

Creating Homes, Building Futures.



SGCH is a leading **community** housing **organisation** with a demonstrated ability to deliver **innovative** solutions for social and affordable **housing**.

We are a registered Community Housing Provider (CHP), and in 2015 we will mark 30 years of achievement. SGCH has a well-earned reputation as a solid and reliable organisation, built through our effective working relationships and personalised approach to customer service.

Our core business is asset management, property development and tenancy management. We provide homes to over 8,000 people in 4,300 dwellings across 23 local government areas in NSW. In addition to housing services, we also partner with other organisations to provide products and services for people living in our properties.

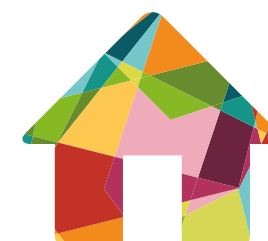


Contents

Chair's Report	4	Our Properties	40
CEO Report	6	Delivering Outcomes for People with a Disability	44
Statement of Commitment	9	Pipeline Properties	46
SGCH Outcomes: How We've Helped in 2013/2014	10	Improving Environmental Outcomes	48
Our Partners	12	Glowing Gardeners	51
Our Achievements	14	Our Team	52
Corporate Developments	16	Staff Spotlight	54
Our Tenants	18	Summary Financial Statements	57
Our Stories	20	Directors' Report	58
A New Approach	22	Summary Statement of Profit or Loss and Other Comprehensive Income	70
Tenant Advisory Group	24	Summary Statement of Financial Position	71
Youth Initiatives	26	Summary Statement of Changes in Equity	72
Community Housing for Aboriginal People	28	Summary Statement of Cash Flows	73
Supporting Our Tenants	30	Notes to the Summary Financial Statements	74
Vulnerability Assessment Tool Case Studies	32	Auditor's Independence Declaration	77
Homelessness Initiatives	33	Directors' Declaration	78
Community Events and Highlights	36	Independent Auditor's Report	79
Our Stories	38		

Our Vision

Better lives, stronger communities through affordable, quality housing.



Our Purpose

To provide social and economic opportunities through secure, affordable and sensitively managed housing for people on low and moderate incomes.

Our Values

Support

Supportive environment.

Accountability

Accountable people and practices.

Respect

Respect for staff, partners and clients.

Integrity

Integrity in our communications and meeting our responsibilities.

Our Performance

We measure our performance across four key result areas:

1. Responsiveness

Customer satisfaction and impact.

2. Excellence

Operations, sustainability and effectiveness.

3. Innovation

Reputation, brand positioning and the future.

4. Leadership

People and organisational culture.



Our Strategic Directions

Our people are at the heart of everything we do. We will continue to grow, innovate and maintain our personalised approach to customer service. We will continue to appropriately balance mission and margin. We will focus on building social capital and cultivating thriving communities. We will engage in strategic partnerships to strengthen capability, influence

policy and provide an integrated offering. We will pay particular focus on achieving outcomes for young people and Aboriginal tenants. We will continue to invest in our staff and culture to deliver excellence. We will measure our efforts through the achievement of short term outcomes as well as longer term social impacts.

Chair's Report

Focusing on the development of our business, building on our great culture and continuing to deliver on our strategic directions have led to another year of solid outcomes for SGCH.

We have had a successful financial year. During 2013/2014 our owned properties, 1,413, gained in value by \$59.1M (2013: \$6.3M). This is a reflection of the changes in the Sydney property market.

Further, the NSW State Government completed the vesting of 309 Nation Building properties which had a value of \$83.6M (2013: \$7.4M). The financial year closed with a healthy cash position of \$28.3M (2013: \$29.0M). During the year we invested \$13.3M in new properties. This was a record spend for SGCH.

We continued to work through the process of bringing our wholly-owned subsidiary company, SGCH Portfolio to operational readiness. The parent company SGCH will transfer assets to SGCH Portfolio, including the titles vested under the Nation Building Economic Stimulus Plan's Social Housing Initiative. Most of our new developments and procurements will also be managed under SGCH Portfolio.

In establishing SGCH Portfolio a new Board was formed, on which I am serving as Chair. I am pleased to welcome the new Directors to the SGCH Portfolio Board, Ms Victoria Weekes and Mr Philip Manidis joined as independent members, bringing with them expertise in financial management, business leadership and governance. The balance of the SGCH Portfolio Directors are common to the parent company (SGCH),

comprising Mr David Thrift and Ms Annette Gallard.

Through SGCH Portfolio, we have been able to secure a \$61 million debt facility with Westpac that will allow us to build another 275 properties. This is an historic arrangement between a community housing provider and a financial institution, the partnership is innovative and unique. The debt facility was achieved through the dedication and commitment of SGCH and Westpac and must be commended.

Another focus for the 2013/2014 year was the implementation of the organisation's Active Portfolio Management (APM) approach. APM involves looking carefully at the condition of individual and grouped assets and assessing the appropriate planned maintenance program. This approach seeks to inform decisions about assets and optimise the property portfolio. As a result of this approach, five properties were identified as fit for disposal and consequently sold in the year. This sales program resulted in a realised gain of \$4.03M. This was a first for SGCH and a great result, with the sales proceeds reinvested into new properties to better meet the needs of our tenants.

Winning the 2013 State Award for Excellence in Social Housing at the Australasian Housing Institute (AHI) Awards was a highlight of the year.

\$61M

debt facility
with Westpac
allows us to
build another

275
properties.



I was particularly thrilled to see tenant Ms Stefanie Allen receive the AHI Tenant Led Initiative Award. The award recognises Stefanie's work promoting the wellbeing of young people in our community through dance troupe 'Inspired Avenue'.

On a personal note, I was humbled to sign SGCH's Statement of Commitment to Aboriginal People with Aunty Annette Webb on National Sorry Day, 26 May 2014. Aunty Annette and other guests shared their stories so openly with those in attendance; it was a truly moving day. I am proud that SGCH has taken this important step in recognising the Stolen Generation and reflecting on this period in our nation's history. It's an important part of our commitment to achieve outcomes for Aboriginal tenants.

I would like to take this opportunity to thank my fellow Directors for their efforts over this past year. SGCH and SGCH Portfolio Directors have shown an unswerving commitment to governance excellence. Particularly with the formation of a new company, the Directors' workload has been considerable and they have risen admirably to the challenge in achieving, and often surpassing, our goals for the year.

We were sad to see Board member Joan Ferguson retire in November 2013, after four years of service to SGCH. Joan's housing career spans service delivery, policy, leadership and governance. Her commitment and passion will be sorely missed and we wish her all the very best in her role as CEO of The Housing Trust, Illawarra.

None of the achievements of SGCH over the past year would have been possible without the vision, purpose and determination of a skilled team. I would like to thank in particular our CEO Nazha Saad for her leadership and dedication. Nazha has seamlessly led our organisation to the next level of maturity and growth while keeping her gaze firmly fixed on achieving great outcomes for our tenants.

Thank you to our partners, tenants and team for another terrific year. I look forward to the continued success of SGCH and SGCH Portfolio and appreciate your continued support.


Yours sincerely,
Dennis Cafe

CEO Report

It has been another extraordinary year; it often feels that the pace of change and life just keeps getting faster. Change has been ever-present this year, which seems appropriate for our organisation which is dedicated to changing lives.

Looking back, there have been some obvious changes including our new brand, website and name from St George Community Housing to SGCH. We launched a refreshed *Streets Ahead* - our tenant newsletter, after conducting research and consulting with our Tenant Advisory Group (TAG) to ensure we provide relevant information in an easy to read format.

In the political landscape, there has been a change of Federal Government, and a new Premier and new Ministers for the NSW State Government. We have worked to forge strong relationships and advocate for our tenants and applicants on a range of housing issues, most notably in our submissions to the Parliamentary Inquiry into Social, Public and Affordable Housing, the Inquiry into Affordable Housing and the Inquiry into Tenancy Management in Social Housing.

During this year our new company was established, SGCH Portfolio. As a wholly-owned subsidiary company of SGCH, SGCH Portfolio will help us to open doors and build futures for hundreds of people - essentially this arrangement with Westpac will result in SGCH delivering 275 new dwellings for social and affordable housing.

Speaking of opening doors, this year we acquired 190 new dwellings across four locations, providing affordable housing in Fairfield and

Leumeah, and social and seniors housing in Riverwood and Liverpool. We built a new 10 bedroom facility under the Younger People in Residential Aged Care (YPIRAC) program in Guildford.

We introduced two new pieces of research methodology that will help us measure information and progress over the long term. Firstly, there is our new social impact framework which will build a deeper understanding of the role and impact SGCH has in the lives of our residents. The framework will inform our service and program delivery to positively affect change. We continue to measure tenant satisfaction, this year our results held steady at 79 percent and we are grateful for the feedback on our survey.

Secondly, for the first time we conducted a staff culture survey. We have built, and are continuing to improve upon, a culture where all our systems, policies, processes and behaviours are aligned to our vision and values, enabling us to deliver innovative products and excellent customer service.

Both the social impact framework and culture survey open the door for us to increase our knowledge, capacity and ability to deliver more; and for what we deliver to have maximum impact.

At the centre of our strategic direction is the commitment that, 'We will pay particular focus on achieving outcomes for young

people and Aboriginal tenants.' In the past year I'm pleased to say we have made tangible progress on these outcomes.

We marked National Sorry Day with tenants, staff and stakeholders witnessing the signing of SGCH's Statement of Commitment to Aboriginal People. This is supported by our strategy to work internally to strengthen our understanding of Aboriginal people and improve our capability in this area.

The YFutures mentoring program came to a close at the end of 2013. It has made such a difference to the lives of the young people who participated, improving education, training and employment outcomes across the group.

In 2014 SGCH launched a new youth initiative, called Generation Next. This project was implemented to build knowledge of the needs and aspirations of young people through a survey program that ran for three months. The outcomes of this research will inform the development of targeted programs and services for young people. I look forward to hearing how this program changes lives.

A personal highlight this year was being afforded the opportunity to participate in the Strategic Perspectives in Nonprofit Management course at Harvard Business School. This was a wonderful learning opportunity that was worth all the hard work. There were 159

Our tenant satisfaction survey results held steady at

79%

fellow participants from across the globe, with Australia well represented with a contingent of 15 students. Despite a seemingly exhaustive schedule, I came back to SGCH full of energy and passion to continue to implement our organisational purpose.

I would like to thank our Tenant Advisory Group (TAG) and particularly our Acting Chairperson, Peter Hindmarsh, for their enthusiasm and dedication. The TAG provide valuable feedback so that SGCH can deliver better programs, events and services for our tenants.

This year the housing sector said farewell to Mike Allen, Chief Executive of Housing NSW, when he retired after a 40 year career in social housing. Mike is one of the most inspirational, well-respected people in the sector, and on behalf of SGCH I would like to thank and acknowledge Mike for his achievements and wish him all the very best for the future.

Many thanks to our suppliers, partners and corporate sponsors for your ongoing collaboration this year.

We would like also to thank our Board members of both SGCH and SGCH Portfolio for their continuing stewardship and commitment to the organisation. Special acknowledgement to our Chair, Dennis Cafe who continues to passionately guide us in achieving our vision.

None of this would of course be possible without a terrific staff, who strive to achieve everyday for the people we serve - thank you.

To our residents, thank you for your courage, friendship and your resilience. Most of all, thank you for making the SGCH community so wonderful.



Yours sincerely,
Nazha Saad





SGCH STATEMENT OF COMMITMENT TO ABORIGINAL PEOPLE

We acknowledge that we are located on the lands of the Biddegall (Bidjigal/Bediagal/ Bidegal) Clan. The Biddegall are the traditional custodians of this land and are part of the greater Eora Nation.

We acknowledge and pay our respects to past, present and future Aboriginal elders, people and nations. Many other clans and tribes moved through this land and we also acknowledge them.

This Statement of Commitment, signed on Sorry Day, 26 May 2014, is an acknowledgment of regret over past practices and policies which have impacted on the social and emotional well being of Aboriginal and Torres Strait Islander people (Aboriginal people), their homes and their communities.


We recognise Aboriginal people as the world's oldest living, continuous culture with unique languages and spiritual relationships to the land and seas.

SGCH is strongly committed to practical action aimed at building the physical, cultural, spiritual and family well-being of Aboriginal people through our role as a community housing provider.


We commit to increasing our employees' insight, respect and appreciation of Aboriginal cultures. We also welcome Aboriginal people to complete placements and seek employment here, gain and share skills, and to partner with us.

SGCH desires to actively play our part to help to close the gap between Aboriginal and non-Aboriginal people.

We renew our determination to listen and learn from Aboriginal people, to recognise the important contribution they make, and to offer a first-rate service that responds to the diversity of Aboriginal people and their communities.



Aunty Annette Webb
Local Aboriginal Elder
26 May, 2014



Dennis Cafe
SGCH Chairman
26 May, 2014

Statement of Commitment

SGCH marked National Sorry Day 26 May 2014 with an event to officially sign our Statement of Commitment to Aboriginal People.

During 2014 SGCH formed an Aboriginal Reference Group (ARG) to provide advice and expertise that would assist with the implementation of the Community Housing for Aboriginal People (CHAP) strategy. The ARG is an enthusiastic group of tenants, local residents and representatives from organisations including Centrelink, the Office of Environment and Heritage, and Hurstville City Council.



In this capacity, the ARG recommended SGCH hold an event to mark National Sorry Day 2014 and launch the Community Housing for Aboriginal People strategy. As part of their work with SGCH, the group helped prepare and advise on the Statement of Commitment to Aboriginal People.

To coincide with the event, SGCH commissioned an artwork from local artist and Aboriginal elder Aunty Annette Webb. Her painting, 'At Home by the Campfire' depicts Aboriginal people at home, living within a community surrounding a central campfire which, as the source of warmth and light, draws Aboriginal people together.

The artwork features in the Statement of Commitment to Aboriginal People which was signed during the Sorry Day event by Aunty Annette Webb and SGCH Chairman, Dennis Cafe. Attended by tenants, staff and invited guests from support partners and Hurstville City Council, the event was a simple and solemn remembrance of the Stolen Generations with personal reflections of this period in our history.

Aunty Annettes' painting was hung in the foyer of our Hurstville head office with the signed Statement of Commitment, to welcome all our visitors and visually signify that this is an organisation that acknowledges and respects Aboriginal people.

Read more about the Community Housing for Aboriginal People strategy on page 28.

SGCH Outcomes: How We've Helped In 2013/2014

In this financial year SGCH has continued its strategic focus to provide personalised customer service, build social capital and cultivate thriving communities.

Responsiveness to Our Tenants

52,256

Phone Calls Answered

Connected with

2,992

Households through our Home Visits

28

Households assisted with Housing Plus loans

79%

Tenants Satisfied
Tenant Satisfaction Survey 2013

120

People with Improved Wellbeing through Live Fit for Life program

New Homes
New Leases



Applications

Affordable Housing
Social Housing Assistance



Eased Financial Pressure for

4,286

Households through Subsidised Housing

30

Young People Entered Training Education and Employment

2,500

People Engaged through Community Events
Including meetings, social activities, workshops, TAG and local neighbourhood groups

270

Tenancies Sustained due to Formal Support

10

Tenants that Gained and Maintained Paid Employment through our Social Procurement Policy

2

Community Gardens Built

75

Bursaries Awarded, easing Students financial burden

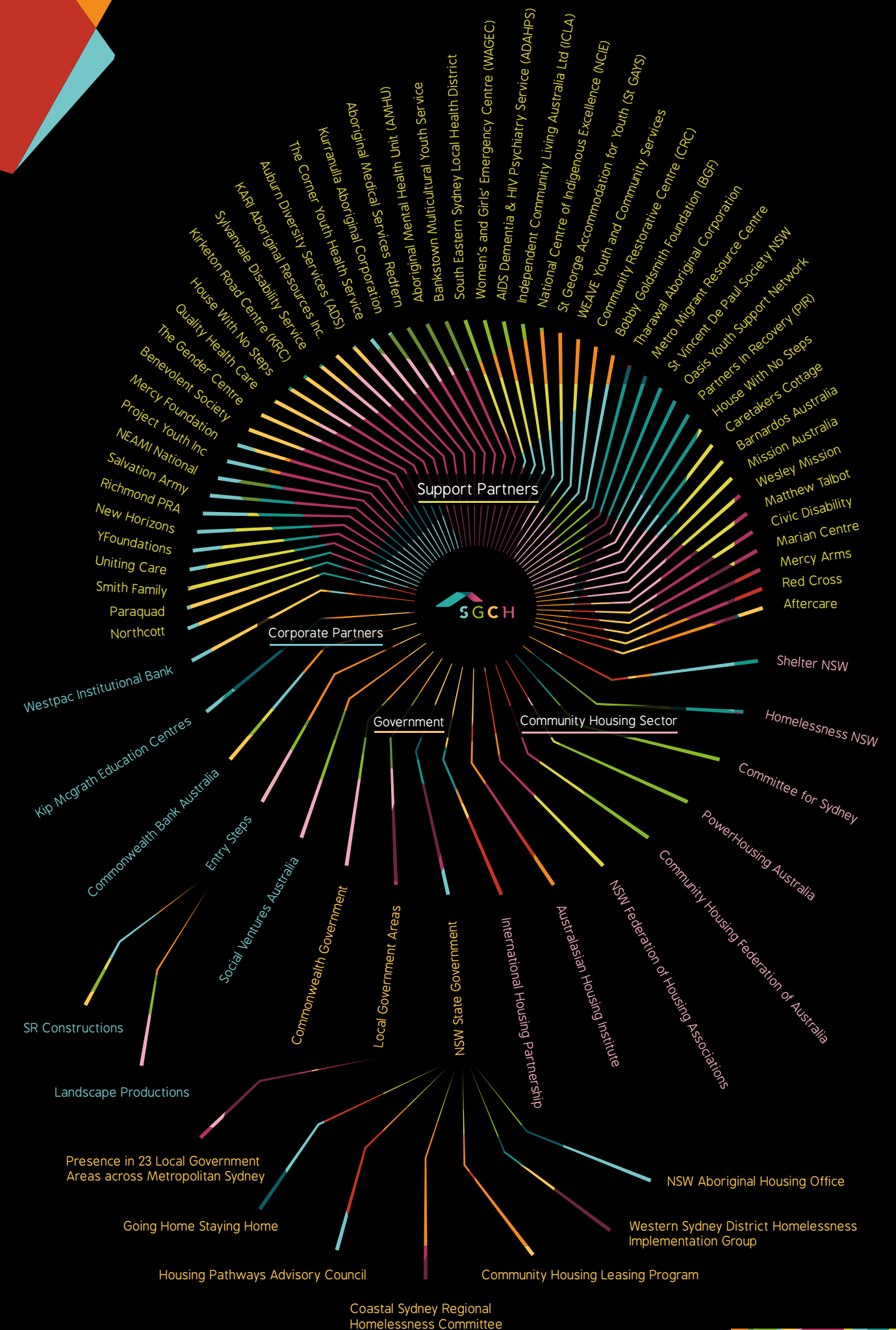
Our Partners

SGCH is committed to working in an open and collaborative way with our partners. Essential to achieving successful outcomes for our residents is our ability to connect with stakeholders.

We do all this by:

- Working across all levels of government, to advocate for our residents through influencing and shaping policy and to demonstrate the vital work we do in local communities.
- Sustaining and strengthening mutually beneficial relationships with our support partners to deliver an integrated approach that benefits residents.
- Partnering with financial institutions to grow our business in a manner that appropriately balances risk and takes a considered commercial approach.
- Identifying and engaging with service providers and partners that are aligned with our values to support SGCH in obtaining outcomes - including developers, contractors and consultants.
- Facilitating our Tenant Advisory Group to ensure our residents are consulted and their views represented across all aspects of our work and service delivery.
- Working collaboratively with other community housing providers to share learnings, systems and processes to build industry capability.
- Regularly participating in workshops, committees and conferences with peak bodies and industry bodies such as the NSW Federation of Housing Associations, Committee for Sydney and PowerHousing Australia to positively contribute to, and develop advocacy opportunities for the community housing sector.

Our **relationships** with partners **contribute to** all areas of our work, including **outcomes** for our residents, staff, programs and services. Our **partners help** us **achieve our vision, purpose** and **strategic direction** and contribute to the **continuous growth** of our organisational capabilities.



Our Achievements

Our Strategic Plan evolves every year and is treated as a living document by the Board, Executive and Staff of SGCH. This iterative process ensures we appropriately focus our priorities and direction whilst adapting to the reality of an ever changing environment.

KRA1	Responsiveness	KRA2	Excellence
<p>Tenant satisfaction is greater or equal to 85% and tenant satisfaction with their quality of life is greater than or equal to 70%</p> <p>A tenant satisfaction survey of 648 tenants was conducted in July/August 2013.</p> <p>Four-fifths of tenants are satisfied with the overall service provided by SGCH, identical to 2012. SGCH continues to meet tenants’ needs over and beyond their expectations, where many remain ‘delighted’ with SGCH.</p> <p>62% of respondents believe their quality of life has improved since becoming a tenant of SGCH.</p>	<p>Customer Service Charter delivered</p> <p>Tenancy home visits are fully scheduled and on track for the year.</p> <p>Responsive repairs and maintenance average about 80% on time completion. Completion times are affected where third parties are involved through leasehold and builders warranty matters.</p> <p>Appeals and complaints are effectively managed with an average resolution time of 20 days.</p>	<p>Operating surplus to gross revenue is 7%</p> <p>Annual year result is 15%.</p> <p>Improved environmental performance</p> <p>A number of new building projects in Westmead and Sutherland are on track to deliver 4 Green Star building ratings.</p> <p>Work is continuing that will reduce building common area electricity costs by 5%.</p>	

62% of survey respondents believe their quality of life has improved since becoming a tenant of SGCH.

Results for 2014

We measure the delivery of our Strategic Plan across four key result areas (KRAs); **Responsiveness**, **Excellence**, **Innovation** and **Leadership**. Highlights for the year include KRAs from the Performance Report Card.

KRA3	Innovation	KRA4	Leadership
<p>SGCH as a voice in shaping public policy</p> <p>SGCH has been represented at a number of conferences such as the:</p> <ul style="list-style-type: none">• Social Determinants of Health on Affordable Housing• Growing Affordable Housing Conference• NSW Federation of Housing Associations Building Communities. <p>SGCH has been represented at a number of ongoing Government policy reform working groups such as the:</p> <ul style="list-style-type: none">• Housing Pathways Advisory Council• Coastal Sydney Regional Homelessness Committee• Community Housing Leasing Program. <p>SGCH has made formal submissions to the:</p> <ul style="list-style-type: none">• Going Home Staying Home Inner City Procurement process• Inquiry into Tenancy Management in Social Housing - Parliament of NSW Legislative Council: Public Accounts Committee	<ul style="list-style-type: none">• Inquiry into Affordable Housing Senate Standing Committee on Economics• Parliamentary Inquiry into Social, Public and Affordable Housing Parliament of NSW Legislative Council. <p>Successfully meeting our annual growth targets</p> <p>New properties managed by SGCH at Riverwood (123 units) and Fairfield (16 units). Further developments now underway in various locations will net a further 173 units.</p> <p>Younger People in Residential Aged Care (YPIRAC) property completed.</p> <p>High level of general stakeholder satisfaction</p> <p>The 2013 Support Agency Survey reveals an average of 70% satisfaction across six outcome areas.</p> <p>Social Impact of products and programs delivered through the Community Regeneration framework</p> <p>Work has commenced on a new Social Impact Framework which will better report how SGCH is enabling tenants to improve their quality of life, opportunities and the impact SGCH has.</p>	<p>Staff satisfaction and engagement</p> <p>The 2013 staff survey showed a high overall satisfaction and engagement rating of 83%.</p> <p>All areas of focus from the 2012 survey have shown significant improvement during the year.</p> <p>Achieved 85% staff retention rate.</p> <p>Completed first culture survey and established baseline measure.</p> <p>Received Australasian Housing Institute award recognising the successfully managed review and transition to a new organisation structure within our Housing Services and Renewal team.</p> <p>Developed SGCH Capability Framework.</p>	

Corporate Developments

SGCH continues to thrive as the business grows to meet the ever increasing demand for community housing.

Aligned with our strategic direction, we are committed to growth and innovation whilst maintaining our approach to customer service. Our ability to adapt and change is made possible because of our culture and values, which place people at the heart of everything we do.

Over the past year there have been significant developments within our corporate culture that highlight our commitment to growth, innovation and people.

Our Staff And Culture – Capability Framework

After experiencing a period of rapid growth over the past five years, SGCH has successfully navigated change through its strong commitment to supporting staff.

SGCH has a tailored approach to leadership development, its' people and culture, and implementation of comprehensive change management practices.

As our staff numbers and expertise have grown, so has the diversity of roles and responsibilities. This has led to the development of standardised, consistent and sustainable approach in place for people management practices. To support this, SGCH has been developing a capability framework.

Using a thorough job evaluation process, benchmarking methodology and linked to a qualifications framework, the capability framework defines all levels across the organisation, enabling us to position all roles within this framework. The capability framework serves as a linchpin for all Human Resources related activity.

Our Innovation In Customer Service - Project RADAR

Following an analysis of processes, Project RADAR was established to improve the way SGCH manages rent and debt. The key objectives of the project were to:

- Reduce rent arrears and debt by 30%
- Implement a strong customer first approach for rent and debt management
- Focus on sustaining tenancies and early intervention.

Project RADAR delivered significant results for SGCH, including a 35% reduction in rent arrears and debt. This was successfully achieved whilst maintaining excellent customer service and an eviction rate of less than 1%.

The Service Improvement Team coordinated Project RADAR in conjunction with staff from the Housing Services, Finance, and Property Services teams; a great example of SGCH's 'One Team' approach.



(Left to right SGCH Portfolio Chair Mr Dennis Cafe, Directors Mr Philip Manidis, Ms Victoria Weekes, Mr David Thrift. Not pictured Ms Annette Gallard)

Our Business Growth - SGCH Portfolio

In 2010 SGCH won a tender from the NSW State Government through the Commonwealth Government's Nation Building Economic Stimulus Plan (NBESP). This was awarded on the basis of our experience in managing a large portfolio of properties and providing support to high needs tenancies, as well as our commitment and capacity to borrow money for investment in new housing supply.

In order to meet this commitment and invest in new housing supply, the program required that the assets be leveraged to borrow funds. SGCH looked to partner with Westpac to determine an appropriate and sustainable debt level in accordance with our asset vesting obligations. This led to the creation of a subsidiary company called SGCH Portfolio in December 2013.

The business model we have created will see SGCH Portfolio function as a wholly owned subsidiary company of social and affordable housing assets, from which private finance will be secured to develop, construct and procure new housing.

SGCH Portfolio is a legal entity and will be the beneficial owner of assets, which include 1,181 Nation Building dwellings to be transferred from SGCH, as well as newly developed assets. This model will meet the delivery leverage targets that SGCH is committed to.



SGCH Portfolio is governed by a Board of Directors including a Chair and Company Secretary common to the SGCH parent. In order to maintain an appropriate level of independence, the SGCH Portfolio Board will include a number of Directors who are independent of the Parent. Those Directors are Ms Victoria Weekes and Mr Phillip Manidis. Those Directors common to the parent include Mr Dennis Cafe, Mr David Thrift and Ms Annette Gallard. The Company Secretary is Mr Martin Baird. The first SGCH Portfolio Board meeting was held on 17 September 2013.

It is proposed that SGCH Portfolio will commence operations in 2014/2015.

8,021

People Housed

4,137

Head Tenants

Ages

Young -30	359
Seniors +55	1,983
Elderly +70	816

Gender

Female	2,454
Male	1,683

Status

Employed	468
Single Parent	808
People with a Disability	1,868

207

Aboriginal Head Tenants

Total Aboriginal People Housed 395

Languages

1,524

Head Tenants who speak a language other than English at home

43

 Languages Spoken

Arabic
Cantonese
Mandarin
Vietnamese

Main Languages Spoken

Our Tenants

Our Stories

Tenant profiles

Katherine

Menai, NSW



Watch Katherine's Story Here

Katherine lives with her teenage daughter Amanda in Menai. Katherine is an active volunteer in her community and a member of SGCH's Tenant Advisory Group. She also studies and supports Amanda in her training as an elite swimmer and Paralympian.

"I've just recently completed a double degree at University at UTS in Adult Education and Community Management. All through my life I've done volunteer work, I find that a really rewarding part. And that also I believe is a part of my identity, I love to give back to the community.

I've been invited to be part of community events, been part of TAG which is the Tenant Advisory Group and I've been to the meetings. It was good to see the staff being involved and popping their head in, even the manager coming down and introducing herself, and the Sorry Day was good - that was very well represented by staff, tenants and guests.

I think the important part is for myself as an Aboriginal woman, it's part of my identity which is really important to both myself and the rest of our family.

It's good that SGCH acknowledge the traditional owners, and the TAG meetings do an acknowledgement to the country. As soon as you walk in the foyer, to be able to see a painting of an elder, that's when you think someone's taken the effort and initiative to actually consider things.

Amanda is an elite swimmer, and Amanda was lucky enough to represent Australia. The first time she represented Australia in swimming she was 14 and we went to Italy. And then the following year she was lucky enough to find a spot on the Paralympic team to go to London.

I think that SGCH is a leader in providing quality community housing and the programs that go with it. I think, it's not a good idea to just drop a person in a house. I think it's really important to get people back into the community where they can get involved, they might pick up a course, they might find employment and things like that."

Ruby

Marrickville, NSW



Watch Ruby's Story Here

Ruby lives with her son Yorick in Marrickville and is actively involved with SGCH through the TAG and tenant activities.

"My name is Ruby Guevara, I live with my son Yorick. We've been with SGCH nearly five years and we're happy. My background is from South America, Colombia. I've been living in Australia for 16 years. For me, it's the first time I've been in housing. They run activities for tenants - they don't look at us like tenants, but like a family. They're very positive.

With my son, he's growing healthy, and SGCH gave me that opportunity. With activities for kids, for parents, and every year they have a family day out. I participate in TAG, I did the calendar this year (2014).

The people I see at SGCH know me and when we see each other they're very friendly and always say, 'Hello Ruby'. We're very happy here".

Terry

Riverwood, NSW



Watch Terry's Story Here

Terry lives in the new Washington Park community at Riverwood and is the resident green thumb, active in the Garden Club which tends to the community gardens. Terry also gives back to his community through the local neighbourhood group.

"It's people working for the right reasons to help the community, and I very much get that sense with SGCH. Invariably people who need to come to live in Riverwood and have the support of community housing are people who've for one reason or another run into problems, difficulties, and they've needed that support.

It's a really broad range of services that they offer for young and old and all the different nationalities. Sporting activities, and...boy you know...you name it they do it.

So we call ourselves the Garden Club. We started off with a small team of residents who were interested - it's open to anybody who wants to get involved, but you have to do a bit of work. And it's lovely, you know - people come down and just take some lettuce leaves or silverbeet or tomatoes, you know? Whatever you like. I think for the most part they partner up pretty well with the community centre.

Now I've got a much bigger apartment here which is really comfortable and pretty well equipped. And that's why I like to give back to the community too, it's not all just a one way street. I don't believe in just...welfare for nothing, there's some wonderful people that really go out of their way to do whatever they can do for the community and work with the centre."

A New Approach

Social Impact Framework

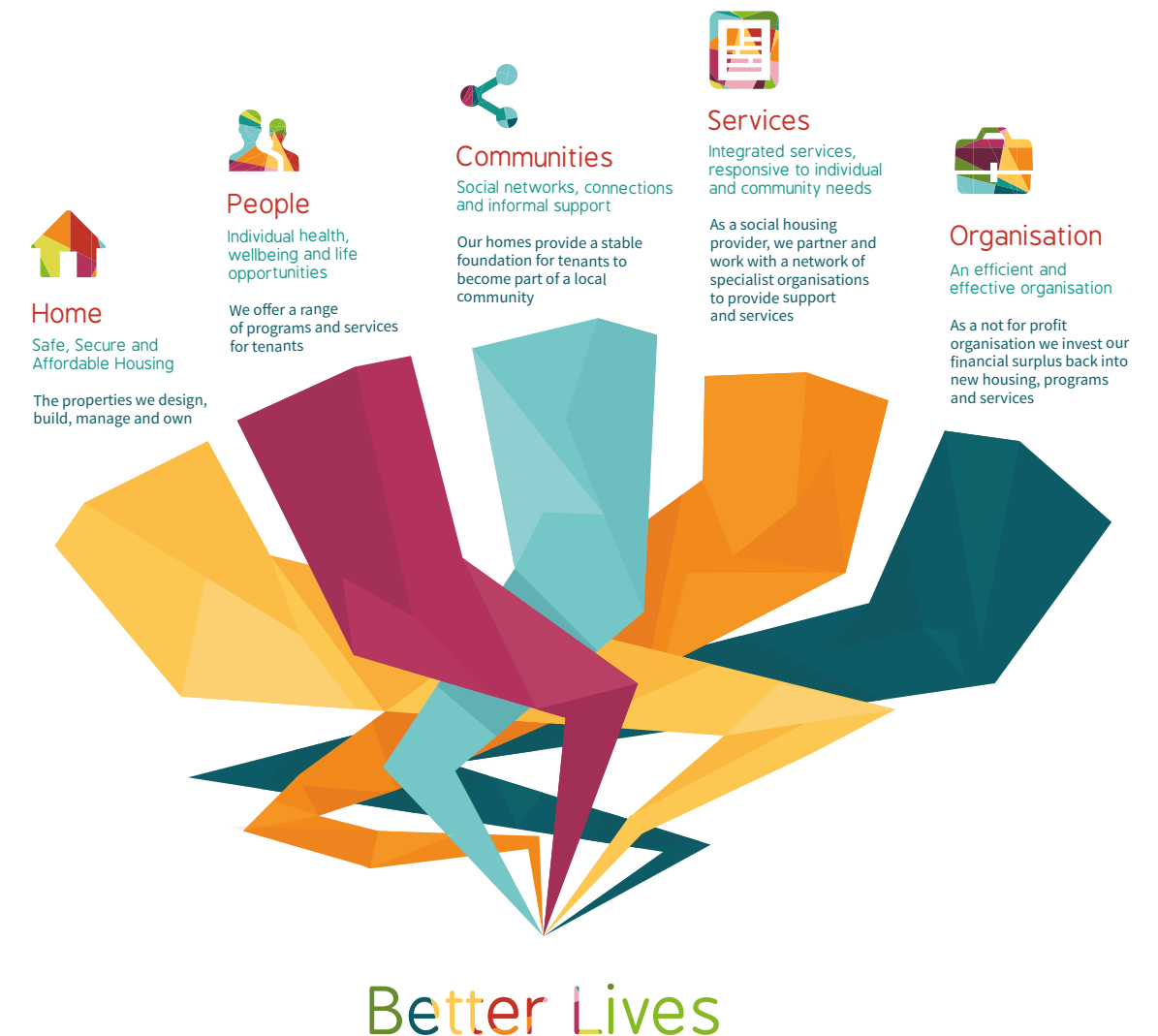
SGCH understands that the provision of safe, secure housing is the first step.

We recognise that once people have opportunities to settle and create a home, they can then think about other parts of their lives. We work to provide an integrated approach through our services, programs and partnerships to provide opportunities to help people work towards their aspirations.

To measure and track this approach, SGCH has launched a new way to deliver housing programs and services under the umbrella of a Social Impact Framework.

What is social impact?

Social impact can be defined as how an activity benefits the wellbeing of an individual, family and community. SGCH will deliver positive impact across five outcome areas:



The new approach using a Social Impact Framework is about building a deeper understanding of the role SGCH has in the lives of our residents. The framework will help the organisation gather and build information to better understand requirements and design programs in a way that delivers positive outcomes for SGCH tenants and communities.

Our existing programs and services will gradually be aligned with the new approach. In the first instance, this has involved modifying the Annual Tenant Satisfaction Survey to include qualitative research.

The research is designed to capture the impact of the organisation on people's lives through focus groups and in-depth interviews. Moving forward, the qualitative research program will alternate every year with the existing tenant satisfaction survey.

From 2015, we will produce an annual Social Impact Report detailing our achievements and impact across the five outcome areas.

Tenant Advisory Group

The SGCH Tenant Advisory Group (TAG) is a group made up of and led by tenants, consisting of more than 350 regular members and a further 200 social members. The group is open for any SGCH tenant to join with membership free and voluntary.

The role of the TAG is to:

- act as a platform for tenant members to raise broad issues in relation to housing policy, operations and service delivery
- develop tenant participation mechanisms and structures
- organise social or other activities for the benefit of SGCH tenants
- help break down the isolation felt by individual tenants
- share information about projects and learn from other tenants
- encourage and support SGCH Tenancy Managers
- report on the business of the TAG in newsletter Streets Ahead.

TAG members met regularly during the year to discuss relevant topics and projects, and were consulted by SGCH to further its understanding of the needs and viewpoints of tenants.

In the past year TAG committees and representatives worked to provide a voice for community housing tenants in engagements with government housing agencies, council services and community groups.

TAG highlights of the year

- The production of the TAG calendar was made possible through hours of meticulous work by a committee of volunteers



A highlight of the year was receiving the award for St George Community Group of the Year, which was presented by the NSW Governor, Her Excellency Professor the Honourable Dame Marie Bashir AD CVO.

- Creation of Local Neighbourhood Groups (LNG) for tenants to meet near to their homes, rather than travelling to SGCH head office in Hurstville. These LNGs are operating in Narwee/Riverwood, Campbelltown and Fairfield.
- Keeping up to date on the latest Community Housing trends, issues and policies, members of TAG have attended state-wide housing conferences, representing SGCH at:
 - ▶ Shelter NSW conference 'Possibilities and Realities: private rental housing as a solution', to explore the big issues for housing policy and low income renters today.
 - ▶ The Australian Housing Industry 'People and Places Master Class' series, designed to support senior housing professionals involved in place making, community renewal and urban regeneration.

- TAG has been an active member of the Tenant Network, an organisation representing all Community Housing tenant groups across NSW.

Social and community participation

TAG members helped organise events, providing opportunities for our tenants to come together in inclusive, friendly and social settings. This included the annual Christmas party and a record-breaking SGCH Big Day Out at Luna Park, where 650 people turned out for a fantastic free day of fun.

Events and special days supported by TAG include R U OK? Day, Neighbourhood Day, National Sorry Day, Seniors Week, Harmony Day, International Women's Day and Anti-Poverty Week.

TAG also produced a short video to raise community interest in Anti-Poverty week, explaining what poverty means to them.



From the Chairperson

Our TAG is always keen to welcome new members, and I urge all SGCH tenants to consider joining their neighbours in meetings and activities. We are looking for SGCH tenants who are interested in helping by contributing through TAG.

I would like to say thank you to everyone for their ongoing commitment and support in keeping our TAG strong and productive this year.

And a special warm thanks to management at SGCH for their support and encouragement.

I must especially thank those committee members and general members who have been seriously ill during the year, and those who have had demanding responsibilities beyond normal family and personal calls on their time, but have still managed to contribute actively to TAG and SGCH tenant interests.

Peter Hindmarsh
Acting TAG Chairperson

Watch the TAG's video discussing what poverty means to them



Youth Initiatives



Yfutures participant Emmanuel with a Chief Aircraft Engineer at work experience event.

SGCH is committed in its strategic direction to young people;
We will pay particular focus on achieving outcomes for young people.
 Some examples of the work we have carried out during 2013/14 are Yfutures and Generation Next.

Yfutures

In partnership with Yfoundations, a peak organisation for youth homelessness, the Yfutures project aimed to deliver a coordinated program for at risk youth, developing work readiness skills through mentoring. Yfutures did this by matching mentors with young people to work towards achieving their individual education and employment goals over a 12 month period. The program incorporated a Communities of Service model, providing participants with additional support services in their local area as needed.



- 34 young people participated in the Yfutures project
- 39 mentors were fully trained in the mentoring program
- 88% of participants gained work experience, employment or commenced further education by project completion
- 100% of participants reported plans for their future education and employment

The success of Yfutures was only possible with the support, cooperation and involvement of organisations including the Smith Family, Bankstown Multicultural Youth Service and The Corner Youth Health Service. Yfutures was funded by the Australian Government Department of Human Services through the Better Futures, Local Solutions Grants Program.

For SGCH and partner Yfoundations, the program delivered learnings and knowledge that will inform future programs for young people, specifically around mentoring and case coordination activity. A comprehensive evaluation report on the program is being prepared by a specialist in homelessness and youth issues, Associate Professor David Mackenzie, Swinburne University of Technology. The report will be available on the SGCH website in late 2014.

“YFutures has been one of the best programs I have participated in, it has given me the opportunity to reach my goals and believe in myself. My mentor has been a very good role model for me, someone who has come into my life at exactly the right time and helped me make the changes I needed to make. Not only have I gained confidence, I have had the opportunity to start thinking about life after year 12. I have also learned the importance of setting goals, sticking to appointments, showing up to work and being responsible. One year ago, I never imagined I would be doing the things I’m doing nor did I think I would have so many options and pathways to choose from. Being part of this program, it’s opened doors to many opportunities in life. Thank you Yfutures and thank you to my mentor for all the time and investment you have put into making my life easier for me to deal with”.

Ravin Lotomau
 Yfutures participant

“I’d just like to say I found being a partner in this project a great eye opener to the disadvantages some youth are having to contend with, and it was very fulfilling to work with committed people who were offering a valuable solution. I hope funding for such programs can be ongoing as they are essential”

Danny White
 State Training Manager

State Training Service and member of the Yfutures
 Network Partnership 18/06/14

Generation Next

With over 3,000 young people (birth up to 30 years of age) housed with SGCH, the Generation Next project was developed to help understand their needs and aspirations. The project aimed to build knowledge that would inform the development of programs and services for young people, assisting them to achieve goals in education and housing.

The project got underway in early 2014, with the development of a survey by a working group which included internal and external consultants. The survey canvassed questions across five pillars, which were developed by young people in conjunction with Yfoundations.

Five pillars

- connectedness
- education and employment
- health and wellbeing
- home and place
- safety and stability.

The survey ran from April to June 2014, with responses collected on our website and through face-to-face engagement with SGCH staff including Reception, Tenancy Managers and Community Regeneration. An iPad Mini was also given away for each of the three months the survey ran.

At the close of the survey on 30 June 2014 we received 514 completed responses, to be analysed in a comprehensive report. The next stage of Generation Next is to use the insight provided by the survey data to help SGCH plan and implement initiatives for education, training, employment and housing for young people.



Yfutures participants enjoy a surfing day at Cronulla beach.

Community Housing For Aboriginal People

In 2013 SGCH signed a Statement of Intent to participate in a statewide strategy, Community Housing for Aboriginal People.

The Community Housing for Aboriginal People, or CHAP, is a commitment to providing accessible and affordable housing to Aboriginal people. SGCH became involved at the invitation of Housing NSW's Community and Private Market Housing directorate (CAPMH) and the Aboriginal Housing Office.

The CHAP aligns with our strategic direction that 'We will pay particular focus on achieving outcomes for Aboriginal tenants'. The CHAP strategy aims to do this by bringing both Aboriginal and mainstream community housing providers together. Aboriginal people will benefit through services delivered as a result of these organisations working collaboratively, forming mutually beneficial partnerships and increasing their organisational capability.

The Deliverables of the CHAP

Develop Cultural Competency

Support and Sustain Aboriginal Tenancies

Increase Access for Aboriginal People to Mainstream Community Housing

Promote Employment Opportunities for Aboriginal People

Facilitate Local Partnerships and Support Capacity Development



The ARG meet to discuss a range of issues to guide the CHAP strategy.

SGCH began meeting its commitment to the CHAP by developing an implementation plan. The plan was designed to improve the way SGCH can deliver services to, and ensure positive outcomes for, Aboriginal people. Tied in with this overarching goal was a dedication to increase our cultural competency as an organisation.

As a result of the implementation plan, SGCH identified three main areas of focus, critical to the success of the CHAP strategy:

- **Culture** – Lifting staff cultural understanding, creating a more welcoming and inviting office space for prospective and existing tenants

- **Applicants and Tenants** – Housing more Aboriginal people, and ensuring staff and systems are supporting and sustaining tenancies
- **Capability** – Employing Aboriginal people, increasing organisational skill, training and capabilities.

Work on implementing the plan and these three main areas across the organisation commenced with the support of the Board. Our progress included establishing the Aboriginal Reference Group (ARG) that included local Aboriginal people, cultural workers and tenant representatives. The reference group has provided invaluable advice, shaping our approach and activities.

Read more about ARG on page 9.

In the past year SGCH, in consultation with the ARG, has:

Acknowledgement

Acknowledged Sorry Day on 26 May 2014 with the official signing of the Statement of Commitment by local Aboriginal Elder, Aunty Annette Webb and SGCH Chairman, Dennis Cafe.

Respect

Observed 'Acknowledgements to Country' at Board and key staff meetings.

Policy Development

Developed an affirmative allocation policy designed to increase Aboriginal tenancies.

PAST

Statement of Commitment

Signed a Statement of Commitment to Aboriginal People, affirming the organisations acknowledgement of past wrongs, and declaring hopes for continuing reconciliation.

Artwork to Welcome Visitors

Commissioned original artwork by Aunty Annette Webb (At Home by the Campfire), which is displayed in the foyer of SGCH's Hurstville head office.

Sustaining Tenancies

Introduced an Aboriginal tenancies at-risk protocol, to identify any issues and intervene early to sustain tenancies.

NOW

With work to support the CHAP strategy underway, our future plans include:

Employment

Recruiting and supporting an identified role.

Staff Capabilities

Including Aboriginal cultural modules across the staff learning and development calendar.

Research

Implementing a research project applying the social impact framework to provide insight on Aboriginal tenants experience of SGCH.

Office Makeover

A 'makeover' of the SGCH Hurstville office that is inclusive and welcoming.

Aboriginal Employment Strategy

Developing an Aboriginal Employment strategy, linking SGCH to specialist Aboriginal employment and training agencies.

Social Procurement

Requiring contractors to offer training and work to a mutually agreed number of Aboriginal tenants.

Working With Government

Working across six identified local government areas to build links with support partners and housing services.

Communications

Highlighting Aboriginal people and culture in our communication materials.

Process Improvement

Reviewing the tenant sign up process to identify areas for improvement.

FUTURE

Supporting Our Tenants

SGCH offers support services for our residents. We take an integrated approach to ensure that people are not only able to maintain their tenancies, they are also offered support for other areas of their life they may need assistance with. This support is possible due to our partners, our staff and our programs.

Looking at support partnerships - Sustainable Tenancies Team

Our Sustainable Tenancies team comprises trained Tenancy Specialists who work with clients to identify potential issues and provide solutions. With a mandate to deliver early intervention and prevention, the team works to resolve problems before it can further affect a tenants' health, wellbeing or housing. The team seeks to identify at risk, or vulnerable, tenancies at an early stage and then link individuals and families to integrated and coordinated services that can assist them to maintain their housing.

Creating links

To provide these supports and links for tenants, the Sustainable Tenancies team partners with specialist community organisations. At SGCH we pride ourselves on taking the time to develop new partnerships as well as building on valued long standing relationships with our support partners. Our relationships with our support partners are paramount to the success of the early intervention work we do with our tenants.

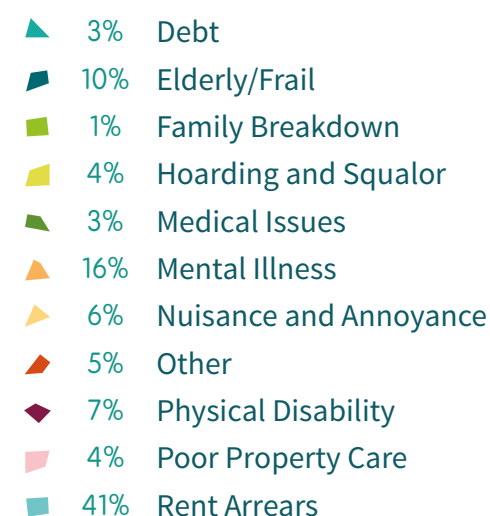
Once the most appropriate support service is identified, a link between the tenant and support agency is created. The kinds of services can include financial management, mental health services, property care assistance or medical support. SGCH Tenancy Specialists stay involved to provide ongoing assistance for the tenant.

Vulnerability Assessment Tool

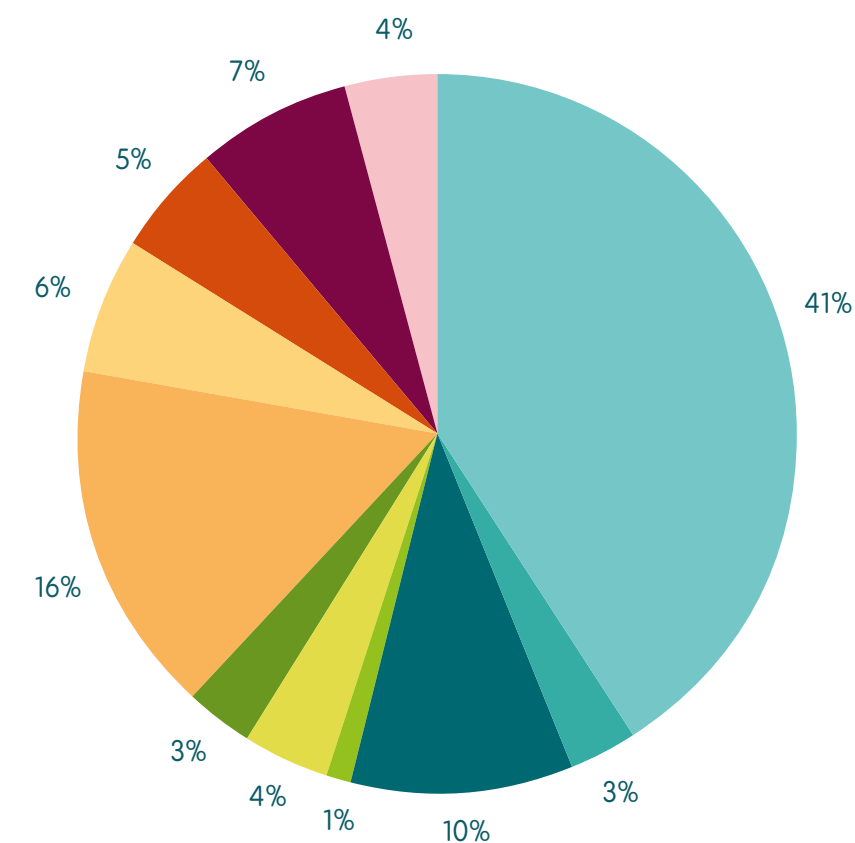
The Sustainable Tenancies team uses a Vulnerability Assessment Tool (VAT). Developed to determine the level of risk and vulnerability associated with the individual tenant or household, the VAT uses key indicators to help us guide decisions. The VAT assesses the level, extent and type of support required for people who are likely to be at a greater risk of losing their tenancy.

The VAT allows Tenancy Specialists to objectively determine the support needs of vulnerable tenants. The tool comprises of a set of key indicators that give a rating of needs relevant to personal health and wellbeing. By rating a person's level of need across 10 unique indicators, such as medical needs, age, family support; our team makes a comprehensive assessment and develops a support plan.

Presenting Issues to the Sustainable Tenancies Team



In March 2014, SGCH was invited to present at the PowerHousing Conference in Sydney. The presentation outlined the work being undertaken by our award winning Tenancy Specialists to link vulnerable tenants with support to enable them to sustain their tenancies. The presentation also included a demonstration of our VAT. Since the presentation, SGCH has received a number of requests from a range of service providers for more information about our VAT.



The VAT in action

In 2013/14, there were over 270 referrals assessed using the VAT. In around 130 of these cases, we responded to those tenants within 24 hours, with a further 110 tenants receiving a response from our Sustainable Tenancies team within seven days.

Vulnerability Assessment Tool Case Studies

A Space to Sleep for Naomi

Our team used the VAT to assess the level and extent of Naomi's need, guiding her Tenancy Specialist on when and how to best support Naomi.

When Development and Portfolio Services were unable to complete an inspection due to the extent of hoarding, they referred Naomi* to the Sustainable Tenancies team for assistance.

Previously, Naomi had been an active member of her community and was regularly involved in neighbourhood events, until she experienced some medical issues and anxiety. Her health problems led to her feeling isolated, and she was unwilling to allow friends to visit her home.

When the team contacted Naomi, they learned she had been sleeping on a small section of her lounge because she could not access either of her two bedrooms.

Initially reluctant to accept help and allow strangers in her home, Naomi's Tenancy Manager and Tenancy Specialist built rapport with her over a period of time, and she eventually agreed to be referred to a support service.

Community Options were engaged and helped Naomi through the process of sorting her belongings. They even arranged for her unwanted property to be donated to a charity in Indonesia, respecting Naomi's wishes to not waste any useful items.

The process took several months, during which time Naomi's Tenancy Specialist also found out she had been having trouble using her shower. An Occupational Therapist was engaged and SGCH installed safety modifications, making the shower easier and safer for Naomi.

Now both of Naomi's bedrooms are cleared and she is back sleeping in her bed. She is also getting out more with friends, going to the theatre and movies and enjoying her life. Her anxiety about having friends over has decreased and she is finding it easier to host guests.

Family Support for Somsri

Somsri* was referred to the Sustainable Tenancies team following a home visit, where her Tenancy Manager became concerned about her wellbeing. The VAT was used to assess Somsri's level of need and find a way forward.

Somsri was suffering from depression and anxiety, compounded by her stress about the impact her mental health was having on her daughter, relationships and ability to maintain her tenancy. Somsri felt that her daughter Jane* did not understand that bouts of her lacking of motivation or excessive sleeping were symptoms of her illness.

SGCH referred Somsri to **South Eastern and Northern Sydney Family Referral Service (SENSFRS)**, who in turn referred Jane to a three day program designed for children whose care-givers live with mental health problems. Somsri felt that her own lack of motivation made it difficult for Jane to get out of the house during school holidays, so Jane was also referred to Kookaburra Kids, a vacation care and camp for children.

Providing support for the whole family, SENSFRS referred Somsri to Sutherland Shire Family Support Service. With ongoing support from these agencies, Somsri has let SGCH know that she is much happier and calmer, and her relationship with her daughter is back on track.

*Names changed for privacy reasons

Homelessness Initiatives

As a leading community housing provider, SGCH has a key role to play in raising awareness about homelessness. We take this responsibility seriously, and we are committed to highlighting and ending homelessness not only by providing homes, but through advocacy and policy avenues, participation in events, providing expertise on committees and working with other organisations to deliver sustainable outcomes.

Port Jackson Supported Housing Program

SGCH has managed the Port Jackson Supported Housing Program since 2006. The program provides medium-term transitional housing and support in 211 properties in the Sydney area. SGCH works with 15 support partners which provide specialised support services to Port Jackson tenants, including:

- Aboriginal and Torres Strait Islander people
- Young people at risk of homelessness
- Seniors
- Women and families escaping domestic violence
- People with physical disabilities or health conditions
- Individuals with mental health issues
- People leaving the criminal justice system.

The program achievements to date include transitioning over 150 tenants into long term social housing or the private rental market.

During 2013/14, SGCH renewed the formal partnership arrangements with all of the Port Jackson support providers. A new, streamlined set of Operating Principles was developed, clarifying the roles and responsibilities of all parties. The principles continue the focus on improving housing and non-housing outcomes for our tenants, including:

- Improved health and well being;
- Entry into education, training and employment; and
- Development of independent living skills.

Anti-Poverty Week 2013

In 2013 SGCH played an instrumental role in launching Anti-Poverty Week, a nationwide event aimed at increasing public understanding of poverty and hardship within Australia and around the world.

CEO of SGCH, Nazha Saad was the NSW Co-Chair of the event with St Vincent de Paul Society NSW CEO, Michael Perusco. Nazha helped support the week by holding Anti-Poverty Week events with the SGCH community and engaging tenants in fundraising and education initiatives. NSW Attorney-General Greg Smith attended SGCH's Anti-Poverty Week launch event in Fairfield Estate, where SGCH was able to profile the Entry Steps Employment Program and provide participants with an opportunity to promote the program as a pathway out of poverty.



"I've recently been promoted to Safety Officer with Landscape Productions. By having this job, I feel proud of myself – it's given me more self confidence and direction in life. The Entry Steps Employment program is the best thing that has ever happened to me."

Phil, SGCH tenant

Entry Steps Employment Program Participant

Homelessness Initiatives *(continued)*

Platform 70 - Collaborating to End Homelessness

Platform 70 is a project of the National Partnership Agreement on Homelessness aimed at placing 70 rough sleepers from the inner city Sydney areas into 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 provided housing for four clients under the program with each of these clients successfully sustaining their tenancies.



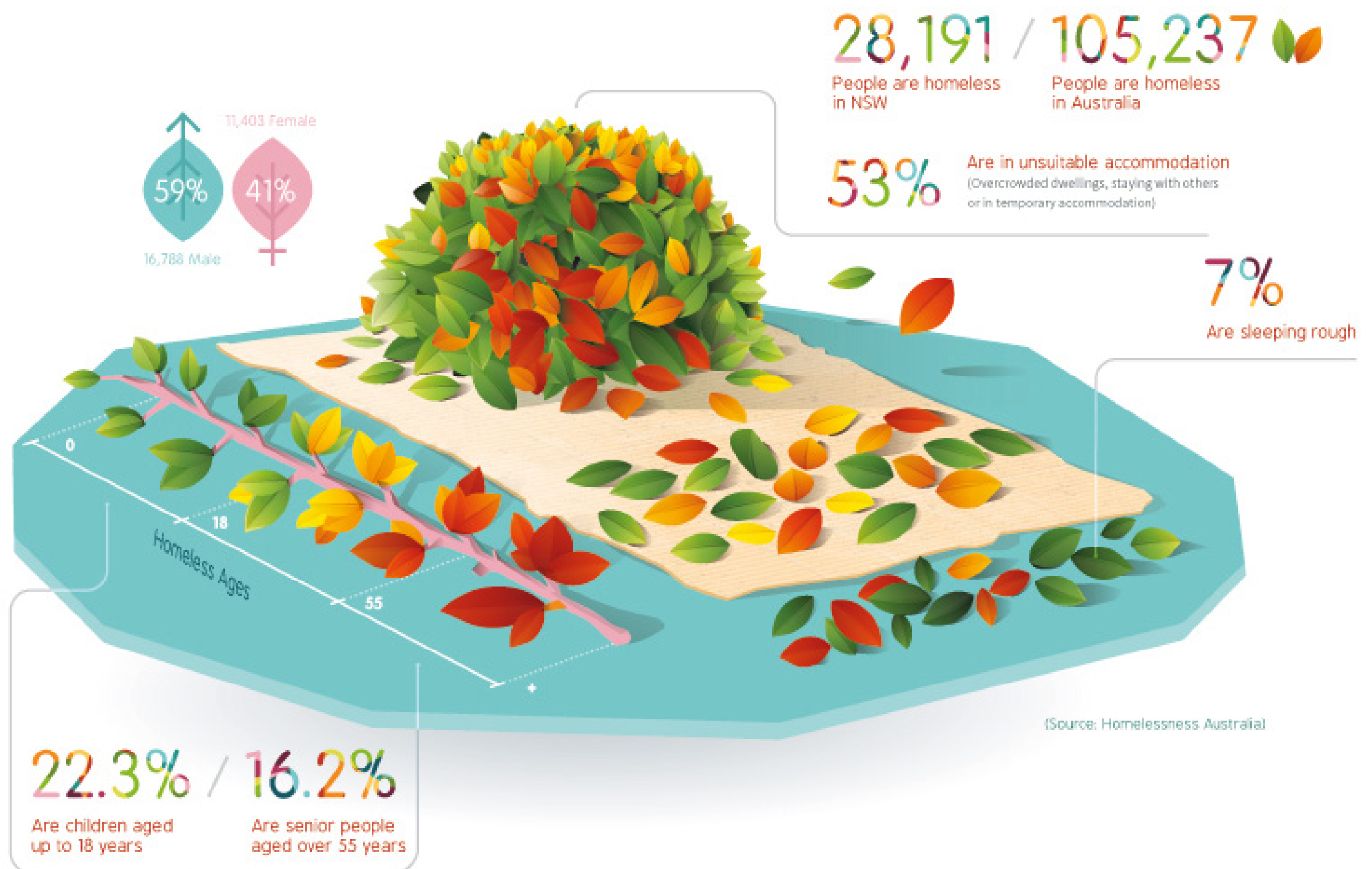
CEO Nazha Saad braves the winter cold for the CEO Sleepout

CEO Sleepout 2014

The 9th Annual CEO Sleepout was held on 19 June 2014 in capital cities across Australia, and for the fourth consecutive year, SGCH's Nazha Saad participated in the Sydney event.

Nazha joined over 1,000 CEOs nationally to raise funds and awareness of homelessness to support Vinnies homeless services. Vinnies raised over \$5.5 million nationally, and Nazha topped the not-for-profit leaderboard, raising over \$32,000.

Over the four years Nazha has participated, she has raised over \$100,000 for Vinnies. All money raised goes toward funding new projects and programs, and assisting with the provision of existing homeless services.



Homeless Connect

In June 2014, SGCH participated in 'Homeless Connect', an annual event that connects those who are at risk, or currently experiencing homelessness, with community and government organisations who provide housing, health, employment, social, financial and legal services.

Staff from SGCH operated a busy stall at the event, assisting with housing applications and providing attendees with information about SGCH's services and products.

In addition to being introduced to the range of services available to attendees, a hot hearty lunch, medical and dental checks, haircuts, new clothes and massages were provided free of charge.

Kogarah Community Sleepout

In 2013, Kogarah Community Services ran its first Kogarah Community Sleepout. The event was aimed at raising awareness about youth homelessness, and much needed funds for two local youth refuges, 'Project Youth' and 'Southern Sydney Youth Refuge'. People from the local community were encouraged to come together to 'sleep rough' and experience first hand what it feels like to be homeless for one night.

SGCH was a key sponsor of the event, funding volunteer supplies and investing its staff expertise in the event planning, production and execution. CEO, Nazha Saad was a guest speaker on the night, shedding light on the issue of homelessness alongside SGCH tenant, Leonie

Hoare; who gave her own compelling account of her experience of youth homelessness. SGCH staff spent a chilly evening sleeping out and helped to raise over \$15,000, enabling Kogarah Community Services to continue its ongoing support services for homeless youth.

Community Events and Highlights

At SGCH, we believe that when people are connected and engaged, communities thrive and lives are enriched. Through our Housing Services and Renewal team, we focus our efforts on fostering community and establishing vibrant, healthy neighbourhoods where people feel safe and connected.

Throughout the year we hold a range of activities and programs to help our tenants establish and strengthen relationships with their local communities, fellow SGCH tenants and our staff.

Big Day Out

A record number of residents attended our Big Day Out in 2014. Over 650 residents came together at Luna Park to enjoy a day of sunshine, rides and entertainment.

Each year, the Big Day Out offers residents the opportunity to experience a fun, family day out that they may otherwise go without. The Big Day Out is one way SGCH aims to provide residents with community building social activities and enriching personal experiences.

"This was something my children could normally only dream about. We could never afford to visit Luna Park without this fantastic opportunity from SGCH, thank you!"

SGCH resident

Pride of Place

In 2014 we introduced a new Housing Plus product, the 'Pride of Place' scheme. Pride of Place recognises and rewards SGCH residents who have demonstrated a high level of care and commitment to maintaining their home. Tenants are nominated by an SGCH staff member such as a Tenancy Manager or Property Inspector, and if successful are rewarded with a \$200 gift card.



Education Bursary

SGCH's Bursary recipients were congratulated this year by Senator Marise Payne, Federal Minister for Human Services, who attended SGCH's action-packed Bursary Ceremony on 22 January 2014. This year's Bursary ceremony featured performances from comedian Steve Philp and dance group Inspired Avenue.

Since its inception, SGCH has awarded over \$520,000 in educational bursaries and scholarships to more than 600 students in primary, secondary and tertiary study. Additionally, since 2011, 66 Kip McGrath Education Centre scholarships have been awarded, with a total value of \$132,000.

"Without the Bursary and encouragement from SGCH, most people would not be encouraged to pursue their education. I am grateful to be a recipient of the Scheme as it has helped me get closer to my goals in life"

Hassan Mrad,
2014 Bursary recipient

Hassan is currently studying Aviation Management at the University of NSW. See Hassan's story on page 38.



"This dance program has changed my daughter's life and given her a great deal of confidence. Before the commencement of classes, she was hesitant to attend her day program but now she is full of energy, has lost some weight and is eager to be more active on a daily basis".

SGCH resident

Thanks for the Don't DIS my ABILITY Dance Program

Don't DIS my ABILITY Dance Program

For the second year in a row, SGCH residents enjoyed participation in the 'Don't DIS my ABILITY' 12 week dance program in 2013. Run by Hurstville Dance Academy for local residents with mild to moderate disabilities, the program was funded by Hurstville Council, the ClubGRANTS Scheme and SGCH, and gave participants a wonderful opportunity to exercise and learn new skills in good company.

Our Stories

Tenant profiles

Hassan

Allawah, NSW



Watch Hassan's Story Here

Hassan's family has been housed by SGCH for 'as long as I can remember!'. A Bursary recipient for two years, Hassan is studying Aviation and is planning to travel overseas and pursue his dream of becoming a commercial pilot.

"I'm 23 years old, I'm in my final stages of University studying a Bachelor of Aviation. Yeah I enjoy the great outdoors, I enjoy sports - all kinds of sports. I love to travel, of course. Yeah, I've done a bit of flying and my main aim in the future is to become a commercial pilot.

SGCH's Bursaries have been a great help. I was a recipient for two years in a row and it's definitely helped me with university fees and I've still got some aside actually for my future plans to travel to a few countries at the end of the year and apply for a few cadetships with some airlines. So yeah it has definitely been a good help for me. It has released a lot of pressure off my back.

Honestly it means a lot to me because they've helped me two years in a row with the Bursary. They've helped my family for as long as I can remember and without them life would just be pretty difficult. They have been a really good help towards me and my family for a very long time and I really appreciate them for that."

Jeremy

Ex-Affordable Housing tenant, proud home-owner



Watch Jeremy's Story Here

Jeremy is a married father of two daughters, who works as a chef. Jeremy and his family were Affordable Housing tenants of SGCH and have recently bought their own home.

"I answered an ad in the paper which I'm so glad I did, because it helped me out a lot financially and I didn't have to worry about having to move out of the place where I was for a long time. They explained the program to me right at the start where the idea was to live in affordable housing and try to save some of my money which would normally have gone to rent. I think we're really lucky that we got to move into a three bedroom unit that was a step up for us from where we were, and we had flyscreens!

Across the road was the primary school and the girls' high school. The benefits of being with SGCH really were that we were living in a nice area for an affordable price. Having the school across the road was a great benefit, and I think it's a 25% discount on the rent on the market value; that saved us 25% which we were able to keep in the bank for our own deposit.

I'd never felt so good in my whole life as that day when we first moved in. I was totally exhausted from moving a lot of boxes but it was worth it. I wasn't going to stop until that last box was in!"

Joan

Bonnyrigg, NSW



Watch Joan's Story Here

Joan has been a resident at Bonnyrigg for almost three decades and is thrilled with the changes SGCH have made to the area. Joan is a passionate gardener and painter, and loves her home and neighbours.

"I really love it. I love it here. I know so many people. You just get to know a lot of people that live around the place. You're forever having a chat here and a chat there and you eventually get your shopping done. I'm very happy with SGCH. I like them all - we have a chat and a laugh.

They are very helpful...and I'm not sucking up to them! Well, if something needs fixing it gets done, actually they're pretty good with that - you know, with their maintenance. They've made sure that everything's safe for me. Like asking me if I need extra hand rails.

SGCH have lifted this place up big time. It's become more...community and I think this is why people are walking around with their head up, not with their heads down. We did have a lot of trouble with drug addicts, and all that but...they seem to have all gone. It's just become a lot more positive. Yeah, a really positive place and beautiful."

Leased **552** | Managed **2,320** | Owned **1,414**

Leased **552** | Managed **2,320** | Owned **1,414**

4,286

Grand Total

Bedroom Type	Number of Units
Studio	124
1 Bedroom	1,008
2 Bedrooms	1,995
3 Bedrooms	1,745
4 Bedrooms	244
5 Bedrooms	37
6+ Bedrooms	10
NA- undeveloped land	2

\$3,271,033 vs \$1,081,886

Total Reactive	Total Planned
----------------	---------------

Total Common Area Maintenance **\$1,164,918**

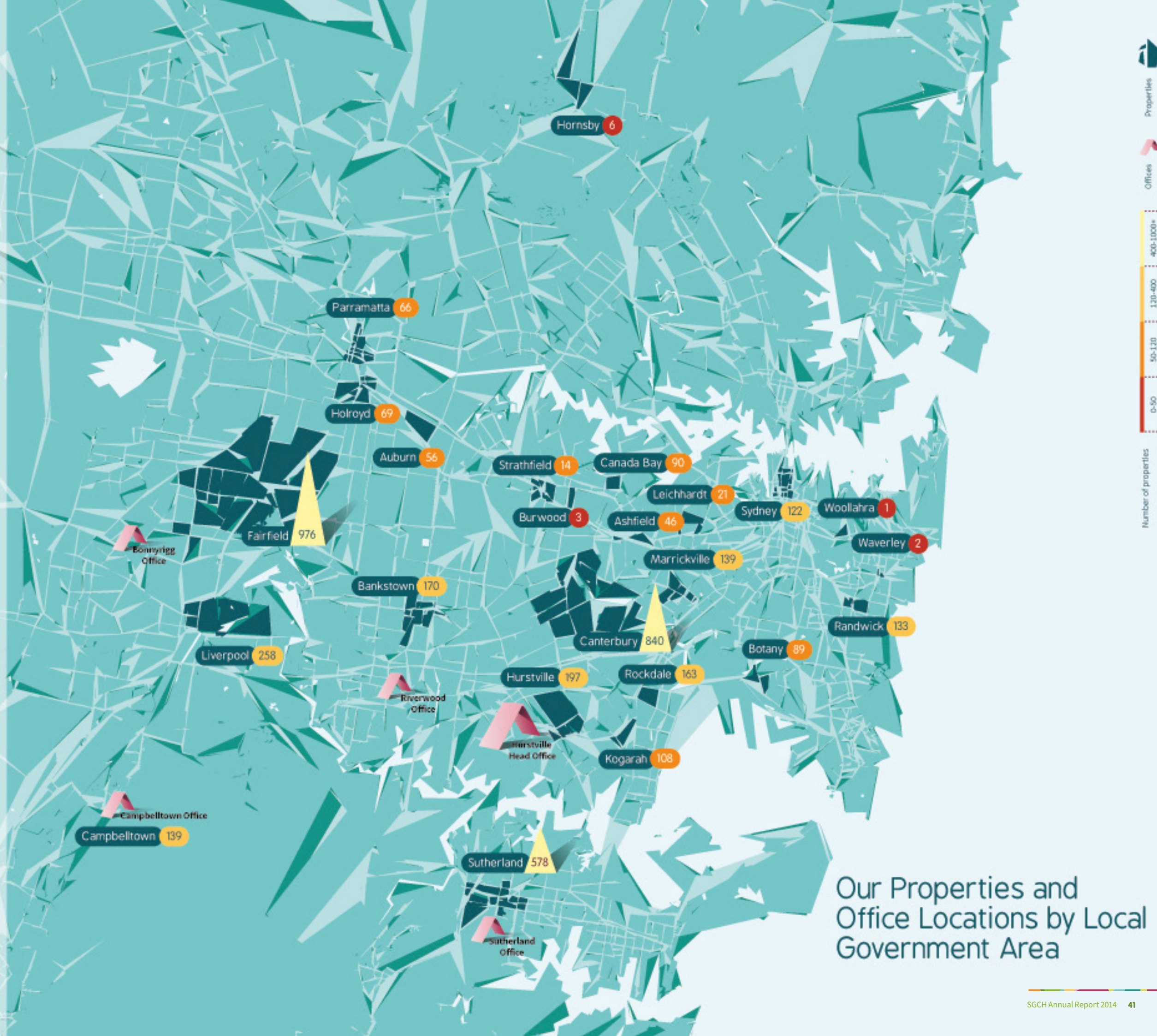
Total ESD Project **\$48,628**

\$5,566,466

Grand Total

71.6%	78.3%	69.3%	79.6%
Emergency	Urgent	Non-Urgent	Routine

71.6%	78.3%	69.3%	79.6%
Emergency	Urgent	Non-Urgent	Routine



Our Properties and Office Locations by Local Government Area

Our Properties – New in 2013/14

SGCH has expanded its property profile, further demonstrating our commitment to reducing housing stress in metropolitan Sydney. This year we acquired 190 new dwellings across four locations, providing affordable housing in Fairfield and Leumeah, and social and seniors housing in Riverwood and Liverpool.

Affordable Housing

Affordable, or key worker, housing is necessary to meet the needs of low to moderate income households. It is priced so people are also able to meet other basic living costs such as food, clothing, transport, medical care and education.

SGCH has been able to offer subsidised rent to eligible applicants, offset by the National Rental Affordability Scheme (NRAS). The scheme was introduced in 2008 to address the shortage of affordable rental housing and rapidly rising rents, but it was announced in the May 2014 Budget that the next round of NRAS was cancelled.

SGCH was awarded 351 incentives through earlier rounds of the scheme, with approximately 190 affordable housing tenancies currently allocated. The acquisition of Fairfield and Leumeah delivers a total of 26 dwellings. SGCH has successfully allocated NRAS for these two properties.

NRAS funding provides financial assistance towards the repayment of new developments and also contributes towards a sustainable property portfolio, enabling SGCH to provide secure, affordable housing for people who would otherwise be in rental stress in the private market.

The Crescent, Fairfield

This Fairfield property appealed to SGCH because of its close proximity to Fairfield railway station and bus interchange. SGCH was introduced to the site when the property was under construction. Following negotiations, the Developer collaborated with SGCH to provide a building which met our requirements, including changing the internal layout to four apartments. This modification resulted in better tenant amenity, and also increased the value of the apartment for SGCH.

SGCH also provided input into the building's fixtures and finishes and monitored the construction of the building.

The monitoring meant potential defects were identified and resolved early, rather than prolonging any work required before the handover could be completed.

The building consists of 16 dwellings, comprising 5 x one bedroom, 7 x two bedroom and 4 x three bedroom apartments with 20 car spaces and was purchased for \$5.25M. The property was handed over to SGCH in February 2014 and is fully occupied by affordable housing tenants. This acquisition further increased SGCH's presence in the Fairfield LGA where SGCH continues to play an active role as a Community Housing Provider.

O'Sullivan Road, Leumeah

This brand new Leumeah property appealed to SGCH because of its proximity to good public transport, both bus and rail. The developers co-operated with SGCH and provided access to the site during the construction process, and changes to some of the finishes. The property is due to be handed over to SGCH in August 2014 and will be occupied by affordable housing tenants.

The development was designed and approved as Seniors living and consists of 10 dwellings, with 1 studio, 4 x one bedroom units and 5 x two bedroom units. The property in O'Sullivan Road, Leumeah was purchased for \$2.88M and is the second acquisition by SGCH in the Campbelltown LGA.

New Social And Seniors Housing

Washington Park, Riverwood

Almost five years ago in October 2009, SGCH was successful in its application to manage a new social housing development in the Riverwood housing estate, now known as Washington Park. In January 2014, the newly constructed apartments were handed over and SGCH was able to allocate 123 units within days.



The Washington Park project is a mix of private and social housing. SGCH works in partnership with Payce Communities (as the developer), Housing NSW, Land and Housing Corporation and local community agencies to deliver services to the Riverwood community. The new complex transferred to SGCH in January 2014 comprises 91 x one bedroom and 32 x two bedroom apartments. There are also two community rooms, a communal herb and vegetable garden, and a giant outdoor chess set for use by tenants and their visitors.

The majority of tenants moving into Washington Park were selected from the NSW Housing Register. Some of the tenants were also returning to the area, having been relocated temporarily by Housing NSW or SGCH during the construction phase.

As part of the handover process, SGCH facilitated an induction day for new tenants to provide more information about the building and local area. Induction sessions were offered in both English and Mandarin, and included presentations by the developer, Payce Communities, the NSW Fire Brigade and the National Broadband Network.

As part of our ongoing commitment to customer service, SGCH provides onsite office and tenancy management services for both tenants of Washington Park and up to 450 tenants in Riverwood and the surrounding areas.

Since handover, SGCH has been actively involved in facilitating community engagement programs at the site, with a Community Garden Club established for tenants.

Read more about Riverwood on page 21, Terry's story.

Delivering Outcomes For People With A Disability

While the role of community housing in the implementation of the National Disability Insurance Scheme is yet to be fully understood, SGCH continues its work to deliver sustainable and appropriate community housing for people with a disability, in partnership with specialist organisations. In the past year the Younger People in Residential Aged Care program has delivered two properties, and progress is solid on the development of accommodation for the Sutherland Shire Disability Accommodation Action Group.

Younger People in Residential Aged Care Program

The Younger People in Residential Aged Care (YPIRAC) program aims to provide accommodation and support to younger people with a disability living in, or at risk of entering, residential aged care.

Introduced in 2007 as a joint initiative of the Commonwealth and NSW governments, the YPIRAC program recognises that residential aged care does not provide the appropriate services, supports and environment needed for younger people.

The YPIRAC program seeks to create a coordinated and responsive approach to reduce the number of younger people with disabilities residing in residential aged care, with a priority focus on people aged under 50 years.

The NSW Department of Family and Community Services, Ageing, Disability and Home Care (ADHC) provided a non recurrent capital funding grant under the YPIRAC program to SGCH for the purchase and development of two purpose built 10 bed properties to accommodate people at risk of entering or currently residing in residential aged care.

SGCH is delighted to be involved in the provision of housing linked with support for people with disability and looks forward to continuing to develop and grow this portfolio that enables people with disability to live independently and have choice and control of their lives.

SGCH successfully delivered our first YPIRAC property in Caringbah, in July 2013, and Sylvanvale is providing

support to the residents. Prior to the completion of Caringbah, SGCH also acquired a site in Guildford and began designing and developing a 10 bed property.

YPIRAC West

The property, located in Guildford, comprises of 4 one bedroom villas, 2 three bedroom villas, a common room and office. The complex has been designed with communal areas that encourage tenants and visitors to enjoy the outdoor spaces, including a covered outdoor barbeque area and beautiful landscaped garden.

At the heart of the design was the principle of promoting independence for people with a disability through the use of 1 bed villas with fully equipped kitchens for lower needs residents, whilst providing 3 bed villas for residents who require a higher level of support.

SGCH delivered Guildford YPIRAC by engaging a building contractor for the design and construction. With the contract awarded in April 2013, the project was completed in late January 2014. The project was designed and built in accordance with the NSW Ageing Disability and Home Care Design Guidelines for Group Accommodation. Development approval was received using the Complying Development Certification (CDC) provisions under Division 7 of the Affordable Rental Housing State Environment Planning Policy (ARHSEEP).

Northcott Disability Services is our partner in the management of the support and accommodation at the property and operations commenced in February 2014.



Sutherland Shire Disability Accommodation Action Group

The Sutherland Shire Disability Accommodation Action Group (SSDAAG), is a lobby group made up of around 190 families, all of whom have adult children with a disability. For over nine years, the group have worked tirelessly to lobby for government to provide an increase in supported accommodation.

This project builds on the strengths of the community, mainstream, and specialist disability services to test the effectiveness of individualised funding arrangements in meeting the support needs of people with disabilities who require alternative accommodation options.

SGCH is working closely with the parents involved to ensure that the needs of their adult children are understood and factored into the design of the properties and that the built form has the capacity to continue to meet their needs in the future.

Project Principles

1. The project will plan and deliver sustainable and appropriate community housing for people with a disability participating in the project;
2. People with a disability participating in the project have been allocated portable individual accommodation support packages, which will assist them to live in their new homes with the supports they need and choose;
3. Participants in the project will have input in the design and construction of their new homes, which will be built in accordance with Universal Housing Design Principles and the ADHC Group Accommodation Design Guidelines. The accommodation will be built across three sites with up to six people on each site; and
4. On completion of the properties SGCH will manage the tenancies and properties in line with the Residential Tenancy Act 2010.

Pipeline Properties

SGCH continues to demonstrate its commercial and development acumen as it looks to expand the business and deliver on our vesting targets. Our current pipeline of housing developments across Western and South Western Sydney is in excess of \$60M. We are on track to deliver a total of 210 dwellings with an end value of approximately \$100M by 2016.

 Sutherland
Belmont Street 

The procurement process for a building contractor has commenced for this project which will deliver 46 affordable housing dwellings. The project is expected to be completed in early 2016.

 Jannali
SSDAAG 

A site in Jannali was acquired in April 2014 for the construction of a five bed group home for young people with a disability. Two further sites are being sought to provide an additional housing for SSDAAG.

 Caringbah
YPIRAC South 

SGCH acquired this site in November 2013, the concept design anticipates the delivery of 72 dwellings by 2016. The complex will be a mix of affordable and private apartments.



 Guildford
YPIRAC West 

The 10 bed group home delivered by SGCH was completed in January 2014. The group home is leased and operated by Northcott Disability Services.



 Westmead
Great Western Highway

SGCH acquired this site in November 2013, the concept design anticipates the delivery of 72 dwellings by 2016. The complex will be a mix of affordable and private apartments.



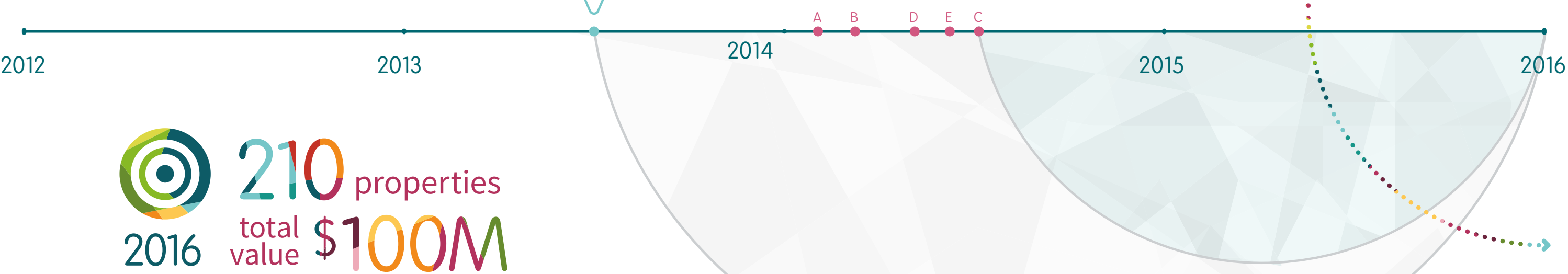
 Fairfield
The Crescent 

Purchased in February 2014 this apartment block delivered 16 affordable housing dwellings.



 Menai
Bromwich Place

SGCH has developed a strategy to maximise the yield on six properties it owns in Menai, planning to replace the dwellings with 18 new townhouses for social and affordable housing.



Improving Environmental Outcomes

SGCH is committed to reducing our environmental impact, an outcome captured in our Strategic Plan.

To achieve these outcomes both internally and externally, the Environmental Sustainability Design (ESD) Project Working Group comprises members from all our teams, bringing together a wealth of expertise. Working across internal and external projects, highlights of the ESD in 2013/14 include:

Clean Sweep

An initiative of the ESD that kicked off in April 2014 was Clean Sweep. Clean Sweep is built around the idea of a community working bee, focusing on clearing out unwanted household items, clearing common areas and attending to external features (walls, gardens). Clean Sweep aims to improve the health and wellbeing of residents through reducing household clutter and encouraging cleaning of premises, and improves the participating properties with gardening and external maintenance.

The first Clean Sweep event was in Menai, with tenants of SGCH and Housing NSW, SGCH staff and contractors joining together to clean up properties and common areas. In June, another Clean Sweep event was held in Riverwood. Both days were a great success, with over 10 tonnes of rubbish disposed of. The community and staff finish the day with a well-earned barbeque to celebrate their efforts together.

In the week following each Clean Sweep event, SGCH ran local workshops about environmentally friendly cleaning. The workshop presented residents with information, a gift hamper of cleaning products and a free booklet that provided natural and effective ways to clean without using harsh chemicals and expensive products.

Tread Lightly

Tread Lightly is team of dedicated SGCH employees working to reduce the environmental impact of our offices. The group meets regularly to:

- identify ways to reduce organisational impact on the environment through internal projects and assignments
- improve office practices and spaces to be more eco friendly
- educate employees on the benefits of being 'greener'.

In 2013/2014 Tread Lightly delivered; an education campaign to reduce the amount of printing, a recycling program with new office bins and contract conditions for cleaning services, and a public transport initiative that encouraged staff to reduce car use.



The Environmental Sustainability Design Community Garden Program

Goals include:

Expand the number of community gardens within the SGCH portfolio

Develop tenants knowledge of sustainable gardening and living

Provide tenants with a low cost food source

Encourage tenants to build social groups and good neighbour practices.

Webb Street Garden

An overgrown and unused garden in one of our Parramatta apartment complexes was identified as an area for improvement through the ESD Community Garden Program. SGCH undertook to design and build a new garden for the Webb Street tenants in partnership with Boystown.

A national provider of employment and training services, Boystown have expertise in transforming green spaces and are committed to creating opportunities for disadvantaged young Australians through work and skills training.

With the goal for the garden to become; a community place for residents to be active, participate in organic gardening, share knowledge, grow produce, and encourage others, and a social and aesthetically pleasant space to be enjoyed by residents and visitors – planning began.

The key design elements for the garden included the use of permaculture design principles for maximum sustainability/ resilience and requiring minimal external energy. The garden plans use natural fertilisation and pest control strategies to benefit the environment and health of the garden. A central idea for the garden was to reduce manual labour for the senior residents, for example building raised garden beds to reduce bending.



It was a pleasure to help out today and see my mum Rosa smile from ear to ear.

I have been keen to help her with this garden project because it means so much to her, she was so excited to learn about composting and was happy to get her hands dirty popping the worms into her compost tube.

This community garden has helped grow her confidence and stamina, she is always bringing me herbs which is a bonus for us. With my work schedule being so demanding the first half of the year I was a little out of the loop with regards to this wonderful program. Today really opened my eyes to the benefits of this fantastic program and I was able to meet Greg and Coral whom I heard so much about. Greg said to me "I have lived here five years, its good to finally meet Rosa's daughter". This is what the community garden is all about, bringing people together and building relationships.

I can't thank you enough on my mother's behalf.

Keep up the great work!
Mary

I would like to say, a very big thank you, to SGCH, and the staff from Boystown, for the upgrade of our communal garden, at Webb Street, North Parramatta.

The Residents here are mainly in the over 55 age group. While some of us were already enjoying the garden, growing a variety of herbs, fruit and veggies, it was difficult, and in some cases impossible, for some residents as the garden bed, being ground level, was too low for them to manage.

Having the garden bed raised, has now, made it possible for ALL residents to share and enjoy the garden. Not only are the beds raised, a bench surrounds each bed to work from, and to use as seating, when needed.

Nothing beats being able to use our own fresh, "eat as they grow" garden goodies.

All residents who were able to attend, the "Garden Opening Day" were delighted with the upgrade, and took great pleasure in choosing their sections, and planting seedlings supplied by SGCH. They are a very welcome start to our new garden.

It is also appreciated, all residents, were given the chance to participate in the planning of our garden.

This upgrade does mean residents who were unable to enjoy the benefit and pleasure of gardening, are now able to do so.

Again thank you, to SGCH for our new garden upgrade improvement, Phil from Botanical Gardens Trust for your support with education materials and to Boystown, for a job done well.

Coral

Our Team

Languages and Origins



From a non English speaking background

Born outside Australia 39.6%
Speak two or more languages 41.4%

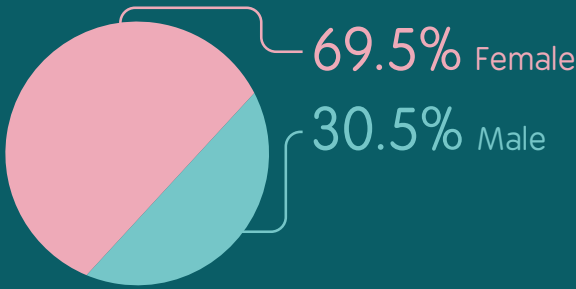
Study



Degree Qualified
Currently Studying 14.4%

Living Status
Currently living in social housing 2.7%
Have ever lived in social housing 15.3%

Gender



Executive Team 60% / 40%
Senior Management 54.5% / 45.5%

General



Total Staff	
CEO Office and Corporate Services	24
Development and Portfolio Services	23
Housing Services and Renewal	59
People and Communications	6

SGCH is a vibrant, inspiring and supportive place to work. We are united in our passion and commitment to our residents, serving together every day to enrich the lives of individuals, families and whole communities through our work. Our values are at the heart of everything we do.

Our people and culture strategy supports the achievement of our organisational goals. We have a clear focus on developing and engaging high performing employees ensuring consistent leadership and required capabilities to cultivate continued growth. We value all our people and the unique contribution that everyone brings.

Our team now comprises 112 staff across four teams – Housing Services and Renewal, Development and Portfolio Services, Corporate Services and People and Communications. We are largely based in our Hurstville office, with a team in our Newleaf Communities office at Bonnyrigg. There are also several small satellite offices that offer easier access to staff for our residents.

While there have been some staffing changes over the year, we have maintained a healthy staff retention rate of 85%, together with strong staff engagement and satisfaction scores of 83%. We have focused on consolidating our teams, reviewing the changes we had made the previous year and refining our structures to

help us provide better, integrated services that embodies our 'One Team' approach.

This year saw SGCH conduct its first culture survey, using a standardised tool that allowed us to benchmark against other organisations. Organisational culture is a key driver of performance and an important measure to ensure that we are continuing to build a constructive culture. We are working to a culture where all our systems, policies, processes and behaviours are aligned to our vision and values, enabling us to deliver innovative products and excellent customer service. We achieved encouraging results and identified areas to work on.

Understanding the critical interplay between leadership and culture, we have continued this year to place significant emphasis on leadership development, embracing values and change management at an individual, team and organisational level. Leadership is a key area of focus in our strategic plan.

We have ensured a continued emphasis on health and well being. Notably, we launched an Increasing Resilience and Focused Awareness experiential program based on mindfulness.

Our strategic focus on customer service was strengthened through ongoing tailored workshops increasing staff understanding of the mindset and language required to deliver a positive first response every time.

This year we ran our first innovation forum gathering new ideas about our products and services and improvements to processes. Innovation will be ongoing to ensure we are continually improving in the best interests of our residents.

We have a strong learning and development offering ensuring our team is provided a myriad of opportunities for growth and development.

Learning and Development

We provide professional learning and development solutions for staff that are timely, tailored and build individual and organisational capability. Our Learning and Development services have delivered 470 hours of facilitated learning over the year.

Some of the opportunities provided in 2013/14 include:

- Leadership development and adaptive learning opportunities
- Understanding change
- Skill development workshops in communications, presentation skills, Microsoft programs including Word, Excel and PowerPoint
- Webinars on topical and specialist subjects
- One-on-one coaching for professional development
- Masterclass sessions – project management, customer service
- Experiential program – Mindfulness
- Regular Learning and Development meetings, which feature guest speakers and a review of learnings for the week. Some highlights of the year have been Aboriginal cultural understanding, mental health and customer service.

Staff Spotlight

With 112 staff working across four teams, we are committed to a ‘One Team’ approach that is focused on delivering high quality customer service. We live our values; Support, Accountability, Respect and Integrity. We offer Learning and Development opportunities that see our staff continuously grow and improve. Most of all, we do what we do because we are passionate about making a difference.



“We make sure that we’re accountable, we bounce off each other, pull each other in line, push each other to our limits, there’s respect no matter what level you’re on at SGCH, it doesn’t matter.”
Samantha Vandenberg
Housing Manager

“It’s a very supportive culture, it’s very close, friendly - almost like a family”
Lavina Siumaka
Repairs and Maintenance Officer

“I do find quite a lot of support from the different team members and it’s actually refreshing that everyone’s quite keen to achieve a common goal which is to help people in rental stress.”
George Bakopoulos
Development Manager

“At SGCH we place enormous focus on leadership and culture and we do this because we know that there’s a critical interplay between leadership and culture in achieving our vision. We also have a strong focus on learning in general across the organisation, particularly around customer service and delivering the best possible service we can to our residents and the community.”
Suellen McCaffrey
General Manager People and Communications

“When you get offered an opportunity like training or development, you know, or to work for a different team for a small period or in a project, yeah it’s an opportunity to change and expand your skills and work on ways to do all those things even better.”
Sally Anderson
Senior Receptionist

“The innovation forum was something that we held last year in 2013, and the reason that we did that was we wanted to give our staff an opportunity to come up with ideas and new ways to improve services here. From that we had probably 20 - 30 ideas ranging from small things to really large-scale projects and today we’ve seen probably about 30 - 40% of those actually being implemented in the services that we provide to our

customers and internally as well. So, it’s something that we’re always working towards and it’s part of our continuous improvement culture.”
John McBryde
Projects Manager

“Just being able to help someone really makes it feel worthwhile coming to work every day.”
Rowa Omari
Community Development Coordinator

“Why I do it is because I enjoy helping people. And also at SGCH we’re about community, I mean the old model years ago of just putting someone in a tenancy and leaving them to it, we know that doesn’t work.”
Cameron Kevin
Tenancy Specialist

“The one thing I enjoy the most is that moment where the Tenancy Managers can tell me that they’ve just given a key to a person that has been waiting for years and years for a house. And that moment is why we all do it, I think, and I’m really fortunate to work with a very strong, committed, compassionate, professional group of people.”
Barb McKenna
Manager, Operations, Housing Services and Renewal



Opposite Page: Left - right from top left. Barb McKenna, Cameron Kevin, George Bakopoulos, John McBryde, Lavina Siumaka, Rowa Omari, Sally Anderson, Samantha Vandenberg, Suellen McCaffrey.



Summary Financial Statements

30 June 2014

Contents

Directors' Report	58
Summary Statement of Profit or Loss and Other Comprehensive Income	70
Summary Statement of Financial Position	71
Summary Statement of Changes in Equity	72
Summary Statement of Cash Flows	73
Notes to the Summary Financial Statements	74
Auditor's Independence Declaration	77
Directors' Declaration	78
Independent Auditor's Report	79

Directors' Report

Your Directors present their report on St George Community Housing Limited (“the Company”) for the year ended 30 June 2014.

Directors

The names of those who have been Directors during the year and at the date of this report are as follows:

Dennis Cafe

Ian Kenneth Ellis

Joan Ferguson
(resigned 28 November 2013)

Annette Gallard
(appointed 30 July 2013)

Salaheddine Kahil (Salah)

Graham Millett

Graham Rowilson

David Thrift

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

Company Secretary

Martin Baird

Nazha Saad

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 \$149,879,038 (2013: \$22,497,073). The Company is exempt from Income Tax.

Operating and Financial Review

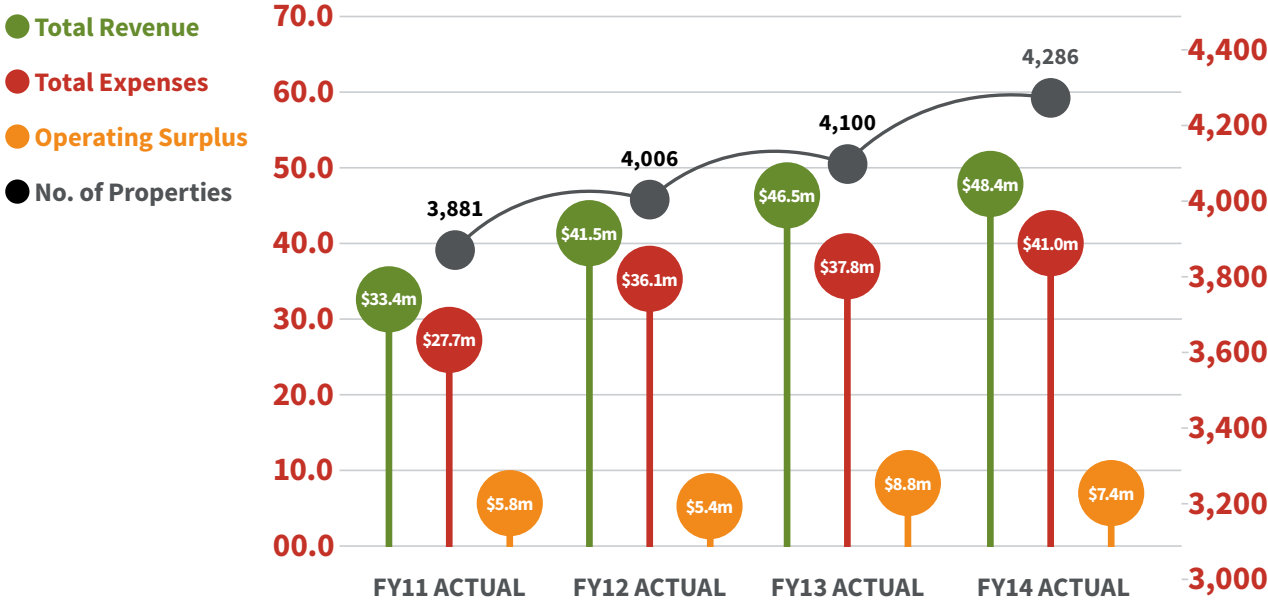
The operating and financial review is the Directors' perspective of St George Community Housing Limited's financial performance. It assists members to understand and interpret the financial statements prepared in accordance with Australian Accounting Standards included in this report. It should be read in conjunction with the financial statements and accompanying notes.

The Board monitors a range of financial information and operating performance indicators to measure performance over time. Out of several financial measures, a key measure of financial success is the operating surplus, as this is the realised operating surplus that is available to acquire further properties, and thereby deliver on the Company's affordable housing objectives.

The Company earned a total comprehensive income for the year of \$149.9m. This has been calculated in accordance with the Australian Accounting Standards and includes the fair value gain on investment properties. The reconciliation on the following page depicts how the operating surplus is derived from this total comprehensive income for the year.

The Company has been continuously achieving operating surpluses with funds from these being re-invested through the acquisition of further properties, as illustrated on the following page. This performance is reflective of the growth in the Company's property portfolio as well as the effective management of the business by achieving savings through economies of scale.

	2014	2013
	\$'000	\$'000
Total comprehensive income for the year attributable to the members of St George Community Housing Limited	149,879	22,497
Initial gain on acquisition of investment properties	83,591	7,400
Fair value gain on investment properties	59,085	6,320
Operating Surplus	7,203	8,777



Directors' Report

Operating and Financial Review (continued)

Property Portfolio Highlights	2014	2013
Properties held as at the end of the prior financial year	4,100	4,006
Turnkey acquisitions during the year funded by cash held or borrowings	16	-
Properties acquired for development and construction funded by cash held or borrowings	3	11
Nation Building gifted properties vested during the year	309	43
Nation Building properties leased in 2013 and vested in 2014	(268)	-
New properties leased from Family and Community Services, NSW	123	-
New leased properties from the private market	8	40
Properties sold	(5)	-
Properties held as at the end of the current financial year	4,286	4,100

The property portfolio for the year ended 30 June 2014 has increased by 186 compared to the previous financial year. This is primarily driven by the new properties leased from Family and Community Services, NSW and new properties vested during the year. Since the year end, the Company has purchased dwellings in O'Sullivan Road,

Leumeah and Wrentmore Street, Fairfield for a purchase price of \$2.88m and \$2.15m respectively. The Company is in the process of delivering on associated vesting targets.

1. Measures the operating liquidity position of the Company. That is, current assets compared to current liabilities.

2. Reflects the available cash flow from operating revenues offset by the payment of the operating expenses which excludes the investing and financing expenses.

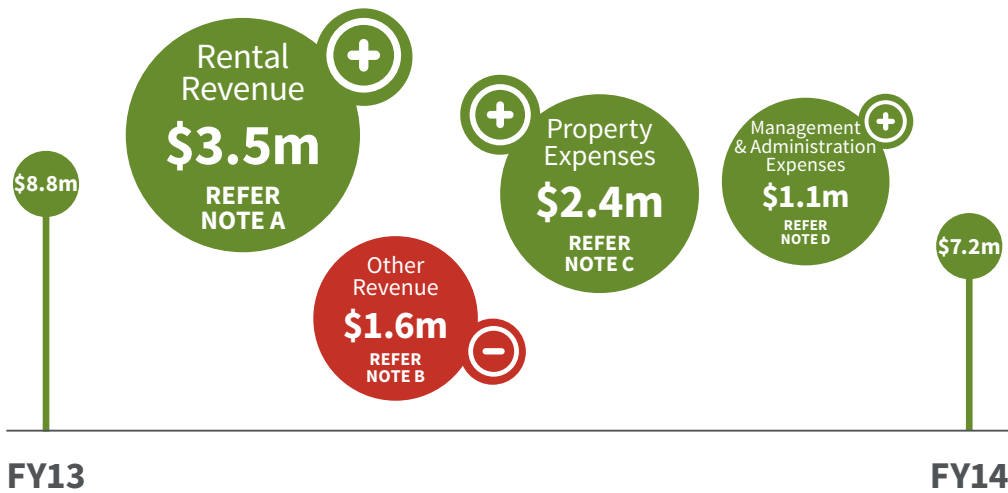
Financial Performance Highlights	2014	2013
Operating surplus	\$7.2m	\$8.8m
Cost to revenue ratio (excludes fair value gain from the revenue)	0.85	0.81
Working capital ratio ¹	2.1	1.4
Net cash inflow from operations ²	\$6.8m	\$8.0m
Number of properties per FTE	40.0	39.0

Financial Position Highlights	2014	2013
Cash and cash equivalents at the end of the financial year	\$28.3m	\$29.0m
Fair value of investment properties as at the end of the year	\$458.7m	\$306.3m
Borrowings	\$10.8m	\$10.8m

Directors' Report

Operating and Financial Review (continued)

Year-on-Year Financial Performance



The operating surplus of the Company has decreased by \$1.6m when compared to the prior financial year as illustrated above. Primary factors for this variance are:

Note A

Rental revenue increased by \$3.5m as a result of the significant growth in the property portfolio (as shown under “property portfolio highlights” above) and changes to rents charged.

Note B

Other revenue decreased by \$1.6m reflecting the reduced tenant reimbursements and management fees.

Note C

Property expenses relating to Landlord costs, repairs/maintenance costs and rates/utilities costs increased by \$2.4m. Landlords’ costs increased by \$0.8m reflecting the increase in market rents. Repairs/maintenance costs and rates/utilities costs have increased by \$1.6m as a result of the significant growth in the property portfolio together with CPI inflation.

Note D

Management and administration expenses have increased by \$1.1m. This is reflective of the cost associated with the additional support required to manage the significant growth in the property portfolio. It is also reflective of changes in CPI.

Cash Management

The Company’s financial position continues to be strong. The Company maintains a healthy cash balance of \$28.3m. At the date of this report the Company has no debt payable within the next 12 months.

Treasury Management

The Company manages its exposure to financial market risks by way of a formal treasury policy encompassing among other things: interest rate, liquidity and credit risk management. Risk management is undertaken over multiple timeframes with risk management activity reviewed by the Audit and Risk Committee.

The overarching treasury policy parameters for interest rate management reflect the Company’s objective to balance the desired level of certainty for interest expense while also retaining an appropriate level of flexibility to respond to external financial markets by way of hedging the interest rate risk.

Property Management

The Company has committed itself to an Active Portfolio Management (APM) approach to its owned properties. APM involves looking carefully at the condition of individual and grouped assets and assessing the appropriate planned maintenance programs for various building components. The aim is to minimise maintenance costs whilst maintaining an appropriate level of living standards. Selected assets will be part of

an asset disposal program with sales proceeds reinvested into new properties that replace the number of dwellings disposed of, at a minimum. As a result of this approach, the Company sold five properties during the year which resulted in a realised gain of \$4m.

Pursuant to the Company’s valuation process and to reflect the investment properties as per the fair value model expressed by AASB 140 - Investment Property, the Company completed an external valuation as at 30 June 2014 for all the 1,413 owned properties.

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 in order to assist it to meet the vesting obligations. The extent of the growth cannot be measured with any level of certainty at this time.

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.

Significant Events after the Reporting Date

The following matters arose after the reporting date:

- SGCH paid a deposit of \$107,500 in regards to the acquisition of 62 and 64 Wrentmore Street, Fairfield with a total purchase price of \$2,150,000.
- The title for 104-106 O’Sullivan Road, Leumeah passed to SGCH on 8 August 2014 for consideration of \$2,880,000.
- The CBA Office Fit Out commercial bill for \$653,344 was refinanced on 10 October 2014. The new facility is for \$583,345 and has a 3 year term.

- The SGCH Group has signed a financing facility which will provide \$61m of debt finance to its wholly owned subsidiary SGCH Portfolio Limited to facilitate the construction of 275 new dwellings across the Sydney metropolitan region. Consequently in November 2014 the company will transfer title of its Nation Building social housing units and certain other properties to SGCH Portfolio Limited. SGCH Portfolio will commence operations from the date of this transfer and will begin the delivery and construction of Affordable Housing.

Other than the foregoing, no matter or circumstance has arisen since 30 June 2014, 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.

Significant Changes in State of Affairs

There were no significant changes in the state of affairs of the Company during the financial year.

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' Report

Directors' Qualifications, Experience and Special Responsibilities



Dennis Cafe
Chairman

Qualifications and Experience

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

Special Responsibilities

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



Ian Kenneth Ellis
Vice Chairman

Qualifications and Experience

Assoc Dip Police Studies (Newcastle). Ike retired as Assistant Commissioner of the NSW Police Force in 2000. He is a graduand of the Australian Police Staff College Senior Officers Course, Senior Executive Program and Senior Executive Officers Course. Amongst many awards, in 1997 he was awarded the Australian Police Medal and later, the Police Commissioner's Olympic Commendation and Citation and the Deputy Commissioner's Commendation for Youth Issues. He is a former Director Safety & Security NSW Department of Education & Training. Ike has a long serving interest in the well being of the youth of NSW and has held Ministerial Appointments to the Juvenile Justice Advisory Council and the Juvenile Justice Advisory Committee. He currently is appointed to the Board of Directors of the Police Citizens Youth Clubs (PCYC) and is the recipient of a Life Governor Award for the PCYC.

Special Responsibilities

Vice Chairman of the Board.



Joan Ferguson
Non-executive Director

(resigned 28 November 13)

Qualifications and Experience

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 Dept of Housing NSW and Executive Director of NSW Federation of Housing Associations.

Special Responsibilities

Member of the Nominating & Corporate Governance Committee.



Annette Gallard
Non-executive Director

(appointed 30 July 2013)

Qualifications and Experience

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 & Risk Committee.

Directors' Report

*Directors' Qualifications, Experience
and Special Responsibilities (continued)*



Salah Kahil **Non-executive Director**

Qualifications and Experience

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**

Qualifications and Experience

BA Dip Ed (Macq) MBA (Macq) AIQS (Affil). Aust Instit Qty Surveyors. Formerly Building Economist with Commonwealth Dept of Housing & Construction; GM National Building Technology Centre for CSIRO's Division of Building & 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 & Risk Committee and the Management Development and Compensation Committee.



Graham Rowilson **Non-executive Director**

Qualifications and Experience

NSW Service Manager for Control Systems Technology Pty Ltd. Previously a Director of the Company when it was a Co-operative in its formative years. Liaised with other Housing Organisations in developing strategies for further growth.

Special Responsibilities

Member of the Nominating & Corporate Governance Committee.



David Thrift **Non-executive Director**

Qualifications and Experience

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 & Risk Committee and member of the Nominating & Corporate Governance Committee and member of the Management Development and Compensation Committee.

Directors' Report

Meetings of the Directors

During the financial year and up to the date of this report, 16 meetings of Directors were conducted. Attendance by each Director was as follows:

Director	Full Board		Audit & Risk Committee		** Nominating & Corporate Governance Committee		*** Management Development & Compensation Committee	
								
D Cafe*	16	15	-	-	2	2	4	4
J Ferguson	6	3	1	-	1	-	-	-
S Kahil	16	13	-	-	-	-	-	-
D Thrift*	16	15	3	3	2	2	3	3
G Millett	16	15	3	3	-	-	4	4
I Ellis	16	11	-	-	-	-	-	-
A Gallard*	16	14	3	3	-	-	-	-
G Rowlson	16	11	-	-	2	2	-	-

*Also a Director of SGCH Portfolio Limited, the Company's wholly owned subsidiary.

**In addition to the Directors noted, P Manidis was eligible to attend and attended 2 meetings of the Audit & Risk Committee in his capacity as Director of SGCH Portfolio Limited.

***In addition to the Directors noted, V Weekes was eligible to attend and attended 1 meeting of the Nominating and Governance Committee in her capacity as Director of SGCH Portfolio Limited.



Eligible to Attend



Attended

Company Secretarys' qualifications

Nazha Saad
Company Secretary

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

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 \$1,274, based on 637 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 77.

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.

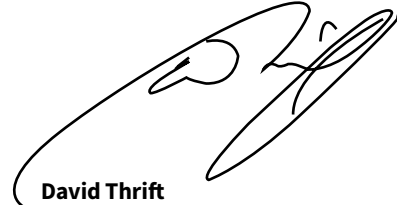
This report is made in accordance with a resolution of Directors, pursuant to section 298(2)(a) of the Corporations Act 2001.

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



Dennis Cafe

Chairman
Sydney, 28 October 2014



David Thrift

Chairman of the Audit & Risk Committee
Sydney, 28 October 2014

Summary Statement of Profit or Loss and Other Comprehensive Income

For the year ended 30 June 2014

	Note	2014	2013
		\$	\$
Revenue	2	48,422,170	46,534,303
Other income	3	142,675,892	13,720,492
Expenses			
Property expenses		(25,576,524)	(23,364,902)
Employee benefits expense		(10,348,577)	(9,103,532)
Depreciation and amortisation		(486,710)	(472,651)
Finance costs - Commercial bill interest		(760,844)	(768,880)
Office rental expenses		(498,053)	(496,289)
Professional fees		(961,472)	(1,590,725)
Other expenses		(2,586,844)	(1,960,743)
Surplus for the year attributable to members of St George Community Housing Limited		149,879,038	22,497,073
Other comprehensive income for the year		-	-
Total comprehensive income for the year attributable to members of St George Community Housing Limited		149,879,038	22,497,073

Summary Statement of Financial Position

As at 30 June 2014

	Note	2014	2013
		\$	\$
Current assets			
Cash and cash equivalents		28,313,439	29,044,268
Trade and other receivables		4,275,805	4,627,460
Other current assets		715,524	1,164,701
Total current assets		33,304,768	34,836,429
Non-current assets			
Property, plant and equipment		1,882,544	2,204,624
Intangible assets		-	12,843
Investment property	4	458,745,362	306,309,962
Total non-current assets		460,627,906	308,527,429
Total assets		493,932,674	343,363,858
Current liabilities			
Trade and other payables		5,724,569	5,730,524
Short term provisions		122,723	63,750
Short term borrowings		671,900	10,159,228
Deferred grants		1,756,709	467,505
Unexpended grants		7,215,435	8,944,525
Total current liabilities		15,491,336	25,365,532
Non-current liabilities			
Deferred grants		15,208,627	14,133,957
Unexpended grants		393,161	393,161
Long term provisions		89,711	90,869
Long term borrowings		10,160,000	669,538
Total non-current liabilities		25,851,499	15,287,525
Total liabilities		41,342,835	40,653,057
Net assets		452,589,839	302,710,801
Equity			
Accumulated surplus		43,053,415	25,912,576
Reserves		409,536,424	276,798,225
Total equity		452,589,839	302,710,801

Summary Statement of Changes in Equity

For the year ended 30 June 2014

	Accumulated Surplus	Planned Maintenance Reserve	Investment Property Reserve	Total Equity
	\$	\$	\$	\$
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
Surplus for the year	149,879,038	-	-	149,879,038
Other comprehensive income for the year	-	-	-	-
Total comprehensive income for the year	149,879,038	-	-	149,879,038
Transfer to reserves	(132,738,199)	(5,909,693)	138,647,892	-
Balance at 30 June 2014	43,053,415	-	409,536,424	452,589,839

Summary Statement of Cash Flows

For the year ended 30 June 2014

Note	2014	2013
	\$	\$
CASH FLOW FROM OPERATING ACTIVITIES		
Receipts from customers	47,912,015	45,817,623
Payments to suppliers and employees	(41,318,723)	(38,035,681)
Interest received	960,864	981,203
Finance costs paid	(760,844)	(768,880)
Net cash provided by operating activities	6,793,312	7,994,265
CASH FLOW FROM INVESTING ACTIVITIES		
Proceeds from sale of investment properties	4,028,000	-
Payment for property, plant and equipment	(151,787)	(349,806)
Payment for investment properties	(13,316,008)	(3,963,496)
Payment for intangible assets	-	(15,509)
Net cash used in investing activities	(9,439,795)	(4,328,811)
CASH FLOW FROM FINANCING ACTIVITIES		
Repayment of finance lease commitments	(166,870)	(196,609)
Receipts from government bodies	1,660,257	6,551,460
Proceeds from borrowings	10,160,000	-
Repayment of borrowings	(9,989,996)	(779,996)
Interest on government grants	252,263	173,814
Net cash provided by financing activities	1,915,654	5,748,669
Net (decrease) / increase in cash held	(730,829)	9,414,123
Cash at the beginning of the financial year	29,044,268	19,630,145
Cash at the end of the financial year	28,313,439	29,044,268

Notes to the Summary Financial Statements

For the year ended 30 June 2014

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 2014. The audited financial report for the year ended 30 June 2014 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.

Notes to the Summary Financial Statements

For the year ended 30 June 2014

Note 2: Revenue

	Note	2014	2013
		\$	\$
Rental Revenue		35,707,520	32,198,120
Revenue from Government and Other Grants			
CHLP – Leased properties grants	2(a)	7,714,458	7,843,262
Release of deferred grants		1,277,736	1,637,889
National Rental Affordability Scheme Incentives		1,152,565	922,819
Other		101,680	231,857
Total Government and other grants		10,246,439	10,635,827
Other Revenue			
Interest received from corporations		941,631	928,305
Reimbursement – tenants and landlords		664,851	1,133,272
Management fees		712,922	1,415,053
Other		148,807	223,726
		2,468,211	3,700,356
Total Revenue		48,422,170	46,534,303

Note 2(a): CHLP – Leased properties grant

	2014	2013
	\$	\$
Revenue		
CHLP – Leased properties grant	7,714,458	7,843,262
CHLP – Leased properties tenant revenue	5,674,762	5,451,817
	13,389,220	13,295,079
Expenses		
Landlords and other tenancy costs	12,792,700	12,141,710
Management fees	820,200	814,500
	13,612,900	12,956,210
(Deficit)/surplus on CHLP – Leased properties grant	(223,680)	338,869

Notes to the Summary Financial Statements

For the year ended 30 June 2014

Note 3: Other income

	2014	2013
	\$	\$
Initial fair value gain on acquisition of investment properties	83,591,000	7,400,000
Fair value gain on investment properties	59,084,892	6,320,492
	142,675,892	13,720,492

During the year ended 30 June 2014, SGCH was gifted 309 properties under the Nation Building Economic Stimulus Program. The fair value of these properties is recognised in other income upon vesting of the properties. The initial fair value gain on acquisition of investment properties above represents the fair value of 309 properties (2013: 49) gifted during the year.

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

Note 4: Investment Property

	Note	2014	2013
		\$	\$
Balance at the beginning of year		306,309,962	289,294,435
Additions resulting from properties gifted	3	83,591,000	7,400,000
Properties purchased		11,703,503	1,100,000
Capitalised subsequent expenditure		2,084,005	2,195,035
Disposal of investment property		(4,028,000)	-
Change in fair value of investment property	3	59,084,892	6,320,492
Balance at the end of the year		458,745,362	306,309,962

Included within Investment property is a balance of \$1,219,113 (2013: \$2,125,000) which relates to investment property under construction.

The majority of investment properties are leased to tenants on low to moderate incomes. 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 has been determined by an independent registered property valuation company.

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 2014, I declare that, to the best of my knowledge and belief, there have been:

1. no contraventions of the auditor independence requirements of the Australian professional ethical pronouncements 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, 28 October 2014

BDO Corporate Finance (East Coast) Pty Ltd ABN 70 050 038 170 AFS Licence No. 247 420 is a member of a national association of independent entities which are all members of BDO (Australia) Ltd ABN 77 050 110 275, an Australian company limited by guarantee. BDO Corporate Finance (East Coast) Pty Ltd and BDO (Australia) Ltd are members of BDO International Ltd, a UK company limited by guarantee, and form part of the international BDO network of independent member firms. Liability limited by a scheme approved under Professional Standards Legislation (other than for the acts or omissions of financial services licensees) in each State or Territory other than Tasmania.

Directors' Declaration

For the year ended 30 June 2014

The Directors of the Company declare that the summary financial report of St George Community Housing Limited for the financial year ended 30 June 2014, as set out on pages 58 to 76:

(a) are an extract from the full financial report for the year ended 30th June 2014 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, 28 October 2014



David Thrift
Chairman of the Audit & Risk Committee
Sydney, 28 October 2014



Tel: 61 2 9251 4100
Fax: 61 2 9240 9821
www.bdo.com.au

Level 11, 1 Margaret St
Sydney NSW 2000
Australia

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 2014, 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 2014. We expressed an unmodified audit opinion on that financial report in our audit report dated 28 October 2014.

The summary financial statements do not contain all the disclosures required by the Australian Accounting Standards and the *ACNC Act 2012*. 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 2014 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, 28 October 2013

BDO East Coast Partnership ABN 83 236 985 726 is a member of a national association of independent entities which are all members of BDO (Australia) Ltd ABN 77 050 110 275, an Australian company limited by guarantee. BDO East Coast Partnership and BDO (Australia) Ltd are members of BDO International Ltd, a UK company limited by guarantee, and form part of the international BDO network of independent member firms. Liability limited by a scheme approved under Professional Standards Legislation (other than for the acts or omissions of financial services licensees) in each State or Territory other than Tasmania.

