainability

SGCH is committed to delivering new affordable homes that meet or exceed requirements for efficient and sustainable use of energy and water consumption.

We have embarked on a research program to identify building design, construction techniques and materials that best deliver on these requirements so that we and our tenants benefit from lower running costs and energy bills.

In July 2012, we adopted a broad-based Ecologically Sustainable Development (ESD) plan that focuses both on our buildings and on the communities we help to build. The ESD plan covers a wide range of activities, from incorporating high environmental design standards in new buildings, such as the 4 Green Star rated Affordable Housing complex currently under construction in Sutherland, to retrofitting existing buildings.

We have also made a commitment to reduce energy use in the common areas of our buildings by 5%, which equates to an impressive four tonnes of CO_2.

800

Households we assisted to reduce their electricity and water bills

400

SGCH is aiming to assist up to a further 400 households reduce their electricity costs through a partnership currently underway with the University of Technology Sydney

In addition to generating good outcomes for our planet, we're also focused on generating good outcomes for our tenants by:

- successfully assisting 800 households to reduce their electricity bills and water usage by taking advantage of the NSW Government's Home Power Saver Scheme

- aiming to assist up to a further 400 households reduce their electricity costs through a partnership currently underway with the University of Technology Sydney under the Federal Government's Low Income Energy Efficiency Program

- conducting a pilot program examining the efficiency of hot water systems.

We also value the social and economic sustainability of the communities we work in and as a major procurer of goods and services we have the opportunity to make a positive impact in the communities in which we operate.
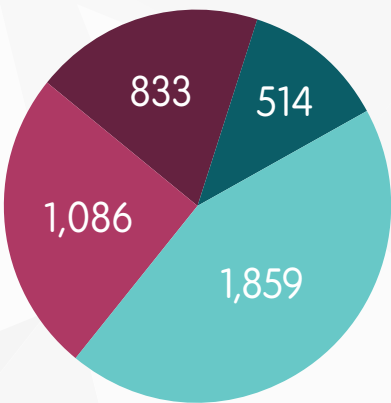
We have therefore implemented a policy on Social Procurement which requires our contractors to provide employment, training and work experience to tenants as a part of their contract. Our contracts for cleaning and maintenance of lawns and grounds include Social Procurement requirements and to date, 13 long-term unemployed tenants have been employed by our contractors.
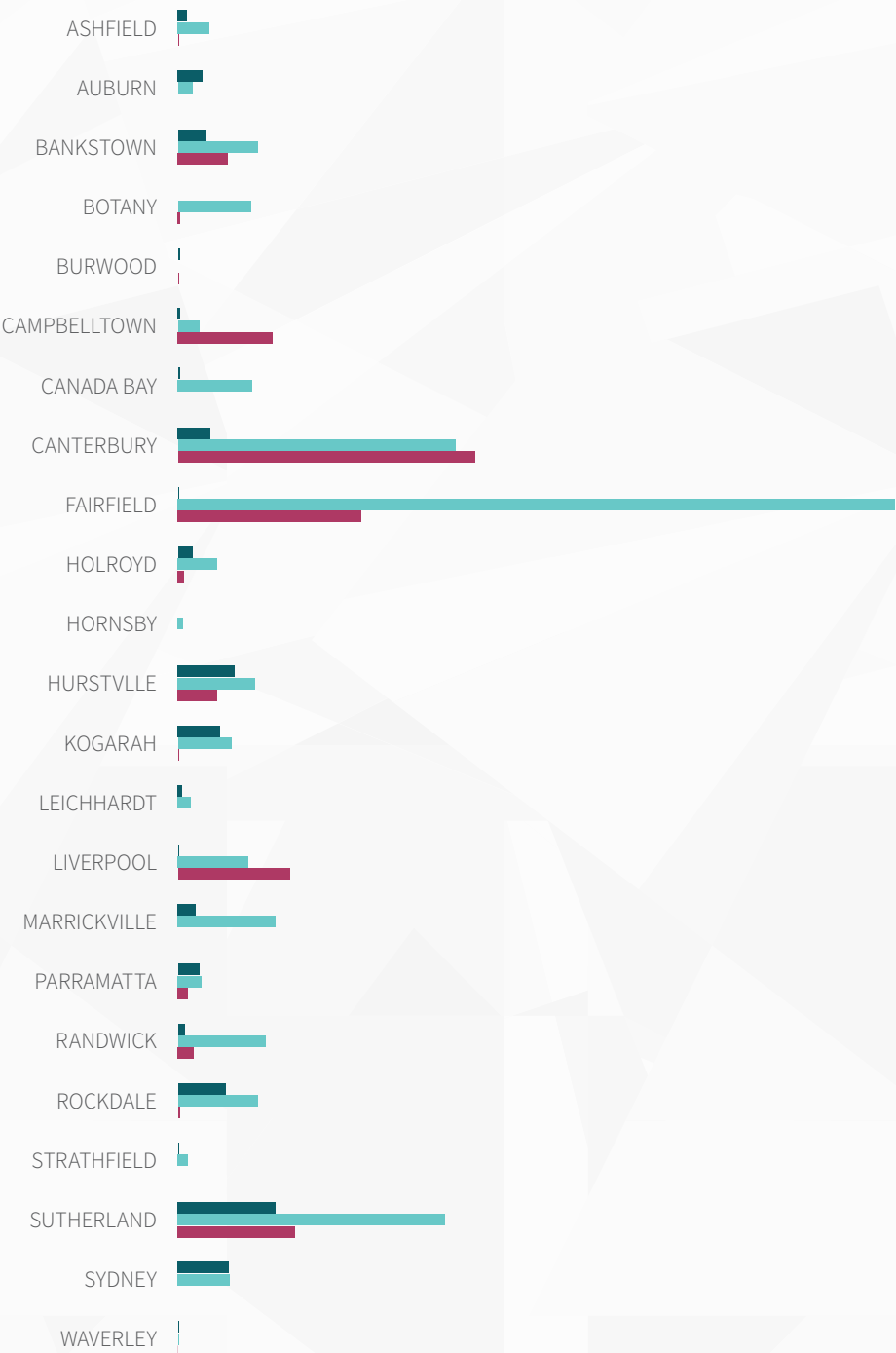
Property Portfolio

4,292

Total number of properties

- ■ Properties we lease
- ■ Properties we manage
- ■ Properties we own
- ■ Bonnyrigg

Pie chart:
- 514
- 1,859
- 1,086
- 833

Distribution of Properties per Local Government Area

- ASHFIELD
- AUBURN
- BANKSTOWN
- BOTANY
- BURWOOD
- CAMPBELLTOWN
- CANADA BAY
- CANTERBURY
- FAIRFIELD
- HOLROYD
- HORNSBY
- HURSTVLLE
- KOGARAH
- LEICHHARDT
- LIVERPOOL
- MARRICKVILLE
- PARRAMATTA
- RANDWICK
- ROCKDALE
- STRATHFIELD
- SUTHERLAND
- SYDNEY
- WAVERLEY

CAMPBELLTOWN

HORNSBY

PARRAMATTA

HOLROYD

AUBURN

CANADA BAY

FAIRFIELD

BURWOOD

SYDNEY

STRATHFIELD

ASHFIELD

LEICHHARDT

CANTERBURY

RANDWICK

BANKSTOWN

WAVERELY

MARRICKVILLE

BOTANY

ROCKDALE

KOGARAH

HURSTVILLE

LIVERPOOL

SUTHERLAND

Maintaining our Homes

In 2012/2013 we spent more than $3.3M maintaining our homes.

In addition to that we spent almost $650,000 on lawns, grounds and cleaning in common areas.

During the year, we overhauled our contracting for maintenance of lawns, grounds and common area cleaning, combining work which had been split through a number of contracts, into two larger contract packages, thereby gaining efficiencies and opening doors to employment.

In reviewing these contracts, we endeavoured to find new ways to support our tenants by offering employment and training options as part of our Entry Steps to Employment program. To date, 13 long-term unemployed tenants have been employed by our contractors as part of this program.

This innovative form of social investment will deliver solid, long-term outcomes by improving community capacity and equipping our tenants with skills, on-the-job training and work experience that will help them find pathways back to employment.

In addition, SGCH now has its own handyman who is able to respond quickly to undertake smaller jobs. In his first six months, he has undertaken more than 390 jobs. There has been really positive feedback about our handyman and the rapid response service he is able to provide.

We aim to inspect each home every year to help us program maintenance and ensure homes remain in good condition.

We aim to inspect each home every year to help us program maintenance and ensure homes remain in good condition. In addition to inspection of properties and common areas, we also undertook termite inspections at more than 1,000 sites.

Another important part of our maintenance program is education. At Menai, a bushfire prone area, SGCH supplemented essential maintenance work with a program of community education to help keep our tenants safe from bushfires. Through this initiative, we removed undergrowth and rubbish which could fuel fire and we cleaned out the gutters to remove leaves. In the lead-up to summer, this will become standard work on SGCH homes.

Smoke alarms are also important for fire safety. We aim to check every smoke alarm every year. If smoke alarms are damaged or missing, they are immediately replaced. This year we extended our program to include homes we rent from private landlords, to ensure the same standard of care for our tenants wherever they live.

Jack Opens the Door to Independence

At SGCH, we work hard to ensure that all our tenants have secure, affordable homes which meet their needs. Fran Doyle understands the importance of this better than most, as her son Jack was born with severe disabilities, leaving him permanently wheelchair-bound.

"When Jack was younger, it wasn't much of an issue getting him around," she says. "He was so light that it was easy to pick him up and bring him indoors or shower him. But he's 18 now, and it's too much for me."

In July, SGCH helped to move Fran and her family into a new home with more living space, which means that Jack can move freely around the lounge area and kitchen, something he wasn't able to do in their previous house.

SGCH also worked with Fran and Jack's occupational therapist to make some modifications to the house, widening doors, installing permanent ramps into the house, providing a mobile commode for showering and adjusting bathroom fittings to increase Jack's ease of access.

The modifications mean that the house has now met health and safety requirements, so Fran can arrange for a nurse to visit to help shower Jack, giving her more time to do other things around the house.

"The permanent ramps have made a huge difference to me," says Jack. "In our last house, people had to get out the ramp every time I wanted to go in or out. And the ramp was broken, which meant that people often hurt themselves opening it. Now I can come in and out whenever I want – I have a lot more freedom."

"Freedom – and independence," finishes Fran. "Last week I came into the bathroom to find that he'd filled the basin with water and he was washing his face. It's the first time that he's ever been able to do that."
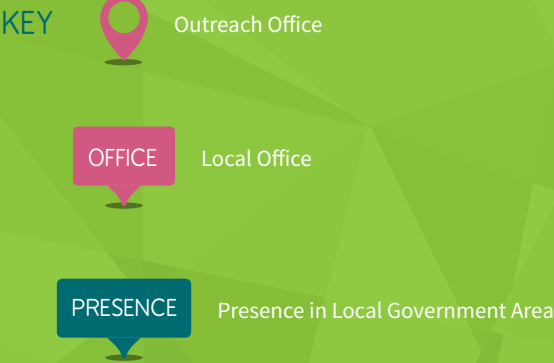
Provision of localised services, community projects, tenant groups and support networks we partner with

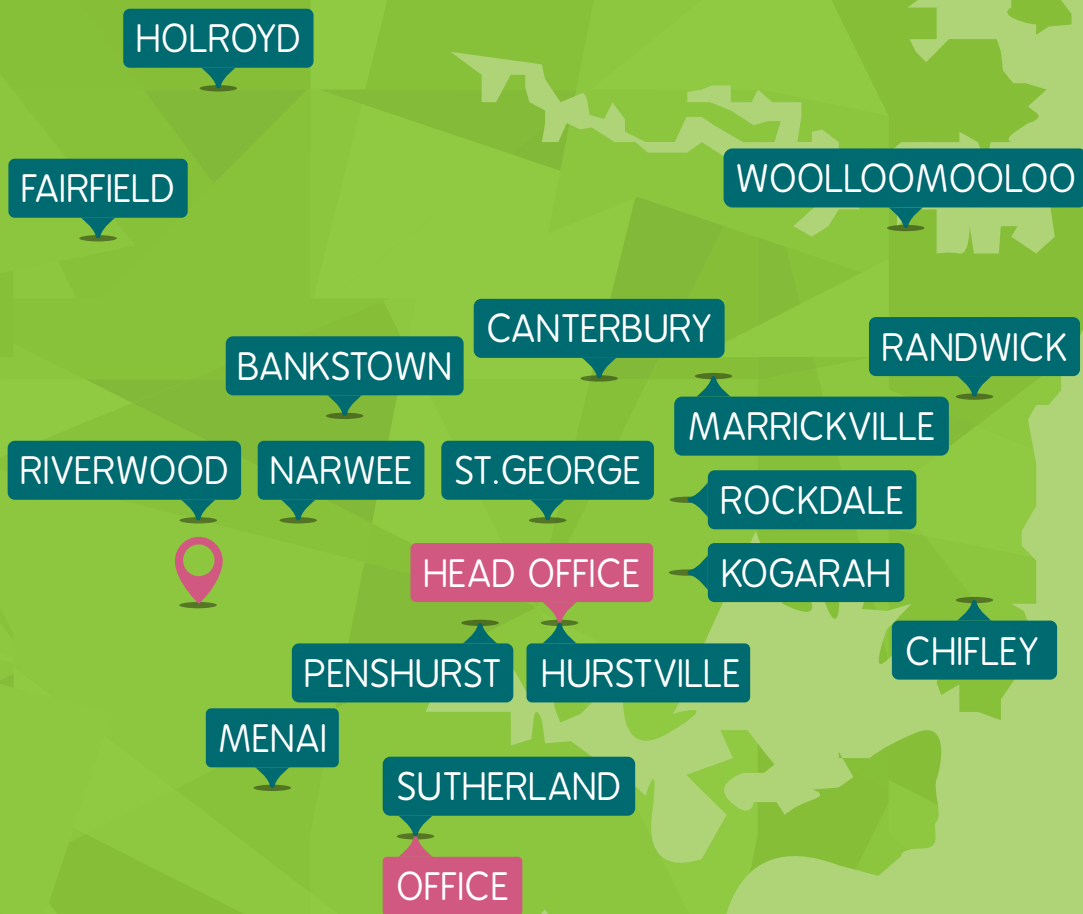|	
HOLROYD	- Walpole Street Garden Project Workshops
PENSHURST	- Permaculture Garden
NARWEE	- Local Neighbourhood Group
FAIRFIELD	- Local Neighbourhood Group
RIVERWOOD	- Local Neighbourhood Group
RANDWICK	- Namatjira Community Action Plan - Sustainable Action Values Everyone (SAVE) community garden
WOOLLOOMOOLOO	- SAVE community garden and sustainability project
BANKSTOWN	- YFutures
CANTERBURY	- Live Fit for Life programs - Neighbour Day
ST GEORGE	- Live Fit for Life programs
SUTHERLAND	- Live Fit for Life programs
ROCKDALE	- Neighbour Day
CAMPBELLTOWN	- R U OK? Day , Office Opening
MARRICKVILLE	- SAVE community garden and sustainability project
HURSTVILLE	- Dance Project - Chinese TAG - TAG
KOGARAH	- St George TAFE Computer and First Aid Training - Community Sleep Out
MENAI	- Community Room Opening - Tenants Christmas party

BONNYRIGG
OFFICE (NEWLEAF)

LEUMEAH
OFFICE

CAMPBELLTOWN

KEY ⊙ Outreach Office

OFFICE Local Office

PRESENCE Presence in Local Government Area

HOLROYD

FAIRFIELD

WOOLLOOMOOLOO

CANTERBURY

BANKSTOWN

RANDWICK

MARRICKVILLE

RIVERWOOD

NARWEE

ST.GEORGE

ROCKDALE

HEAD OFFICE

KOGARAH

PENSHURST

HURSTVILLE

CHIFLEY

MENAI

SUTHERLAND

OFFICE

Community Regeneration and Tenant Engagement

SGCH adopts an integrated approach to social and asset issues. Our focus is on improving the lives of our tenants by providing shelter and facilitating connections to support, training, education, employment and community engagement opportunities.

Our purpose is not only to provide secure affordable housing, but also a range of other innovative products and programs that support people to improve their lives and engage with their communities. Building sustainable communities is important to SGCH and our approach is underpinned by our award-winning Community Regeneration Framework.

1. Facilitating Economic Independence

Improving financial independence by alleviating housing stress and providing access to Housing Plus services.

Entry Steps to Employment

SGCH has partnered with our contractors SR Construction and Landscape Productions to support tenants by offering paid work with onsite training in practical asset maintenance skills. Since the program commenced we have received over 30 job applications from tenants and 13 social housing tenants have been successfully employed, gaining new skills and undertaking training in First Aid and WHS.

Phil Opens the Door to Employment

Tenant Phil has been working through the Entry Steps to Employment program since February 2013. In addition to developing asset maintenance abilities, he has successfully completed First Aid and WHS training. He is grateful for the opportunity and proud to be working, particularly enjoying the chance to meet other residents while working at SGCH properties.

2. Education and Skills Development

Improving school performance, retention and completion of studies and training opportunities to improve employment prospects.

Yfutures

SGCH has partnered with Yfoundations to deliver Yfutures, a professional mentoring and work readiness program for young people who have experienced homelessness, are at risk of homelessness, or face significant financial disadvantage.

Yfutures is helping 30 at-risk young people in the Bankstown Local Government Area (15 in their final year of education and 15 job seekers) to obtain employment or continue with further education or training.

This project has been made possible thanks to a $240,000 grant from the Local Solutions Fund, which is part of Better Futures, Local Solutions, the Australian Government's new approach of empowering communities to identify their own solutions to joblessness and poverty.

Michael and his mentor have developed an immediate rapport. Michael is a keen rapper; however, he was very shy about performing. His mentor has helped him overcome this and he is now registered with the Street University learning about rapping, recording, videos and more. He also needed some extra money to help support his mother and his mentor arranged an interview with a local restaurant. He now works there every weekend and his new employer is very keen for him to take up a chef apprenticeship there. Michael sees this as a great back up career.

3. Improved Health and Wellbeing

Live Fit for Life

The Live Fit for Life program helps support the health and wellbeing of our tenants through activities such as walking, dance, and gentle exercise. Over 50 tenants have participated in Live Fit for Life since it started in February 2013.

We are also working in partnership with Health NSW to deliver Stepping On, a program that teaches seniors about how to prevent falls.

Alek Opens the Door to Exercise

The Live Fit for Life program has received a ringing endorsement from SGCH tenant Alek, who joined the program because he was keen to make changes in his life and found it easier to exercise with a group of people he was familiar with.

In the 10 weeks since he joined the program, Alek has lost 7kg, dropped a clothing size, walks much faster and has now developed the confidence to join a stretching class at a local gym.

"I feel so much better about myself now," says Alek. "I am so grateful to have done this program – it has allowed me to think differently about my body and lifestyle."

4. Facilitating Community Inclusion

Tenant Choir

The SGCH tenant choir was developed through our Tenant Advisory Group, and has continued primarily through the efforts of the tenants who comprise the group, including volunteer choir-master and professional singer Paul.

The choir was initially very nervous about performing for others, but has grown both in skill and in confidence after a number of successful concerts and encouraging feedback from audiences. Their contribution to building community has been invaluable.

Stefanie Allen Opens the Door to Young People

SGCH tenant Stefanie Allen founded 'Inspired Avenue' in 2011. The program engages with local young people from the Bankstown and Sutherland areas in Sydney by providing access to affordable dance programs.

Inspired Avenue's vision is to engage young people, foster growth and facilitate change.

To achieve this vision, the program combines mentoring with Hip Hop dance to engage young people to make a difference in their own lives and in the world around them.

Primarily run by volunteers and self-funded through contributions from the young people involved, Inspired Avenue operates weekly during school terms. The structure of the sessions reflects the focus of the group, consisting of one hour of dance to promote health and wellbeing, and a half hour of mentoring to promote pro-social behaviour, address issues specific to young people and engage in team building.

While dance is the vehicle Inspired Avenue uses to engage young people, the program teaches many important life skills, resulting in improvements in health and wellbeing, a greater capacity to control their own destinies and a greater sense of involvement and inclusion.

Stefanie's leadership and commitment were recently recognised at the Australasian Housing Institute State and National Awards, where she won the award for a Tenant Led Initiative.

Housing Plus Products

Student Education Bursary

The SGCH Bursary Scheme is designed to assist tenants by easing the financial burden of educating their children and/or themselves.

The Bursary Scheme is a way of building community capacity, leading to greater social and economic engagement in society.

Since 2005, 542 bursaries to assist with educational incidentals have been granted, with a total value of almost $460,000.

Since 2011, 52 Kip McGrath Education Centre Scholarships for supplementary tuition have been awarded, with a total value of $104,000.

Thanks to Officeworks Carlton and Mohammed Sabsabi of Kip McGrath Penshurst for their generous support of the SGCH bursary scheme.

Essentials Loan Scheme

The SGCH Essentials Loan Scheme provides tenants with an interest free loan of up to $1,000 to enable the purchase of essential household goods such as washing machines, dryers, fridges, freezers, televisions, microwaves, heaters, vacuum cleaners, computers, video players, furniture and health equipment.

Since 2005, SGCH has assisted 75 tenants to purchase household goods to a total value of $50,959.

"Thank you SGCH for the loan. You saved my life when my fridge broke down three days before Christmas. I had no money to replace it and no one to turn to for help. SGCH...lent me the money on a repayment agreement of $20 per week for 52 weeks with no interest."

DigiConnect Scheme

The DigiConnect scheme is designed to encourage tenants to pursue education, work and leisure opportunities by providing access to the internet.

Working in partnership with Work Ventures Australia and Optus, SGCH provides refurbished laptops for tenants with a package including internet access for one year through Optus Broadband, plus training and support.

Since 2011, 50 tenants have signed up for the DigiConnect scheme.

Garry Opens the Door to IT

Garry Bock is a tenant paralysed on one side of his body. As a result of his mobility difficulties, Garry had no self-confidence and was very isolated. With a view to connecting more with people, Garry wanted to learn more about computers, so he applied for and

received a computer through DigiConnect in 2012. Since receiving this package Garry has:

- Completed basic computer training
- Complete a Certificate III in Computers at St George TAFE
- Been elected TAG Secretary and prepares agendas and minutes for TAG meetings
- Completed a First Aid Training Certificate
- Commenced study for a Certificate III in Community Services
- Begun responding to selection criteria and preparing his resume to apply for roles in the community sector.

Garry's confidence has grown along with his computer skills, and he is increasingly involved with his local community and the SGCH TAG.

Big Day Out 2013

The Big Day Out is one of the many Housing Plus activities available to SGCH tenants. It is designed to help build communities and develop relationships amongst tenants by providing a free, family-focused day out.

This year's Big Day Out was a trip to the Sydney Aquarium at Darling Harbour during the April school holidays. It was a popular choice, with 500 people attending.

Suzanne from Bexley attended with her children. "It has been a great chance to get out together in the holidays… this would normally be a big expense for a large family like ours. We are so grateful that SGCH gives back to tenants by providing events like the Big Day Out."

Tenant Advisory Group Chair's Report

Another exciting year has passed for the SGCH Tenant Advisory Group (TAG), a vibrant, proactive, tenant-led group with more than 350 members.

A number of positive changes were made to the TAG in 2013. We restructured the Group, as it has grown immensely. We also worked on revising the Tenant Charter to allow the TAG to expand and recruit new positions, including a Secretary and a Treasurer. As a result, two extra positions were created.

The TAG is now operating two local neighbourhood groups, which we established for tenants to get involved in planning and delivering projects that improve quality of life for local communities.

Along with the TAG restructure, we established a Tenant Leadership Group to oversee the functions of the TAG. This group meets on a bi-monthly basis following each TAG meeting.

This year, the TAG supported a number of large-scale community development initiatives on a local community level. These included:

- Neighbour Day
- Harmony Day
- Seniors Week
- NAIDOC Week
- National Tree Day
- Australia's Biggest Morning Tea barbecue run by TAG volunteers
- SGCH Big Day Out, raising funds for Inspired Avenue
- R U OK? Day
- SGCH Live Fit for Life program, which includes a walking club, dancing and gentle exercise classes.

The TAG has worked collaboratively with SGCH management to help improve service delivery to tenants. We worked on improving the system for contacting SGCH by telephone, helping to reduce the cost for tenants calling the SGCH office from a mobile telephone.

We reviewed the DigiConnect scheme and upgraded the package to include portable laptops.

We worked with the SGCH Property Services team to help make reporting maintenance enquiries easier for tenants. The TAG has helped influence and shape services and as a result of TAG input, all tenants are now given a job number to make it easier to track maintenance work. The SGCH Service Improvement Unit also found our input invaluable when we helped work on tenant rent statements, which are now less confusing and easier to read.

The SGCH Tenant Choir was developed through the TAG, and has continued primarily through the efforts of the tenants and volunteer choir master and professional singer, Paul (SGCH tenant). The choir has now merged with Hurstville City Council Multicultural Choir, where our tenants are able to learn new skills and meet other people from the local community.

The Tenant Calendar Project is going well. This year there was an overwhelming response with over 20 tenants coming on board to help with the project. This TAG project provides opportunities for TAG members and SGCH tenants to participate in the design, production and distribution of a calendar for tenants living within SGCH managed properties.

The Chinese TAG has been meeting throughout the year and is currently trialling a pilot program, Chinese Outreach Support, from the SGCH office once a month. The Chinese TAG has reviewed the Going Overseas policy, learnt how to phone to report maintenance requests and participated in a number of health and wellbeing workshops.

I would like to thank the SGCH Tenants Advisory Group, the local neighbourhood group members and the Chinese TAG and all SGCH tenants for their ongoing commitment and support in keeping the TAG very strong and productive this year.

Lastly I would like to thank the SGCH Community Regeneration Team, SGCH Board and Management team for their ongoing support and encouragement throughout the year.

Best wishes,
Kim Sowter
Chair, Tenants Advisory Group

Placemaking

Riverwood

At Riverwood, SGCH is partnering with Housing NSW and developers Payce Communities, who are replacing 176 of the existing public housing homes on the estate with at least 650 new homes. These will comprise 150 social housing homes that will be managed by SGCH and 500 units for sale.

In addition to the residential buildings, a new library, community centre and retail premises will also be built. There will also be a public park and several smaller public open spaces on the estate.

Over and above physical renewal, the project aspires to promote the estate's social and economic regeneration and to enhance residents' quality of life through a wide range of measures sponsored by Payce Communities, SGCH and the Riverwood Community Centre, including:

- Employability schemes
- Community safety initiatives
- Information days
- Community barbecues and other community participation initiatives.

To help the project partners understand the immediate and longer term impacts on residents and the community in general, a longitudinal study has been developed and will be conducted by the City Futures Research Centre at the University of New South Wales. The study, which has been sponsored by SGCH, Payce and Housing NSW, will track social and quality of life outcomes for residents during and after the redevelopment.

Bonnyrigg

Over the course of the past year, 75 Bonnyrigg residents have been relocated to brand new homes on the estate as part of Stage 3 of the Bonnyrigg renewal program.

The Newleaf tenancy management and rehousing team provided by SGCH is committed to maintaining a high level of service delivery during the relocations. We have made over 600 home visits and have undertaken a revised and more comprehensive survey to assess tenant needs and facilitate linkages to appropriate support services. The information gathered will help us respond to and meet current and future housing needs and tailor designs of new homes in the future.

Opening the Door to Good Neighbours at Bonnyrigg

Two of our happiest Stage 3 residents were Bo Nguyen and Lang Lam. They originally lived around the corner from one another, but during their temporary relocation on the estate were further away from each other.

During our annual inspections, they always stated that they would like to be close to each other again. As part of the Stage 3 relocations, they have now moved into a duplex and are neighbours once again.

"It is important to have good neighbours because you live next door to them and everyone wants to live in harmony," Ms Lam said. The excitement from these women, once they realised they could share morning tea and chat together without even having to leave their home, was a special moment to see.

Our Team

SGCH's strength is its culture, its people, its passion. It is exciting, rewarding and challenging to work in such a transformational organisation, embracing change and innovation, transforming individual lives and communities.

We have continued to strengthen and develop our people with a strong commitment to leadership development, organisational capability and customer service. We have introduced new positions and undertaken major restructures in our Housing Services and Property Service teams to support the volume and complexity of our bigger organisation.

Our staff numbers have increased slightly to 115. Significantly, our staff turnover has remained healthy at just 15% and we have maintained a very high level of staff satisfaction and engagement which is ultimately reflected in the level of service we provide.

With our leadership journey and values program firmly embedded in the organisation, this year saw a strategic emphasis on customer service. We launched an organisation-wide customer service program to further enhance the skills of our team to deliver excellent customer service every time that is tailored to individual needs. We also restructured our Property Services team to adopt a "One Portfolio" approach, providing a more efficient and responsive process for repairs and maintenance services.

A major restructure was undertaken in our Housing Services team. The new structure features improved focus on tenant and client services, including the creation of specialised teams. Notably, we introduced an innovative

Sustainable Tenancies team, including a number of Tenancy Specialists whose role is to engage with vulnerable and at-risk applicants and clients, linking them to appropriate services, and managing operational relationships with relevant support partners and government agencies. These specialised roles have created more opportunity for our Tenancy Managers to focus purely on tenant relationships working to achieve improved quality of life outcomes for all.

We believe we are fit for the future. This was recognised when we were awarded the 2013 State Award for Excellence in Social Housing at the Australasian Housing Institute (AHI) Awards for our 'Fit For the Future' restructure and change management process.

At SGCH we strongly value health, wellbeing and personal growth. We understand the importance of personal transformation in building organisational transformation. This year, our calendar was full of learning and development opportunities. SGCH also supported a number of staff to undertake further studies, with 18% of our staff currently completing higher education courses.

83%

Overall staff satisfaction rating

83%

Engagement score

We've also had a major focus on work health and safety, with a number of policies and procedures reviewed or developed to address identified areas of risk and the rollout of an organisation wide training program to ensure the safety and wellbeing of all our staff.
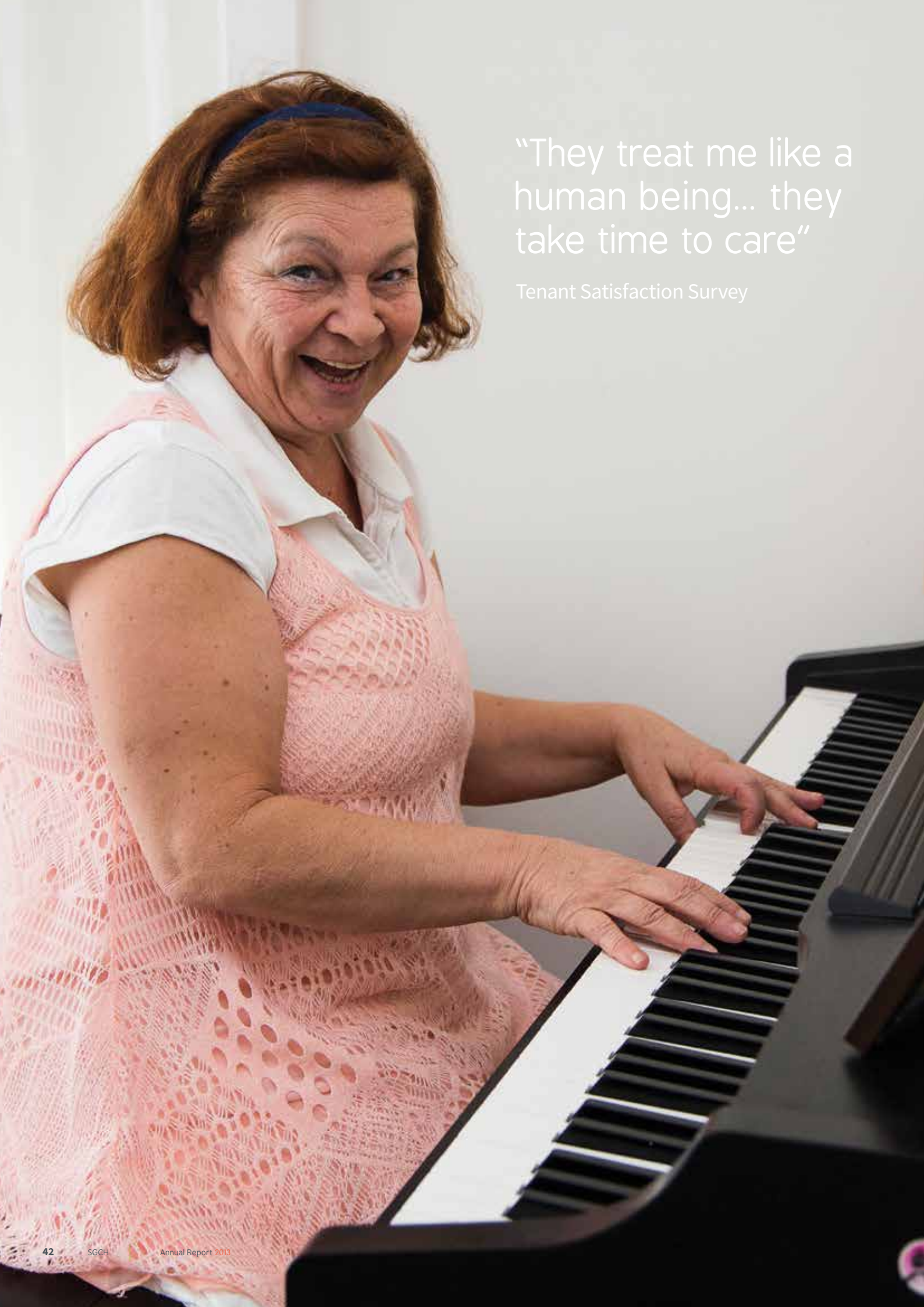
Through our strategic planning process this year, key strengths of SGCH identified by staff were the positive culture and focus on continuous improvement. This is supported by a strong set of staff satisfaction survey results.

SGCH is truly a great place to work. First and foremost we are united in our passion for the wellbeing of our tenants, we are guided by our values in everything we do and we are a very supportive team. Each staff member makes a significant contribution to the success of SGCH and each person is greatly valued.

Our staff survey results indicate that an overwhelming 96% of staff believe in the overall purpose and work done by SGCH and 83% would recommend SGCH as a good place to work. Together we focus on building "better lives, stronger communities through affordable quality housing".

Benefits of working for SGCH

Development opportunities, skills training, leadership development programs, fringe benefits, flexibility, rewards and recognition program, team building days, supportive team culture

"They treat me like a human being... they take time to care"

Tenant Satisfaction Survey

Our Key Areas of Operation

SGCH has 115 members of staff who work in specialised teams including Corporate Services, Development & Construction, Housing Services, People and Communications and Property Services.

- Corporate Services manages functions such as finance, information technology, risk, policies and procedures.

- Development and Construction manages development and physical renewal initiatives from conception to completion, as well as new business development.

- Housing Services manages tenancies, applications, community development and regeneration initiatives, housing strategy and delivery.

- People and Communications manages communications and marketing, public relations and sponsorship, as well as human resources, organisational development, leadership, culture and training.

- Property Services manages assets, repairs and maintenance.

Staff statistics:

Gender diversity
28% male, 72% female
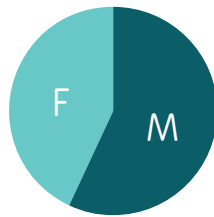
Gender diversity in Executive Management Team:
57% male, 43% female

21
Staff in Corporate Services

5
Staff in Development and Construction

61
Staff in Housing Services

4
Staff in People and Communication

39%
Born outside Australia

38%
Degree qualified

17
Staff in Property Services

38%
From non-English speaking backgrounds

18%
Currently studying

7
Staff in the Executive Management Team

38%
Speak two or more languages

2%
Currently living in social housing

13%
Have lived in social housing previously

Staff Spotlight Poppy Whiting

Helping others is in Poppy Whiting's blood; born in Sydney to Greek parents, Poppy grew up in social housing in the South West, surrounded by different cultures. Although Poppy and her brother had everything they needed, Poppy's parents taught her the importance of sharing, and helping those in need – an ethos that would shape her entire life.

"I was always interested in social justice, even when I was at school – when I managed to get myself into a fair bit of trouble advocating for others!" she remembers. "After school I completed a BA in Welfare, where I became passionate about working with homeless people – particularly women and children who were escaping violence."

"After I finished my studies, I worked with women and children who were living in crisis accommodation due to family violence. There seemed to be a natural progression for me, from working with homeless people to finding long term housing solutions for those in need."

Poppy joined the community housing sector in 2000 as a Housing Manager, before moving into management. She came to St George Community Housing in 2007 as Bonnyrigg Manager, after learning about the project in her previous role.

"My previous employer was involved in tendering for the first Public Private Partnership in housing at Bonnyrigg. I was so excited at the prospect of being involved in such a pioneering project, and was very disappointed when our tender was unsuccessful. So imagine my delight when a Manager position for the new Bonnyrigg team at SGCH was advertised!"

Poppy has stayed within the Housing Services team since she joined SGCH. As Bonnyrigg Manager, Poppy worked with the team to support a smooth transition for the tenants when SGCH took over the management of the area from Housing NSW. Poppy was also responsible for implementing processes which would allow SGCH staff to meet our obligations under the Public Private Partnership – the renewal of the public housing estate and the delivery of a number of new social housing homes over a 30 year period.

"I loved working on the Bonnyrigg project," Poppy says. "It was exciting to be part of something so innovative, as the partnership is the first of its kind that the sector has ever seen. It demonstrates that the government is committed to working with organisations such as SGCH to make life better for those in need, and it's a really positive step forward for the community housing sector."

Poppy's love of innovation led her to join the Hurstville office to set up the Access and Demand team and manage the transition to Housing Pathways, a centralised housing register for social housing applicants in NSW. As Manager, Sustainable Tenancies, Poppy and her team manage applications and allocations and work closely with SGCH tenants to ensure that they have enough support to sustain their tenancies, identifying solutions to potential issues before they arise.

"I don't think you can work at SGCH without caring about our tenants and wanting to make a difference," Poppy says. "We have a fantastic community here – we celebrate each other's achievements, we support one another in times of need, we work hard to do the job well and we're always keen to find ways to do things better."

"That said, I have such a soft spot for applicants and the homeless," she adds. "Working with applicants reminds me how lucky I am. And that's what I love about SGCH – that we're able to make a real difference to people's lives by providing safe, secure and affordable homes to those who need them the most."

Staff Spotlight Michael Barakat

After moving to Australia at the age of 20, Michael began his career in real estate in the Sutherland Shire. During this time, Michael became quite interested in the community housing sector and the work it did to support disadvantaged people and those with special or complex needs.

"I always wanted to work in community housing," says Michael. "While working in property, it stood out to me that the work of community housing providers was both meaningful and important, and I was keen to be part of it for that very reason."

Michael's compassion for those less fortunate than himself was always something that was a driving force in his life and very much reflective of his family and values. Having grown up in Lebanon and seeing the widespread need in the refugee camps so close to his home, Michael felt compelled to do something to help those who were homeless, hungry and braving the cold winters of Lebanon outside or in makeshift tents. He therefore volunteered to provide assistance by distributing food with UNICEF.

"I didn't live too far from those places and I had a relationship with, or was affiliated with many of the people from those areas. I couldn't turn a blind eye to the need that was right in front of me," he says.

As anyone who knows him will testify, Michael's heart for others has always been evident. It was this that eventually led him to sell his real estate agency and make the move into the community housing sector, taking on a role in asset management for a small community housing provider. This gave him the opportunity to get acquainted with the sector while gaining experience working broadly across the business.

In 2008, he joined SGCH as an Asset Officer before later becoming a Senior Asset Manager. "I am really proud to work at SGCH and do the things that we do to support people," he says. "My role is to meet with

people, go into their homes, solve problems and ensure they are receiving the quality of home and quality of life they deserve."

Having witnessed the stability that a safe and secure home provides, and the hardship endured by those who do not have a home, Michael understands the importance of the home better than most. He also understands the deeper elements that bind us all together – our universal desire to provide a safe place for our families to live in, irrespective of our ethnicity, culture, religion or background. He also understands the power of community and the idea of 'looking out for one another,' a virtue that his father modelled to him over many years.

"On festive days, my father loved nothing more than to make sweets for our neighbours and hand deliver th em. My parents were very caring people and looked after others – regardless of their background. They were good neighbours and delighted in that."

The same delight is shared by Michael when working with SGCH tenants to meet their various property needs. "One of the things that I enjoy most is working to assist tenants with special needs or disabilities.

"I put a lot of thought into how we can ensure that our homes will cater to the needs of our tenants. This includes working with Occupational Therapists on appropriate design.

"What makes me proud," says Michael, "is when we come up with a solution, whether that be a small or larger modification that makes life easier for someone who really needs support. It's very rewarding."

When reflecting upon his time at SGCH, Michael speaks of the great respect he has for the values, work ethic and people that make up our organisation. "I am grateful to work at SGCH and have great regard for the way we manage housing."

"We have a great team of people from all walks of life and all are friendly, open-hearted and respectful in the way they engage with our tenants."

"There are a lot of people like me – who have come from different backgrounds and have had rich experiences and exposure to different people and circumstances. I think that helps us all to approach our jobs from a place of understanding, and that is really important when building relationships and working with our tenants and applicants."

Michael's dedication to his work has been recognised both within the community, through his nomination for a Premier's Award in 2011, and within SGCH, where he received a GEM Award for 'Going the Extra Mile' in 2012.

Corporate Governance Statement

The Board of the Company is committed to the highest standards of ethical behaviour and a system of corporate governance which is suitable for a community housing provider given the size of the Company and the requirements of the Registrar of Community Housing NSW and Housing NSW.

As a Company Limited by Guarantee, SGCH operates in accordance with the Corporations Act 2001. The Company has developed a corporate governance standard using the ASX Corporate Governance Council's eight principles which the ASX encourages quoted companies to adopt.

The eight principles that the company applies are:

Principle 1
Laying solid foundations for management and oversight

Principle 2
Structuring the Board to add value

Principle 3
Promotion of ethical and responsible decision-making

Principle 4
Safeguarding integrity in financial reporting

Principle 5
Making timely and balanced disclosure

Principle 6
Respecting the rights of members and tenants

Principle 7
Recognising and managing risk

Principle 8
Remunerating fairly and responsibly

The full text of our Corporate Governance Statement can be found on our website: www.sgch.com.au.

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30 June 2013

Directors' Report

Your Directors present their report on St George Community Housing Limited (the Company) for the year ended 30 June 2013.

Directors

The names of each person who has been a Director during the year and to the date of this report are:

Dennis Cafe

Wayne Carter   **Resigned: 28 May 2013**

Ian Kenneth Ellis

Joan Ferguson

Salaheddine Kahil (Salah)

Graham Millett

Graham Rowlson

David Thrift

Annette Gallard   **Appointed: 30 July 2013**

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

Company Secretary

Nazha Saad

Martin Baird

Principal Activities

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 Company is involved with many State and Federal government agencies. Any change in the policies of these governments may impact upon the way the Company performs its principal activity.

Operating Results

The surplus of the Company amounted to $22,497,073 (2012: $13,962,509). The Company is exempt from Income Tax.

Review Of Operations

The substantial growth in total assets which occurred in 2010/2011 was consolidated upon during the current financial year. The principal reason for the surplus of $22,497,073 is due to the increase in rental income resulting from the increase in properties which mainly occurred in 2010/2011, and the recognition on acquisition of $7,400,000 (2011/2012: $4,600,000) in respect of two properties which were gifted to SGCH in the year. Furthermore, the fair value adjustment on the property portfolio increased income by $6,320,492 (2011/2012: $3,967,502). Whilst cost increases were experienced across all areas of the Company, the increase in costs as a percentage of total income was less than the prior year, which also contributed to the surplus.

Furthermore the Company has invested in enhancing its Development and Construction capabilities and is increasing its ability to deliver Community Regeneration services to its existing and future tenants.

Significant Events After The Reporting Date

In August 2013, the remaining 309 properties gifted under the Nation Building and Asset Ownership project vested with the Company. The fair value of these properties will be recorded as a gain within other income. A formal valuation exercise for each property will be undertaken during the course of the year ending 30 June 2014.

Other than the foregoing, no matter or circumstance has arisen since 30 June 2013, that has significantly affected, or may significantly affect the Company's operations, the results of those operations, or the Company's state of affairs in future financial years.

Performance Measurement And Significant Changes In State Of Affairs

Board and management have internal operational Key Performance Indicators (KPIs) to assist in assessing performance. These are reassessed quarterly to maintain currency and relevance. These KPIs include financial performance measures, tenancy management measures and maintenance targets.

Future Developments - Short And Long Term Objectives Of The Company

The Company is expected to experience growth as a consequence of entering the affordable housing market. The Company has established a Development and Construction department. The company is in discussions with financial institutions to raise finance so that the Company can procure and develop affordable housing. 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 longer term strategy is for the Company to increase its ability to develop and construct affordable housing dwellings over the next ten years and to participate in Public Private Partnerships that may eventuate.

Environmental Issues

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.

Directors' Qualifications, Experience and Special Responsibilities

Dennis Cafe
Chairman

B Sc (Tech) Civil Eng (UNSW) Local Government Engineer. Engineering, management, town planner, former GM of Woollahra Council, management consultant in private and public sectors, former SGCH employee (asset and change management) 2004 – 2007; university lecturer in risk and asset management. Currently Special Projects Engineer Rockdale City Council.

Special Responsibilities

Chairman of the Board.
Chairman of the Nominating and Corporate Governance Committee and the Management Development and Compensation Committee.

Ike Ellis
Vice Chairman

Assoc. Diploma Police Studies (Newcastle). Career in NSW police force to Assistant Commissioner, retired 2000. Former Director Safety and Security NSW Department of Education and Training.

Special Responsibilities

Vice Chairman of the Board.

Wayne Carter
Non-executive Director

B Eng (Uni of Tech Syd), 5 MBA subjects Executive management experience in local and State Government. Former GM NSW Department of Housing. Worked for 7 Councils, GM Bankstown City Council, previously a Director of two councils. Extensive understanding of asset management, executive management and governance issues. Provider of asset related services to social housing sector.

Special Responsibilities

Member of the Audit and Risk Committee and the Management Development and Compensation Committee.

Resigned: 28 May 2013

Joan Ferguson
Non-executive Director

Housing career spans service delivery, policy-making, leadership and governance roles. Worked in public housing, community housing, homelessness services. Previously Executive Director Housing Services with Department of Housing NSW and Executive Director of NSW Federation of Housing Associations.

Special Responsibilities

Member of the Nominating and Corporate Governance Committee.

Salah Kahil
Non-executive Director

BSc Dip App Sc Masters Biomedical Engineering (UNSW). Tenant of SGCH. Technical Officer with Douglass Hanly Moir Pathology. Governance experience as a Director of SGCH and Accommodation for Youth.

Graham Millett
Non-executive Director

BA Dip Ed (Macq) MBA (Macq) AIQS (Affil) (Aust Instit Qty Surveyors). Formerly Building Economist with Commonwealth Dept of Housing and Construction; GM National Building Technology Centre for CSIRO's Division of Building and Construction; then Head of Group Property Qantas. University lecturer in strategic management, global strategy, competition in Asia Pacific, project management and new enterprise management. Designs corporate education programs.

Special Responsibilities

Member of the Audit and Risk Committee and the Management Development and Compensation Committee.

Graham Rowlson
Non-executive Director

NSW Service Manager for Control Systems Technology Pty Ltd. Previously a Director of SGCH for three years, including Chairperson for two years, involved in the Growth Project in the Company's formative years and liaised with other Housing Organisations in developing strategies for further growth.

Special Responsibilities

Member of the Nominating and Corporate Governance Committee.

David Thrift
Non-executive Director

Retired company Director and Senior Executive with extensive experience in credit/risk management across a range of industries. Strong background in integration of acquisitions with experience in organisation culture, operations and IT. Spent 17 years with GE Capital with final position being Senior Executive Director Risk and Ombudsperson. Prior to this, employed at senior management levels with consultants and financial organisations across Australia.

Special Responsibilities

Chairman of the Audit and Risk Committee and member of the Nominating and Corporate Governance Committee.

Annette Gallard
Non-executive Director

BSoc Stud (USyd) MComm (UNSW) GAICD. Annette retired from the public service after a career of 28 years, 18 of which were in senior executive positions in the Community Services and Housing portfolios. Her most recent position was Chief Executive Officer, NSW Community Services. In 2012 she was awarded the Public Service Medal for outstanding public service to the achievement of social justice in NSW, particularly Aboriginal people.

Special Responsibilities

Member of the Audit and Risk Committee.

Appointed: 30 July 2013

Meetings of the Directors

During the financial year and up to the date of this report, 15 meetings of Directors were held. Attendance by each Director was as follows:

Director	Full Board		Audit and Risk Committee		Nominating and Corporate Governance Committee	
	Meetings eligible to attend	Meetings attended	Meetings eligible to attend	Meetings attended	Meetings eligible to attend	Meetings attended
D Cafe	15	15	-	-	2	2
J Ferguson	15	6	-	-	2	-
S Kahil	15	14	-	-	-	-
D Thrift	15	13	4	4	2	2
G Millett	15	11	4	4	-	-
W Carter	15	8	3	2	-	-
I Ellis	15	12	-	-	-	-
G Rowlson	15	14	-	-	2	1

Company Secretarys' Qualifications

Nazha Saad

Company Secretary

MBA (AGSM-UNSW), Diploma in Safety Science, B.App.Sc (OT), GAICD

Martin Baird

Company Secretary

BBus, Dip CSP; FCSA, FCPA, GAICD

Indemnifying Directors, Officers Or Auditors

Deeds of Indemnity have been entered into between the Company and Directors and Officers that indemnify them from financial losses that may occur arising from the performance of their duties. No indemnities have been given during or since the end of the financial year for any person who is or has been an auditor of the Company. Directors' and Officers' insurance premiums are paid by the Company.

The policy prohibits the disclosure of amounts paid.

Proceedings On Behalf Of The Company

No person has applied for leave of 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.

Contributions On Winding Up

In the event of the Company being wound up, ordinary members are required to contribute a maximum of $2 each. The total amount that members of the Company are liable to contribute if the Company is wound up is $1,264, based on 632 current ordinary members.

Auditor's Independence Declaration

A copy of the Auditor's Independence Declaration as required under section 307C of the Corporations Act 2001, is set out on page 64.

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.

This report is made in accordance with a resolution of Directors, pursuant to section 298(2)(a) of the Corporations Act 2001.

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

Dennis Cafe
Chairman
Sydney, 29 October 2013

Qavid Thrift
Chairman of the Audit and Risk Committee
Sydney, 29 October 2013

Discussion and Analysis of the Summary Financial Statements

Basis Of Preparation Of The Summary Financial Statements

The Summary Financial Statements are an extract from the full financial statements for the year ended 30 June 2013. The financial statements and disclosures in the Summary Financial Statements have been derived from the 2013 financial statements of St George Community Housing Limited.

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

The discussion and analysis is provided to assist members in understanding the Summary Financial Statements. The discussion and analysis is based on St George Community Housing Limited's financial statements and the information contained in the Summary Financial Statements.

The financial statements are presented in Australian Dollars which is the Company's functional and presentational currency.

Statement Of Profit Or Loss And Other Comprehensive Income

Total revenue increased by $5,069,441 (12.2%) to $46,534,303 (2012: $41,464,862).

Total expenditure increased by $1,687,867 (4.7%) to $37,757,722 (2012: to $36,069,855).

The surplus for the financial year increased by $8,534,564 (61.1%) to $22,497,073 (2012: $13,962,509).

The across the board increases in revenue and expenditure can be attributed to an increase in the number of properties under management for the full financial year. During the year ended 30 June 2013 a further 49 properties were completed and title passed to the Company as part of the 972 properties gifted to the Company in April 2011 as part of the vesting program.

The increase in the surplus for the year ended 30 June 2013 also arises as a result of the completion of these 49 properties, at which point a net gain of $7,400,000 was recognised in the statement of profit or loss and other comprehensive income. The corresponding income recognised in the 2012 summary financial statements was $4,600,000.

Statement Of Financial Position

Total assets increased by $27,101,369 to $343,363,858 (2012: $316,262,489) representing an increase of 8.6%. The increase is due in part to the recognition of 49 properties gifted under the Nation Building and Asset Ownership project in the year ended 30 June 2011 for which construction was completed during the 2013 financial year.

Additional spend on investment properties has been made during the current financial year, with capital additions being made in both Caringbah and Guildford.

Total liabilities increased by $4,604,296 to $40,653,057 (2012: $36,048,761) representing an increase of 12.8%. The increase is predominantly due to additional grant funding received from both SSDAAG and ADHC during the year ended 30 June 2013, which has been recognised under unexpended grants.

Statement Of Cash Flows

Cash flow improvements during the financial year were a result of increased rental income, grants received and good control over expenditure.

Statement Of Changes In Equity

The Reserve for Future Planned Maintenance Program was increased by $1,619,521 to $5,909,693 (2012: $4,290,172) to bring it in line with the Community Housing Provider Three Year Planned Maintenance Program requirement. Additional amounts were transferred to the Investment Property Reserve with respect to properties gifted under the Nation Building and Asset Ownership project and in relation to the gain on fair value of the Company's investment properties.

Summary Statement of Profit or Loss and Other Comprehensive Income for the Year Ended 30 June 2013

	Note	2013	2012
		$	$
Rental revenue	2	32,198,120	28,842,333
Revenue from government and other grants	2	10,635,827	8,052,003
Other revenue	2	3,700,356	4,570,526
Net gain on acquisition of investment properties	3	7,400,000	4,600,000
Fair value gain on investment properties	4	6,320,492	3,967,502
Property expenses		(23,364,902)	(22,998,920)
Employee benefits expense		(9,103,532)	(8,379,587)
Depreciation and amortisation		(472,651)	(504,757)
Finance costs - Commercial bill interest		(768,880)	(812,895)
Office rental expenses		(496,289)	(580,639)
Professional fees		(1,590,725)	(951,531)
Other expenses		(1,960,743)	(1,841,526)
Net surplus for the year attributable to members of St George Community Housing Limited		**22,497,073**	**13,962,509**
Other comprehensive income for the year		-	-
Total comprehensive income for the year attributable to members of St George Community Housing Limited		**22,497,073**	**13,962,509**

Summary Statement of Financial Position as at 30 June 2013

		Note	2013	2012
			$	$
Current Assets	Cash and cash equivalents		29,044,268	19,630,145
	Trade and other receivables		4,627,460	4,543,352
	Other current assets		1,164,701	469,755
	Total current assets		**34,836,429**	**24,643,252**
Non-Current Assets	Property, plant and equipment		2,204,624	2,324,802
	Intangible assets		12,843	-
	Investment property	4	306,309,962	289,294,435
	Total non-current assets		**308,527,429**	**291,619,237**
Total Assets			**343,363,858**	**316,262,489**
Current Liabilities	Trade and other payables		5,730,524	4,580,588
	Short term provisions		63,750	55,542
	Short term borrowings		10,159,228	1,033,466
	Deferred grants		467,505	361,255
	Unexpended grants		8,944,525	5,820,206
	Total current liabilities		**25,365,532**	**11,851,057**
Non-Current Liabilities	Deferred grants		14,133,957	12,986,136
	Unexpended grants		393,161	393,161
	Long term provisions		90,869	46,502
	Long term borrowings		669,538	10,771,905
	Total non-current liabilities		**15,287,525**	**24,197,704**
Total Liabilities			**40,653,057**	**36,048,761**
Net Assets			**302,710,801**	**280,213,728**
Equity	Accumulated surplus		25,912,576	18,755,516
	Reserves		276,798,225	261,458,212
	Total equity		**302,710,801**	**280,213,728**

Summary Statement of Changes in Equity for the Year Ended 30 June 2013

	Note	Accumulated Surplus	Planned Maintenance Reserve	Investment Property Reserve	Total
		$	$	$	$
Balance at 30 June 2011		**14,085,431**	**3,565,250**	**248,600,538**	**266,251,219**
Surplus for the year		13,962,509	-	-	13,962,509
Other comprehensive income for the year		-	-	-	-
Total comprehensive income for the year		13,962,509	-	-	13,962,509
Transfer to reserves		(9,292,424)	724,922	8,567,502	-
Balance at 30 June 2012		**18,755,516**	**4,290,172**	**257,168,040**	**280,213,728**
Surplus for the year		22,497,073	-	-	22,497,073
Other comprehensive income for the year		-	-	-	-
Total comprehensive income for the year		22,497,073	-	-	22,497,073
Transfer to reserves		(15,340,013)	1,619,521	13,720,492	-
Balance at 30 June 2013		**25,912,576**	**5,909,693**	**270,888,532**	**302,710,801**

Summary Statement of Cash Flows for the Year Ended 30 June 2013

		2013	2012
		$	$
Cash flow from operating activities	Receipts from customers	45,817,623	41, 183,214
	Payments to suppliers and employees	(38,035,681)	(36, 385,536)
	Interest received	981,203	919,935
	Finance costs paid	(768,880)	(812,895)
	Net cash generated from operating activities	**7,994,265**	**4,904,718**
Cash flow from investing activities	Payment for property, plant and equipment	(349,806)	(1, 665,525)
	Payment for investment properties	(3,963,496)	(4,166,680)
	Payment for intangible assets	(15,509)	-
	Net cash used in investing activities	**(4,328,811)**	**(5, 832,205)**
Cash flow from financing activities	Repayment of finance lease commitments	(196,609)	(229,196)
	Receipts from government bodies	6,551,460	2,767,600
	Proceeds from borrowings	-	1,400,000
	Repayment of borrowings	(779,996)	(686,664)
	Interest on government grants	173,814	300,000
	Net cash generated from financing activities	**5,748,669**	**3,551,740**
Net increase in cash held		**9,414,123**	**2,624,253**
Cash at the beginning of the financial year		**19,630,145**	**17,005,892**
Cash at the end of the financial year		**29,044,268**	**19,630,145**

Notes to the Summary Financial Statements for the Year Ended 30 June 2013

Note 1 : Basis Of Preparation Of The Summary Financial Statements

The Summary Financial Statements have been prepared from the audited financial report for the year ended 30 June 2013. The audited financial report for the year ended 30 June 2013 is available on request from St George Community Housing Limited.

The financial statements are presented in Australian Dollars which is the Company's functional and presentational currency.

The financial statements, specific disclosures and other information included in the Summary Financial Statements are derived from and are consistent with the full financial statements of St George Community Housing Limited. The summary financial statements cannot be expected to provide a detailed 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 to St George Community Housing Limited and are consistent with those of the preceding financial year in their entirety.

Note 2 : Revenue		2013	2012
Rental Revenue		**$**	**$**
		32,198,120	**28,842,333**
Revenue from Government and Other Grants	General programme	6,714,730	6,240,118
	Ageing, Disability and Home Care	35,570	35,570
	Port Jackson Program	1,036,852	565,210
	Release of deferred grants – AHIF Bankstown	106,269	106,269
	Release of deferred grants – AHIF Leumeah	161,467	161,467
	Release of deferred grants – ADHC	1,370,154	93,519
	National Rental Affordability Scheme Incentives	922,819	722,296
	Other	287,966	127,554
	Total government and other grants	**10,635,827**	**8,052,003**
Other Revenue	Interest received from corporations	928,305	984,962
	Reimbursement – tenants and landlords	1,133,272	1,523,075
	Place based management fees	1,405,893	1,417,074
	Program management fees	9,160	184,523
	Other income	223,726	460,892
	Total	**3,700,356**	**4,570,526**
Total Revenue		**46,534,303**	**41,464,862**

Note 3 : Net Gain On Acquisition Of Investment Properties

During the year ended 30 June 2011, SGCH was gifted 972 properties under the Nation Building and Asset Ownership project. 49 of these properties were completed during the current year (2012: 26). The fair value of these properties is recognised in Other Income on completion.

Fair Value Of Gifted Properties

Refer to Note 4 for details of the valuation basis of the properties.

	2013	2012
	$	$
	7,400,000	4,600,000
	7,400,000	4,600,000

Note 4 : Investment Property

	Note	2013	2012
		$	$
Balance at the beginning of year		289,294,435	276,370,000
Additions resulting from properties gifted	3	7,400,000	4,600,000
Properties purchased		1,100,000	3,985,000
Capitalised subsequent expenditure		2,195,035	371,933
Change in fair value of investment property		6,320,492	3,967,502
Balance at the end of the year		**306,309,962**	**289,294,435**

The majority of the investment properties are leased to low income tenants. The lease terms vary depending on the property provider and range from 2 weeks to 12 month rolling contracts.

Ageing, Disability and Home Care which provided the grant used to purchase the property located at 182 Holden Street, Ashbury, has lodged a caveat over the property. The commercial bills held with the Commonwealth Bank of Australia are secured by a mortgage held over the investment properties at Leumeah and Bankstown.

Valuation Basis

The fair value of investment properties is determined each year by an independent registered property valuer on a sample basis.

The fair value of the remaining properties at reporting date is assessed by the Board of Directors, which considers the results of independent valuations performed as well as external market conditions to ensure that the carrying amount of each property does not differ materially from its fair value at reporting date.

Declaration of Independence by Tim Sydenham to the Directors of St George Community Housing Limited

As lead auditor of St George Community Housing Limited for the year ended 30 June 2013, I declare that, to the best of my knowledge and belief, there have been:

1. No contraventions of the auditor independence requirements of the *Corporations Act 2001* in relation to the audit; and

2. No contraventions of any applicable code of professional conduct in relation to the audit.

Tim Sydenham
Partner
BDO East Coast Partnership

Sydney, 29 October 2013

Directors' Declaration

The Directors of the Company declare that the summary financial report of St George Community Housing Limited for the financial year ended 30 June 2013, as set out on pages 57 to 63:

(a) are an extract from the full financial report for the year ended 30th June 2013 and have been derived from and are consistent with the full financial report of St George Community Housing Limited.

This declaration is made in accordance with a resolution of the Board of Directors and is signed for and on behalf of the Directors by:

Dennis Cafe
Chairman

Sydney, 29 October 2013

David Thrift
Chairman of the Audit and Risk Committee

Sydney, 29 October 2013

Independent Auditor's Report on the Summary Financial Statements

To the members of St George Community Housing Limited.

Report on the Summary Financial Statements

The accompanying summary financial statements of St George Community Housing Limited, which comprises the summary statement of financial position as at 30 June 2013, the summary statement of profit or loss and other comprehensive income, summary statement of changes in equity and summary statement of cash flows for the year then ended, related notes and the directors' declaration are derived from the audited financial report of St George Community Housing Limited for the year ended 30 June 2013. We expressed an unmodified audit opinion on that financial report in our audit report dated 29 October 2013.

The summary financial statements do not contain all the disclosures required by the Australian Accounting Standards and the *Corporations Act 2001*. Reading the summary financial statements, therefore, is not a substitute for reading the audited financial report of St George Community Housing Limited.

Auditor's Responsibility

Our responsibility is to express an opinion on the summary financial statements based on our procedures which were conducted in accordance with *Auditing Standard ASA 810 Engagements to Report on Summary Financial Statements.*

Opinion

In our opinion the summary financial statements derived from the audited financial report of St George Community Housing Limited for the year ended 30 June 2013 are consistent, in all material respects, with that audited financial report, on the basis described in Note 1.

BDO East Coast Partnership

Tim Sydenham
Partner
Sydney, 29 October 2013