

# Customer Year in Review 2022





# We acknowledge the traditional Aboriginal owners of the lands on which we operate and provide homes for people.

We acknowledge and pay our respects to past, present and future Aboriginal elders, people and nations. We recognise Aboriginal people as having the world's oldest living, continuous culture with unique languages and spiritual relationships to the land and seas.

St George Community Housing (SGCH) is strongly committed to practical action aimed at building the physical, cultural, spiritual, and family wellbeing of Aboriginal people through our role as a community housing provider.

We renew our determination to listen and to 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.

We are more than a housing provider.

We develop and manage sustainable, safe and affordable homes and work in partnership to realise our vision of great places, thriving people, connected communities.

We provide services that enable customers to sustain their tenancies.

We connect customers to services that foster and support their goals.

We take a place-based approach, working with communities to offer localised activities and engagement that is tailored to their needs and aspirations.

We create and pursue opportunities with values-aligned partners to increase the supply of housing in Greater Sydney.

# Group Chair's report



It's been such a privilege to be part of an organisation renowned for trail blazing, even during challenging times, and this year was no different.

Significant weather events, the COVID-19 pandemic and associated supply and labour shortages caused disruption to all aspects of our lives during 2022, forcing many of us to change where and how we lived and worked. It was a time in which connections between people and working together had never been more important.

Meanwhile, sky-rocketing housing prices, high rents and cost of living pressures reinforced the importance of our work in helping people on low and moderate incomes, including the vulnerable members of our community, find a stable home and access services and support.

The year saw changes to the SGCH internal operating environment with new Board, executive and team members and a refined approach to strategic planning and governance, which served to reinvigorate our purpose-led work.

It is also thanks to the leadership of Group CEO Scott Langford and his efforts to cultivate a culture that encourages new ideas and improved ways of doing things. Scott has led the dedicated and passionate SGCH team to achieve a great deal for our customers, including making several service improvements.

Looking for ways to better serve our customers, as they use their SGCH homes as a springboard to improve their life circumstances, continues to be our mainstay.

I am very proud to report that SGCH is well placed to pursue further expansion, in partnership with like-minded investors and others, to fulfil the opportunity and responsibility to thoughtfully realise government ambitions for urban renewal across Greater Sydney and help even more people in need of social and affordable housing.

**Annette Gallard PSM**

# Group CEO's report



We exist for Dixie.

Dixie is a Gooreng Gooreng, Kabi Kabi (Gubbi Gubbi) woman, born in Brisbane. At 18, she moved to Redfern and over time raised her six kids there, she now has 30 grandchildren. Redfern is home. Over the years Redfern became unaffordable for her, despite working full time.

Dixie told me she lived a few kilometres away in Petersham for a while, but it was like living on the moon. Place matters. When our Gibbons Street Redfern development was ready for tenants in July 2021, Dixie came home.

Our focus remains on our vision of great places, where people thrive and communities are connected. While this focus - unbroken through the 37-year history of our organisation - remains on providing homes and services for our customers, the ways in which we work must continue to transform and rise to meet new challenges.

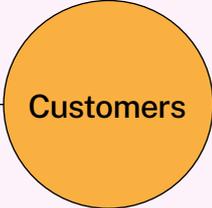
This year we reviewed and refreshed our Strategic Plan and refined our approach to achieving our purpose and vision, guided by our values. We continue to concentrate on financial results that provide benefit for the communities we serve, with a surplus of \$9.5m.

We are focused on sustaining tenancies, building and maintaining a sustainable housing portfolio and being a vibrant, sustainable business.

There is more to be done and we will vigorously pursue pathways that mobilise more capital and capability to the task. We want to see a thriving community housing sector capable of meeting the need.

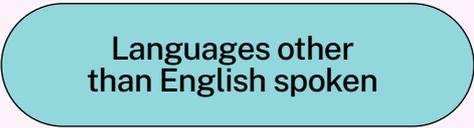
**Scott Langford**

FY21/22  
Snapshot

11,437  Customers

 In social housing 10,075

1,362  In affordable housing

 Languages other than English spoken 55

2,029  Children

4,083

Single-person households

\*Overall satisfaction

79%

First-time resolution of Customer Care Hub enquiries

88%

Members of staff (70% female and 30% male)

236

\$3.7b

Assets managed

\$1.3b

Assets owned

288

Homes in development

\$9.5m

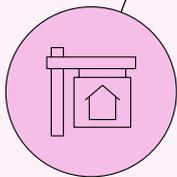
Surplus

# Customer service standards

Our Customer Service Standards represent our commitment to providing excellent customer experience, consistently.

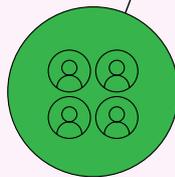
Our Standards support and contribute to our strategy to offer efficient, customer-centric services and aligns with our organisational values: Innovation, Support, Accountability, Respect and Integrity.

**We provide access to affordable homes and high quality services**



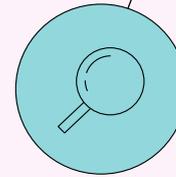
- We maintain your home to a reasonable standard
- We complete urgent repairs as quickly as possible
- We support you to achieve your desired goals and improve health and wellbeing.

**We listen and value your views**



- We seek your feedback on our customer service
- We work with you and support services to link you to programs or services that meet your needs
- We support you to form or be involved in your local resident group.

**We explore new and better ways of doing things**



- We provide excellent customer service through continuous improvement and best practice
- We are guided by our customer's experience when developing new processes.

**We do what we say we will do**



- We strive for first time resolution
- We finish what we start. We keep the customer informed and check that the customer is satisfied with the resolution
- We admit when we make a mistake and act to resolve the issue.

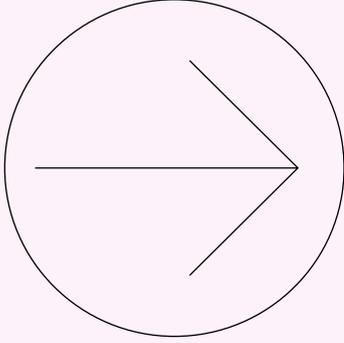
**We respect you**



- We provide prompt, friendly, courteous and efficient customer service
- We are transparent about our process, limitations, and what we can offer you
- We provide you with a safe and culturally appropriate environment
- We respect your privacy and manage your personal information in line with legislation.

# Strive Scholarships

Our Strive Scholarships provide money for educational and extra-curricular costs based on the student's level of study.



Tertiary Strive Scholarship applications open 1 March 2023 and close 31 March 2023. The next round for primary and secondary students opens 1 October 2023 and close 30 October 2023. Find out more at [www.sgch.com.au/strive](http://www.sgch.com.au/strive)

Customers supported through Strive Scholarships

267

\$296,500

Total scholarships awarded

Primary students (K-Year 6) each awarded \$500

70

High school students (Year 7-12) each awarded \$1000

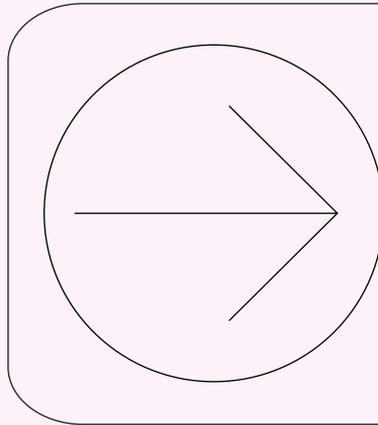
95

111

Tertiary students each awarded \$1500

# Catalyst program FY21/22

Catalyst is a program SGCH offers to support your employment and training goals. There are three parts to Catalyst: Coaching; Training; and Funding. You can access all three or only one, depending on your needs.



Our Catalyst program supports customers to meet their training and employment goals with personalised coaching and funding. You can get in touch with us at any time to ask about this program: call 1800 573 370 or email [catalyst@sgch.com.au](mailto:catalyst@sgch.com.au)

Customers supported

171

38

Started paid employment

In accredited training

13



## Arthur's story

Arthur, 51, has been a single father to Arthur Jr, 17, and Thomas, 15, for almost a decade. When their mother was diagnosed with cancer, Arthur decided to step up so he could take care of their boys, then seven and five years old.

“I was in and out of jail and was abusing drugs,” said Arthur, who is a Wiradjuri person. “When their mum was in her last stages of cancer, I knew I had the opportunity to get clean.” It took him two years to get custody of his children and he moved to Bonnyrigg, where he had grown up. “I moved back into my mum’s house when I got custody. It was tough as I had to explain to the boys what happened to their mum and had to take them to her funeral. I had to be both a mother and a father to them.”

Now teenagers, Arthur Jr (pictured on the left) and Thomas (right) received Strive scholarships in October 2021 and were also referred to the Catalyst program. The boys are also doing vocational courses while studying. Through Catalyst, Arthur Jr is pursuing courses in construction and hospitality at school. Both work part time in fast-food restaurants, with Arthur Jr learning to drive and aspiring to work as a tradesperson in the future.

Once Arthur Jr gets his licence, he will receive some driving lessons free of charge under our partner Uniting’s Driver Licensing Access program. “With a car, he can go places to work. He is trying to save for a car,” said his proud father.



## Tracey's story

Tracey's journey is one of incredible resilience and strength. From being homeless to surviving domestic violence and being in custody, the 53-year-old has overcome many obstacles.

"I was living in my car for nine months. It was tough but I had the help of the Salvation Army. They allowed me to have showers at their Rockdale service," said Tracey, who had no place to call home from November 2015 to August 2016. She found accommodation through a program for homeless people and moved into the rental property with her partner. He was, however, physically abusive.

"My rent was always paid even though I was using drugs. But I was charged for his rent six months after he had gone. I received an eviction notice saying I owed them thousands of dollars. I was so upset that I left rehab," said Tracey, adding that leaving the compulsory drug program midway led to her being in custody.

After she was released from custody, Tracey began studying for a Certificate IV in Community Services in February 2021 and, as an SGCH customer since 2016, was referred to our Catalyst program for financial support. Tracey successfully completed her course and credits SGCH's Housing Plus Manager Carrie Yang with helping prepare her for the workforce. "She helped me update my resume and word it in a way to highlight my work as well as my lived experience," said Tracey, adding, "The support and encouragement I received from Carrie is something I am extremely grateful for."

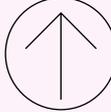
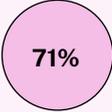
Tracey's hard work and determination paid off and she was offered a job in April 2022 in the Women's Justice Network – a not-for-profit organisation that mentors and advocates for women and female youth who have been affected by the criminal justice system. She supports women who were incarcerated to resettle into the community – a job she loves and is passionate about.

## Continuous improvement

Insights provided by you through our Tenant Satisfaction Survey help us learn what we are doing well and where we can improve.

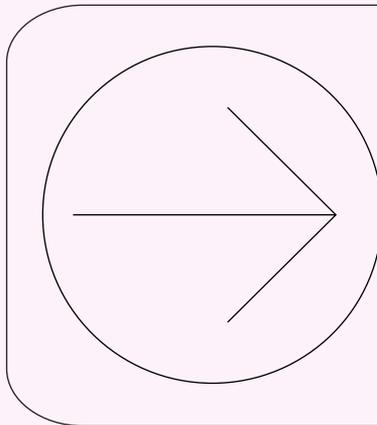
When you complete our annual survey, the information you provide helps us create better outcomes for people and communities. Our survey is conducted independently by the Community Housing Industry Association NSW

on our behalf. This year, 1846 people completed it, most people on their phone. We also sent paper versions, emails and offered a call-back service for anyone who needed help to fill in the survey or who required a translator.

In 2021 you said	In 2022 you said	Change (from 2021 to 2022)
 60% SGCH listens to views and acts on them	 67% SGCH listens to views and acts on them	 Up 7%
 67% Satisfaction with quality of life	 72% Satisfaction with quality of life	 Up 5%
 71% Satisfaction with property condition	 74% Satisfaction with property condition	 Up 3%

# Supporting our customers

We have dedicated Support Coordinators to help vulnerable tenants access wraparound support services.



Our Support Coordination team can help connect you with appropriate support agencies. You can speak directly to our Support Coordination team, or ask another staff member to make a referral for you. Learn more at [sgch.com.au/support](https://sgch.com.au/support)



Support  
Coordination

916

Customers supported

527

New referrals

## Shirley's story



\*Shirley had been in and out of temporary accommodation for long periods of her life. The 25-year-old was homeless and had also been an inpatient several times at St Vincent's mental health unit.

After Shirley was referred to the Port Jackson Supported Housing Program (PJSHP), she was finally able to settle in a home that she could call her own. She sought YWCA's assistance to get some furniture and advance rental amount. The stability of PJSHP meant she could access a network of services and focus on her mental health.

Once she was able to find her feet, Shirley reconnected with her family and visited them in Brisbane over Christmas. They offered her permanent long-term housing, during her visit. After her successful tenancy in Port Jackson, she felt confident and ready to move in with them. Her transition back to a family home in Queensland has been a positive outcome for a woman who had a traumatic history. Shirley was among 33 women and 83 customers in 2021 who were assisted to transition into independent living.

\*Name changed for privacy

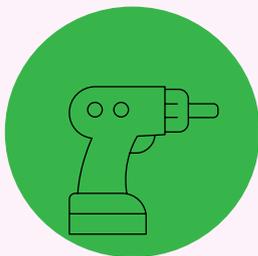
**Her transition back to a family home in Queensland has been a positive outcome for a woman who had a traumatic history. Shirley was among 33 women and 83 customers in 2021 who were assisted to transition into independent living.**

# Homes snapshot FY21/22

This snapshot includes key findings from our Tenant Satisfaction Survey and an overview of the activities undertaken in our Homes portfolio.

**80%**

Customers are proud of their home



**22,496**

Maintenance work orders delivered

**80%**

Customers feel safe and secure in their homes

**74%**

Overall satisfaction with condition of property

**\$19,046,338**

Spent maintaining homes

**79%**

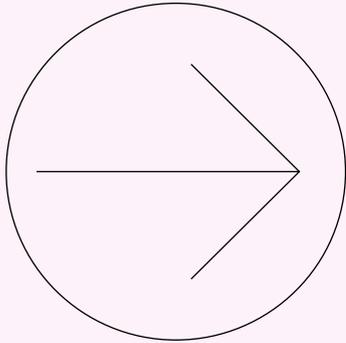
Customers agree their home is suitable to their circumstances

**68%**

Overall satisfaction with repairs and maintenance

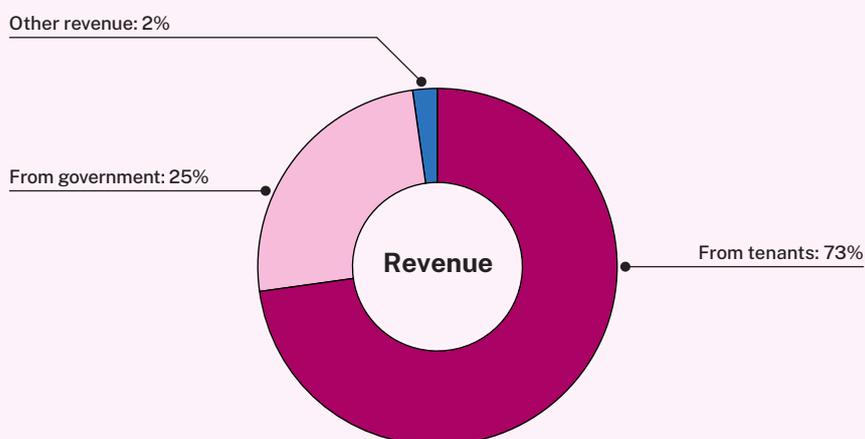
# How we create value

It's important to us that we are transparent about where our funding comes from and how we spend it. As the graphs below show, most of our revenue comes from you, our customers, and our biggest expenditure is on property.

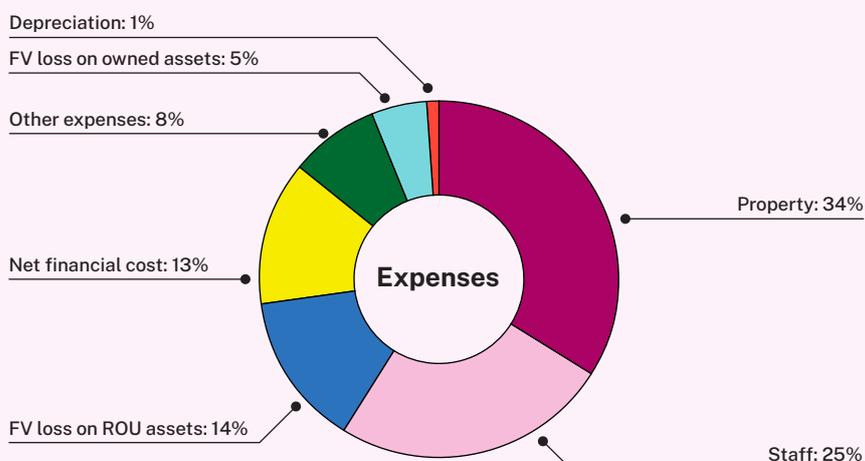


Our full Annual Report provides more detailed information about SGCH's financial performance and operations, and it showcases the activities and achievements of the organisation. You can read it at [sgch.com.au](http://sgch.com.au)

<b>Revenue</b>	<b>\$'000</b>
From tenants	83,930
From government	28,638
Other revenue	2,071
<b>Total</b>	<b>114,639</b>



<b>Expenses</b>	<b>\$'000</b>
Property	35,661
Staff	26,653
FV loss on ROU assets	14,666
Net financial cost	13,355
Other expenses	8,642
FV loss on owned assets	4,755
Depreciation	1,435
<b>Total</b>	<b>105,167</b>



# Connected communities

- 1 SGCH's Placemaking Team with our partner Daystar Foundation in the Bonnyrigg community for the World In One Place event
- 2 Bonnyrigg customers pose with one of the Aboriginal performers at one of our community events
- 3 Bonnyrigg's Youth Council helped manage the sausage sizzle stand at one of our community events
- 4 Hong Xu, SGCH customer in Artarmon, likes to regularly tend to her garden bed
- 5 Tayabeh, SGCH customer in Artarmon, takes tips from greening officers to take care of her garden bed
- 6 The Royal Botanic Garden greening officer teaches SGCH customers how to take care of their plants and veggies
- 7 Children from Bonnyrigg Public School pose together after their performance at the World In One Place event

