



Four decades of homes, hope and heart



Proud Wiradjuri woman and longtime SGCH customer Maureen created this beautiful artwork, named *Our People, Our Culture*, for SGCH's Reconciliation Action Plan (see more on page 22). It features spiritual figures (Baiaame and Birrangulu) as well as symbols that represent the interconnectedness of First Nations peoples. The artwork tells the story of how different tribes would come together to share knowledge and celebrate their connection to Country. The black dotted lines denote tribal boundaries, white dotted lines are songlines and the circles with U shapes show gathering places.

Acknowledgement of Country

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

We acknowledge and pay our respects to past and present Aboriginal and Torres Strait Islander Elders, peoples and nations. We recognise Aboriginal and Torres Strait Islander peoples 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 and Torres Strait Islander peoples through our role as a community housing provider. We renew our determination to listen and to learn from Aboriginal and Torres Strait Islander peoples, to recognise the important contribution they make, and to offer a first-rate service that responds to the diversity of Aboriginal and Torres Strait Islander peoples and their communities.



About us

St George Community Housing provides sustainable, safe and affordable housing for 11,491 people in 7,082 properties across Greater Sydney.

Founded 40 years ago, SGCH is a Tier 1 provider under the National Regulatory System for Community Housing. We bring capability and capital to work in partnership with governments, developers, builders, financiers and investors to deliver homes for people in need and to create thriving communities.

We help customers maintain their tenancies and connect them with services that support their goals. SGCH takes 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 housing supply.



Why we exist

When housing isn't affordable, it becomes harder for people to take part in the life of their communities – to work, study, care for their families and build a future. The result is growing inequality and a risk to the long-term wellbeing of our society. At SGCH, we believe that everyone deserves a safe, stable place to call home. This belief drives everything we do.

We combine a business head with a social heart, working with purpose to grow our impact and support more people across more communities. But we know the housing crisis in Australia is deepening –and too many people are being left without a home or without access to the services and support that help them stay housed and thrive.

We believe this must change. And we're committed to being part of that change: by creating homes, building connections and opening doors to opportunity.



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Reflections on FY24/25

This year marks another significant chapter in SGCH's proud 40-year history of creating safe, sustainable and affordable homes. Four decades of great places, thriving people and connected communities. FY24/25 has been a year of change, momentum and renewed purpose.

Across Australia, people are feeling the strain of rising costs and a shortage of affordable homes. At SGCH we see the impact of these challenges every day. They sharpen our focus on what matters most: supporting customers, strengthening communities and working with partners to create housing that changes lives.

Housing has never been more central to Australia's future. It is at the forefront of national discussion and one of the defining social issues of our time. At SGCH, we recognise the responsibility we carry and the contribution we can make – bringing capability and capital together to deliver solutions that last.

Homes and communities

The heart of our work lies in caring for the homes our 11,491 customers already live in. In FY24/25 we invested \$25.7 million in maintaining and upgrading properties, including a significant lift replacement at our 71-year-old Greenway building in North Sydney, with further work underway in partnership with Homes NSW. We also supported customers through strong service delivery, with 85% telling us they were satisfied overall – well above the Community Housing Industry Association NSW benchmark of 75%.

At the same time, we grew our impact by delivering new homes in Riverwood and Marrickville and key worker apartments at Barangaroo, extending the reach of safe and affordable housing to more people. Our pipeline

of new homes in the development cycle was 1,002, including units in Box Hill, Victoria, now in operation, and Westmead, NSW, which will open before the end of the year.

Partnerships, capability and capital

We have a track record of bringing capital and capability together to deliver quality social and affordable housing, and this year was no exception. Through the Housing Australia Future Fund Facility (HAFFF), SGCH was selected as a preferred provider for projects in Queensland, Victoria and New South Wales.

By combining government funding, SGCH capital, institutional investment and philanthropic support, we delivered some of the highest levels of social housing in HAFFF's first round. This multiplier effect shows how different sources of funding can be leveraged to deliver greater impact.

We are also proud of our innovative partnership with Bric Housing in Queensland, which shows how community housing providers can collaborate to strengthen the sector and deliver more homes together.

Financial sustainability, governance and ESG

As one of the largest community housing providers in Australia, we manage a portfolio worth more than \$4 billion, including \$1.5 billion in total assets on our balance sheet.

With a strategic intent to be an institutional-grade partner to investors and government, we have continued to focus on the strength of our governance and leadership. We welcomed Christian Grahame and Tim Beresford to our Board, both bringing deep expertise and a shared passion for our mission.

ESG continues to be embedded in



how we operate. We were among the first community housing providers to publish an ESG report aligned with the Australian Community Housing standard, and we're now in our third year of reporting. Extending beyond compliance, our ESG strategy guides tangible action – from fleet renewal to energy-saving workshops – that reflect our commitment to environmental and social responsibility.

Innovation and digitalisation

We know that addressing the housing crisis requires new approaches and

strong collaboration. This year we made a significant step forward in our digital journey, investing in a new customer platform that will transform how we work. It will streamline processes, free up time for our colleagues and enable a sharper focus on customers.

We were also proud to see SGCH recognised with industry awards and to have our colleagues contributing at national and global forums. These moments highlight both the expertise we bring to partnerships and the role we play in shaping solutions.

Our people and leadership

None of these achievements would be possible without the passion and commitment of our SGCH team. Your dedication is the heart of this organisation, and we thank you for the difference you make every day.

The Board also wishes to acknowledge Joe Achmar, who led SGCH with commitment and care during this year of transition. His focus on customers, colleagues and partners, and his thoughtful leadership, ensured we kept moving forward with confidence.

We are deeply grateful for his contribution.

In June, we welcomed Debi Marriott-Lavery as our new CEO. Debi brings great experience from the UK, including partnerships, investor and regulatory expertise that will help SGCH mature as a sector leader in Australia. She has already shown her people-centred approach through time spent with our frontline colleagues and customers, and her leadership will help us build on our strengths and shape the next chapter with fresh perspective.

Looking ahead

In the year ahead, we will continue to care for existing homes while building new ones with government, investors, developers and community partners. We will keep innovating in how we design, finance and deliver housing, and we will grow meaningfully, so that more Australians can have the security of a safe and affordable home.

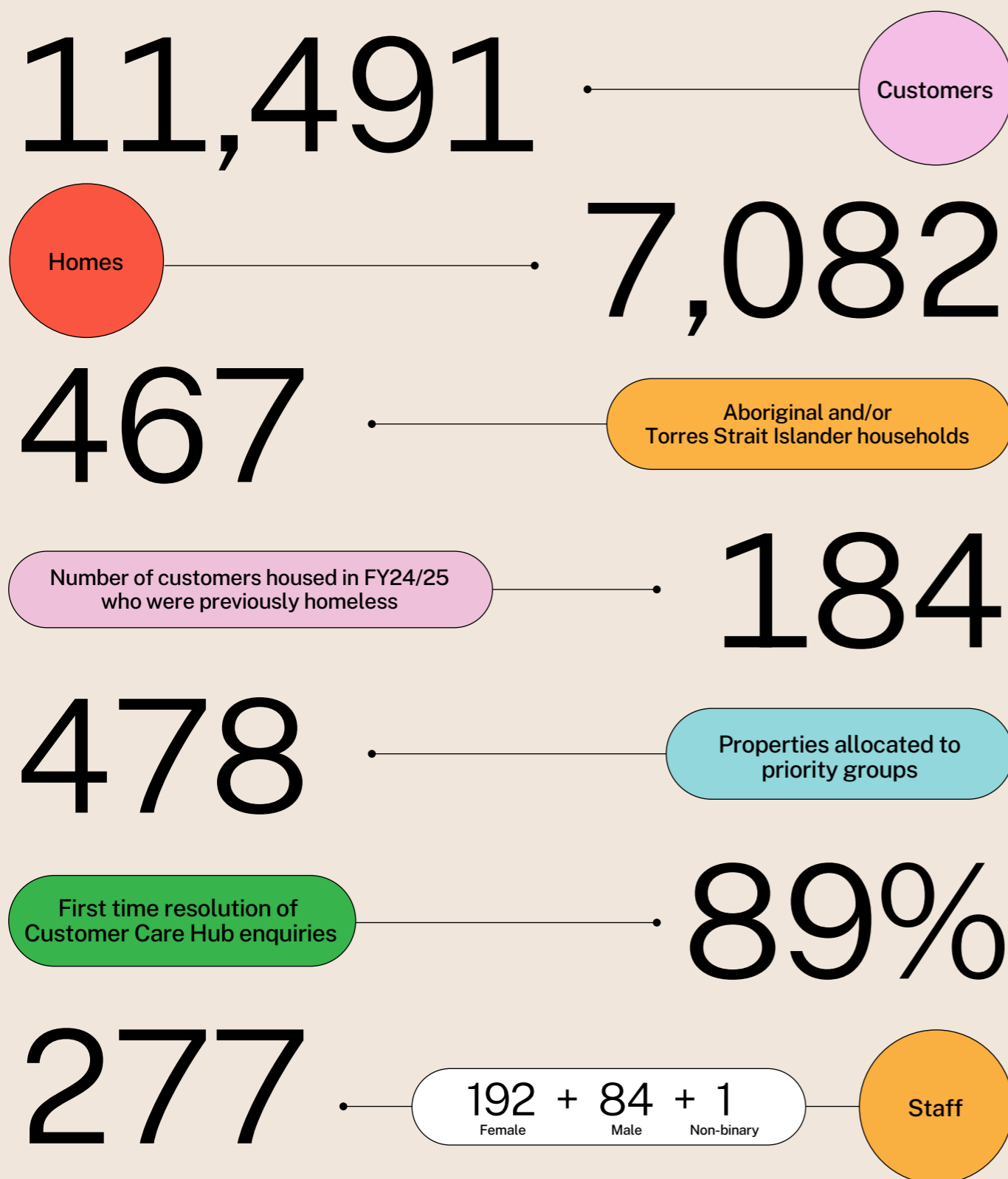
Our focus remains clear: customers at the centre, communities strengthened, colleagues supported and partners working alongside us. This is how SGCH delivers lasting impact.

Karen Orvad, Chair of the Board

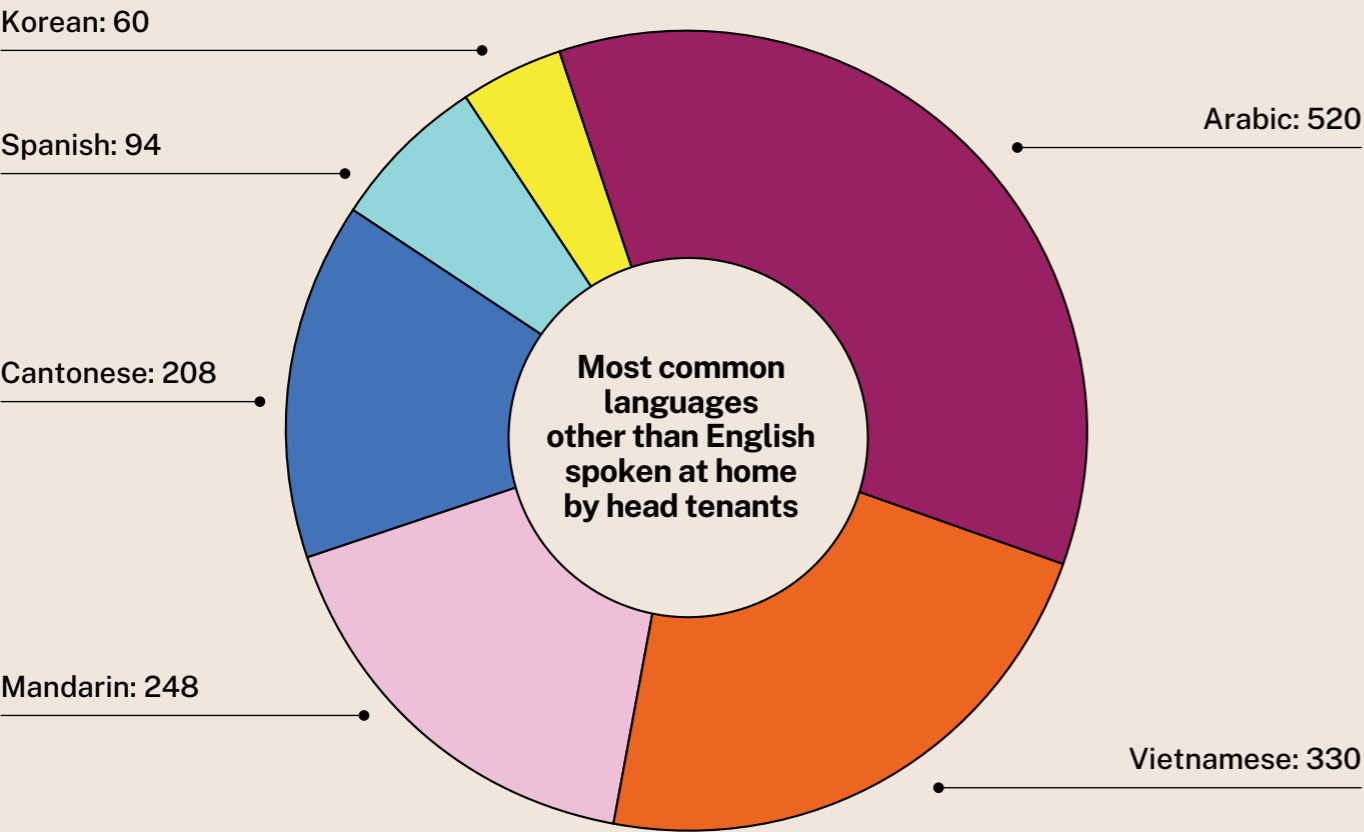
Joe Achmar, Chief Financial and Investment Officer

Debi Marriott-Lavery, Group Chief Executive Officer

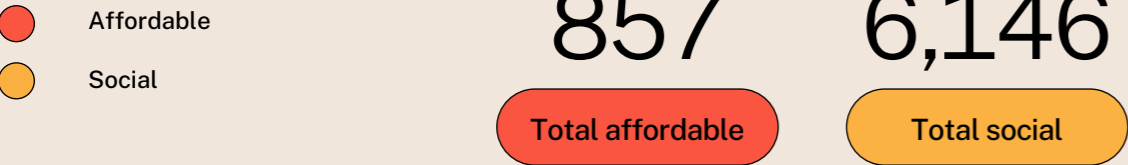
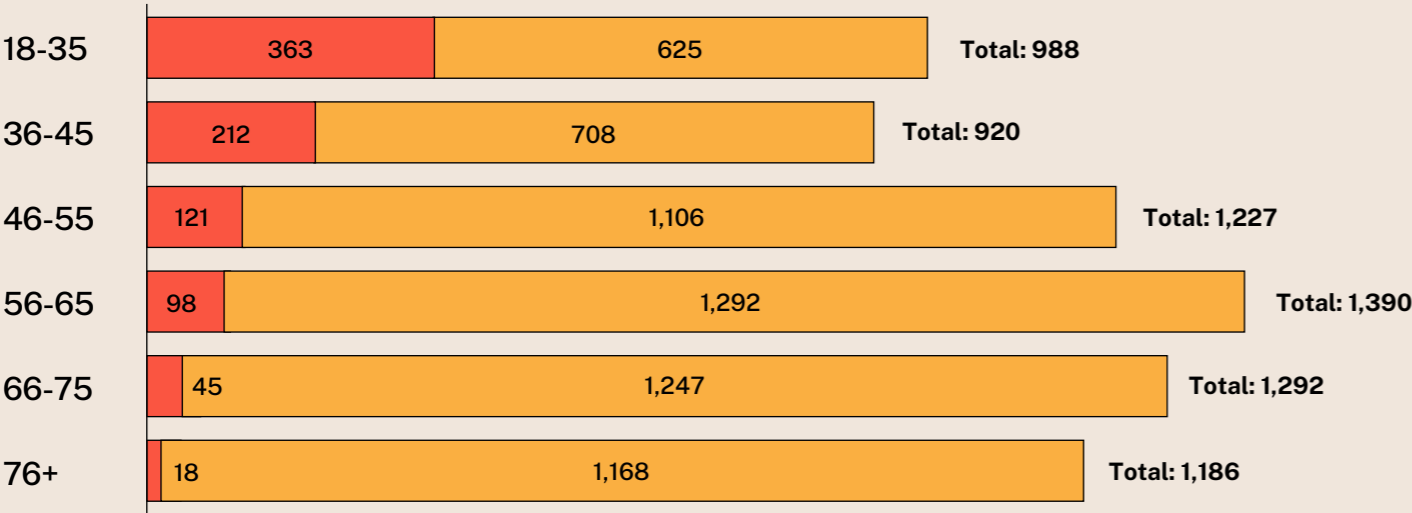
FY24/25 snapshot



*Data from the 2025 Customer Satisfaction Survey conducted by the Community Housing Industry Association (CHIA NSW) on behalf of SGCH.



Our head tenants by age group



Our year at a glance

July 2024

CEO Scott Langford resigns to take up his new role as CEO of Housing Australia, and CFO Joe Achmar becomes Acting Group CEO

We open our Bush Tucker Garden at Bonnyrigg during NAIDOC Week

August 2024

Our new office at Lawson Square, Redfern, is open for business

We introduce an expanded parental leave scheme to better support our team

September 2024

Customers at our Turrella property (right) have their community room renovated



The Queensland Premier announces SGCH as the preferred proponent to deliver 152 homes in Carseldine Village – our first homes outside NSW

October 2024

Our new SGCH Customer Voice Group has its first official meeting under its new name (it was formerly known as the Tenant Coordination Panel)

We open our Canterbury property (partly funded via Together Home) and celebrate the launch of our 51-unit Riverwood development with NSW Housing Minister Rose Jackson

November 2024

Aboriginal and Torres Strait Islander Cultural Awareness Training is launched for all team members

150 South West Sydney customers enjoy a day trip with SGCH to the NSW Art Gallery

December 2024

We submit our Reflect Reconciliation Action Plan to Reconciliation Australia

Homes NSW and Traders In Purple hand over two brand-new, three-bedroom homes as part of our Bonnyrigg Estate Renewal project



January 2025

Prime Minister Anthony Albanese officially opens our 61-unit Marrickville property (above) and we welcome the first of 106 new residents

SGCH celebrates its 40th birthday!

February 2025

We settle on 50 new key-worker apartments in the Sydney LGA through our partnership with Lendlease

We roll out mandatory modern slavery awareness training across the organisation

March 2025

Our \$1,500 Strive Tertiary Scholarships (right) are awarded – we supported a total of 386 students, from kindergarten to tertiary studies, living in our properties this financial year

Federal Housing Minister Clare O’Neil tours our Arncliffe Central build site, where 231 social and affordable units are under construction



April 2025

A National Civil and Administrative Tribunal (NCAT) specialist is brought onto staff, to support this important process

More than 300 people join us for Bonnyrigg Under the Stars (above) – our biggest community event of the year!

May 2025

We celebrate the topping out of our Westmead Build-to-Rent project with AXA IM Alts and Deicorp

A customer-led art exhibition in Lane Cove wraps up a 10-week sketching and painting workshop

June 2025

We win the Urban Taskforce Development Excellence Award for our Marrickville apartments

We welcome our new Group CEO, Debi Marriott-Lavery



40 years of great places, thriving people, connected communities

On 1 January 1985, a small group of passionate locals – led by the visionary Frank Baker – came together with a shared purpose: to create safe, affordable and well-managed homes for people doing it tough.

The idea was born on the back verandah of a founding member's home and from that humble beginning St George Community Housing (SGCH) was born. With just two staff, a volunteer committee and fewer than 25 properties in Sydney's St George area, the seeds of something extraordinary were planted.

From the very start, SGCH was about more than housing, it was about people. A child's drawing of a row of sunny homes adorned our first annual report (see right), a simple but powerful symbol of hope that continues to guide us today.

From local roots to national reach

SGCH has grown from 25 homes in 1985 to more than 7,000 today, supporting nearly 11,500 customers across Greater Sydney and beyond.



Our journey has been marked by bold steps and key partnerships – from pioneering Australia's first public-private social housing partnership in Bonnyrigg to securing over \$1 billion in institutional capital to build more homes and create more opportunities.

We've expanded our footprint nationally, too, with projects underway in Victoria and Queensland. In 2024, we were proud to be selected for four Housing Australia Future Fund projects, marking a new chapter in our evolution as a national community housing provider.

More than bricks and mortar

At SGCH, we know that a home is just the beginning. That's why we invest in people – through scholarships, vocational training, no-interest loans and free workshops and events that build skills, confidence and connection.

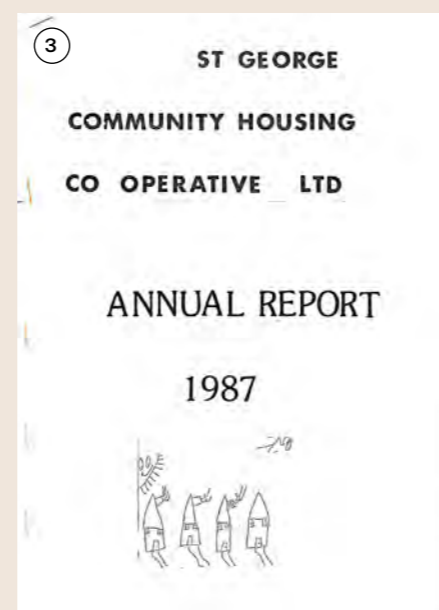
For many, SGCH is a long-term home. For others, it's a stepping stone to independence and opportunity.

We're proud to walk alongside our customers, supporting them to thrive – whether that's finding work, pursuing education or simply feeling safe and settled.

Honouring the past, building the future

As we celebrate 40 years of impact, we honour the kindness, courage and commitment of those who built SGCH from the ground up. We thank our partners, our team and, most of all, our customers – whose stories inspire us every day.

Here's to the next 40 years: creating more homes, opening more doors and helping more people thrive in great places and connected communities.



1 Frank Baker, SGCH's founder, pictured in wearing his mayoral chains of office. He was mayor of Kogarah Municipal Council, 1971-74 and 1980-81.

2 SGCH Customers-Services team members, 2024.

3 The SGCH Annual Report has come a long way since 1987, the very first year we issued one. It consisted of just a few typed and stapled pages.

4 NSW Housing Minister, The Hon. Rose Jackson MLC, speaks at our 40th anniversary stakeholder event at NSW Parliament House. Also pictured is Andrew Brooks, Group Executive Homes for SGCH.

5 Two happy customers take part in Riverwood community engagement activities.

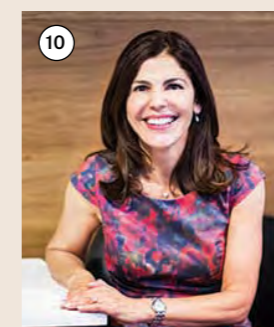
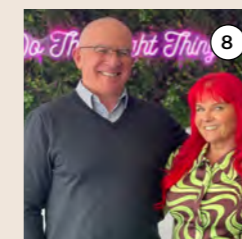
6 To celebrate 20 years of SGCH we invited our customers to Luna Park.

7 The Namatjira community garden in Chifley was transferred to SGCH to manage in 2019.

8 Acting CEO Joseph Achmar met new CEO Debi Marriott-Lavery in the UK before her move to Sydney in June 2025.

9 To celebrate 25 years of SGCH we held a customer family fun day in Wiley Park.

10 Nahza Saad, SGCH's much-loved former CEO, led the organisation with compassion and integrity from 2007 to 2015.



To read more about SGCH's 40 years of housing, click the link or scan the QR code.

<https://www.sgch.com.au/40years/>

Where we operate

We house 1 in 484 Sydneysiders.
In FY24/25 SGCH owned, managed and leased 7,082 homes across Greater Sydney. We work to ensure our city remains diverse, accessible and a great place for all, no matter your income. In early FY25/26, we expanded our operations into Queensland and Victoria.



Operating context

As Sydney’s largest community housing provider – in a city where affordability is a growing challenge – SGCH is proud to offer safe, secure and affordable homes to people on very low to moderate incomes. We’re a not-for-profit organisation and every dollar we receive in rent is reinvested to maintain homes, provide social support and grow the supply of housing for those who need it most.

Our homes are more than just places to live. They’re places where families, individuals and key workers can stay connected to the communities they love. By providing stable housing, we help people access opportunities for better health, wellbeing and economic participation, contributing to stronger, more inclusive neighbourhoods.

After escaping domestic violence in 2020, I am really grateful that I secured housing for my son and me. During my house inspections, the SGCH staff member was so nice and when she noticed things that could be repaired, she organised it for me.

— customer feedback, 2025 Customer Satisfaction Survey



Beyond housing, SGCH supports customers with access to training, education and employment services. We also offer help with navigating health and financial services, and coordinate referrals to ensure people get the support they need. Through placemaking and community initiatives, we create opportunities for people to connect, belong and thrive.

What we offer

Social housing

Social housing is for people on very low and low incomes and includes rental housing that is owned or managed by the NSW Government, community housing organisations or the Aboriginal Housing Office. It is allocated based on need and priority from Housing Pathways, a centralised waitlist administered by the government.

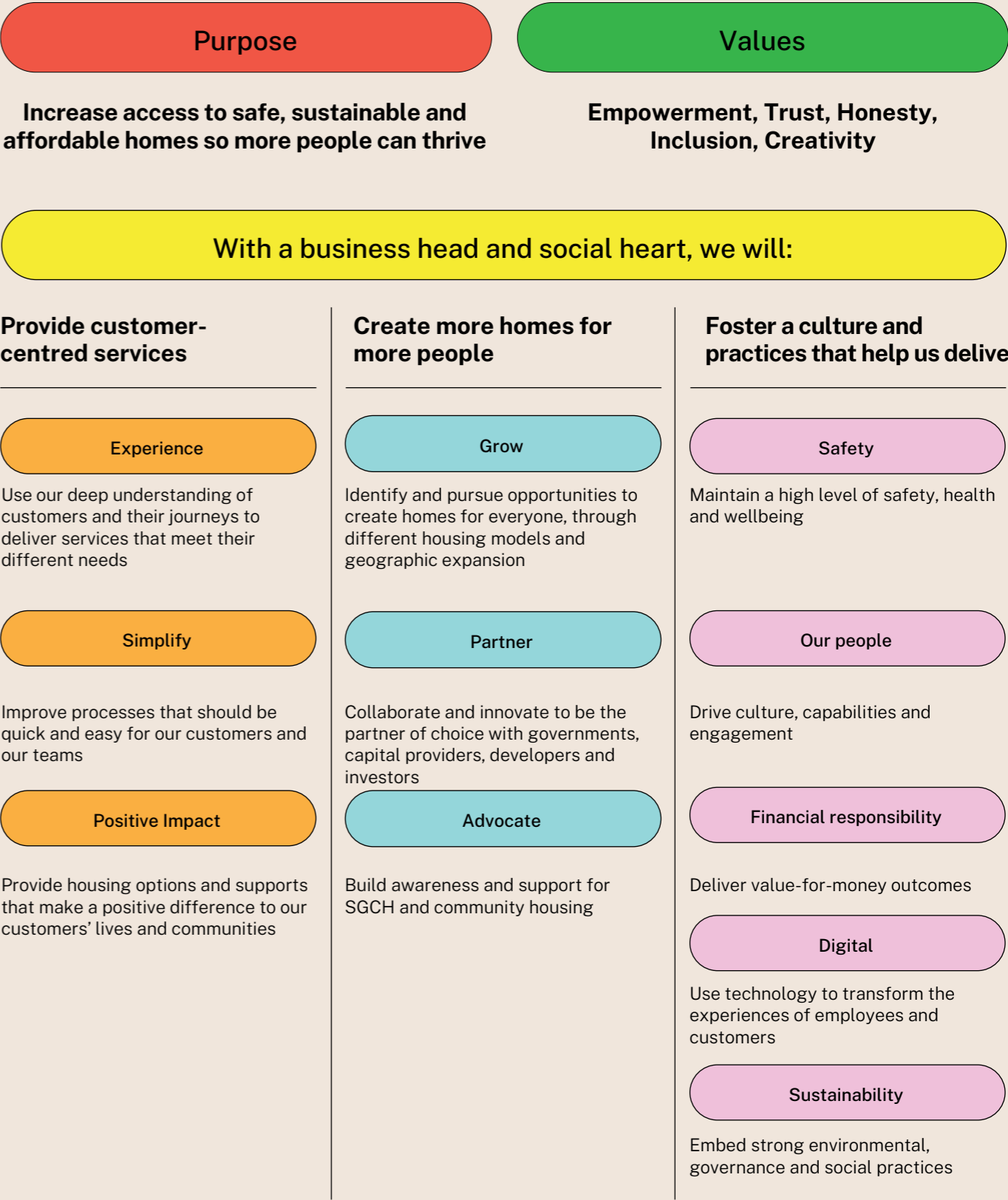
Affordable housing

Affordable housing is for people on low to moderate incomes who are working but find it difficult to afford housing that meets their needs (location, price, size) in the private rental market yet are not eligible for social housing.

Key-worker housing

Key-worker housing is for employees in services that are considered essential to a city’s functioning and who earn low to moderate incomes. This includes, but is not limited to, those who work in health, education, community or emergency services.

Our strategy



How we create value

At SGCH, we're proud to be in a unique position to make a meaningful difference.

By combining capital, capability and expertise, we work hand-in-hand with governments, the private sector and partner organisations to create shared value that benefits our customers and communities.

Partnerships are at the heart of how we work.

We focus on building strong, respectful relationships with organisations that share our purpose and values. Together, we aim to improve outcomes for the people and communities we serve.

We're committed to doing business responsibly and sustainably.

Environmental, Social and Governance (ESG) principles are embedded in our strategic thinking. We take seriously our role in monitoring our impact and contributing to positive change.

We know we can't do this alone.

That's why we look for solutions with our partners, leveraging our collective strengths to make a lasting and positive contribution to the communities in which we operate.

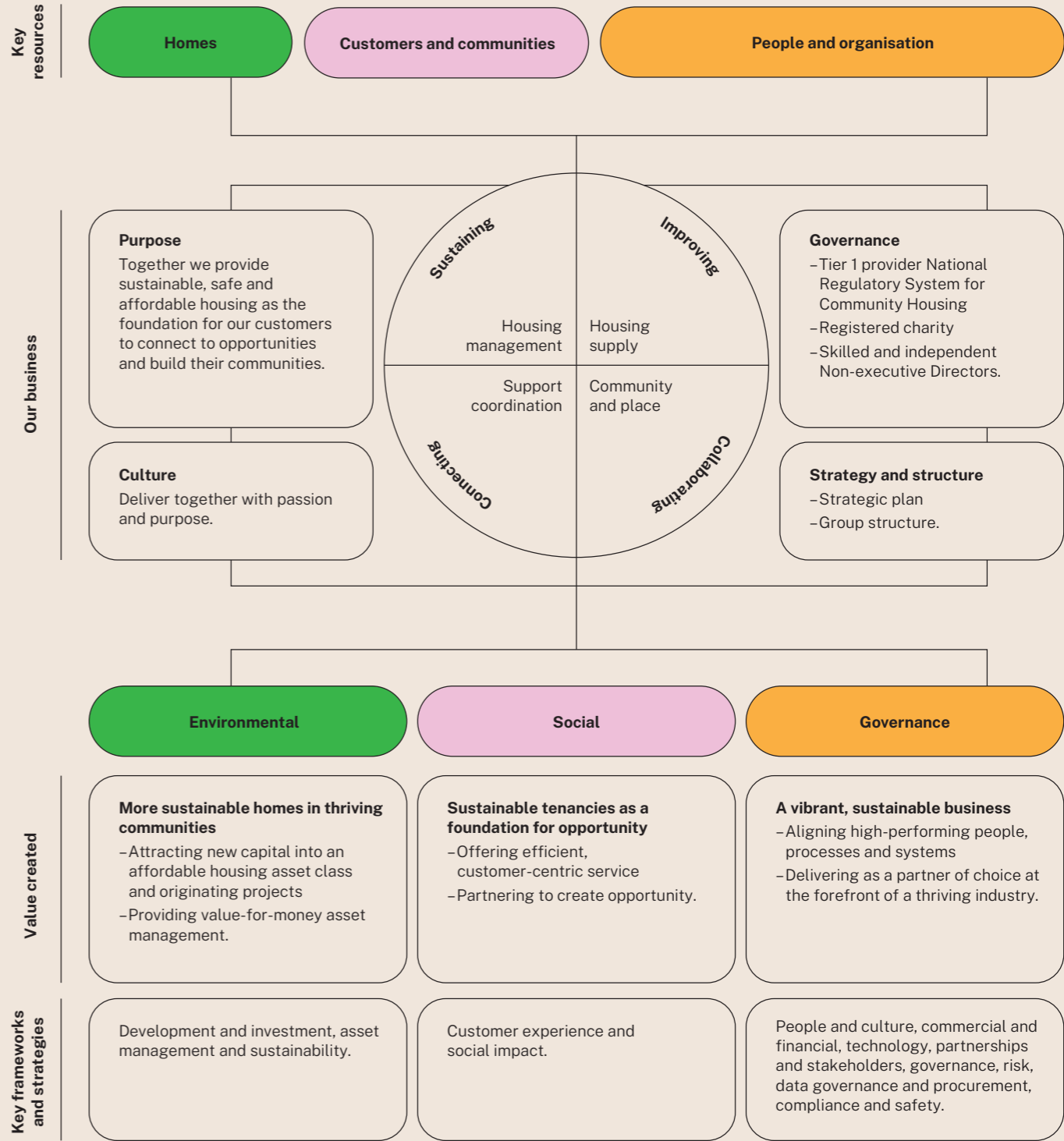


Previously, we were paying more than 60% of our income on rent, so moving into an SGCH property has been a major change to our quality of life. Your staff have been kind, helpful and professional. In a city where the collective noun for 'home' is 'portfolio', I treasure this reminder that there is a better way for us all to live

— customer feedback, 2025 Customer Satisfaction Survey



Value creation framework



Customers snapshot FY24/25

11,491

Total number of customers

Total number of homes

7,082

32%

Households with Australian-born children and at least one adult born overseas

Social housing customers that were priority allocations

75%

12%

Exiting social housing customers who moved to private housing

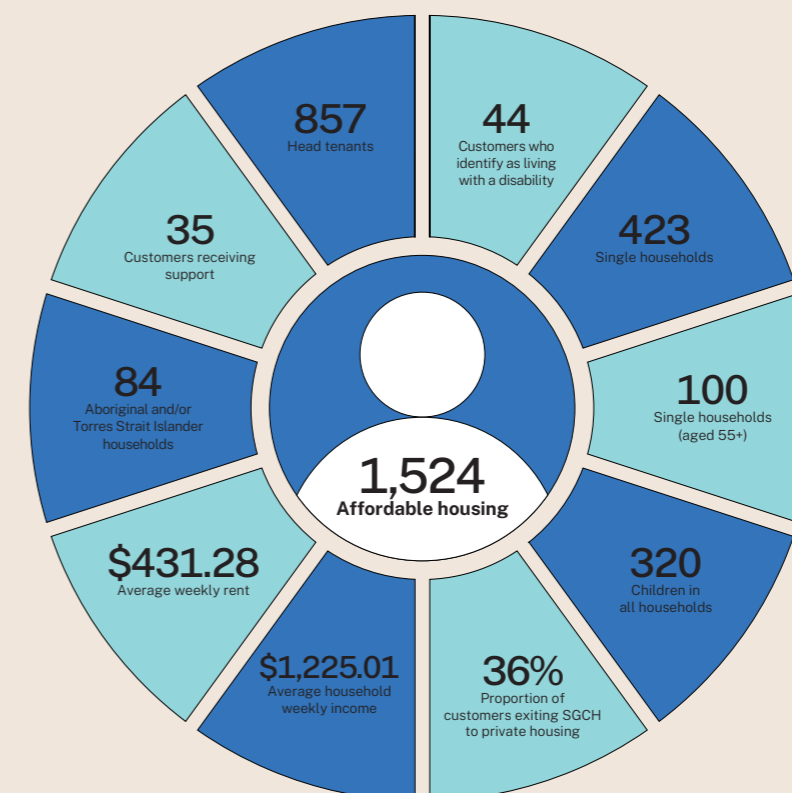
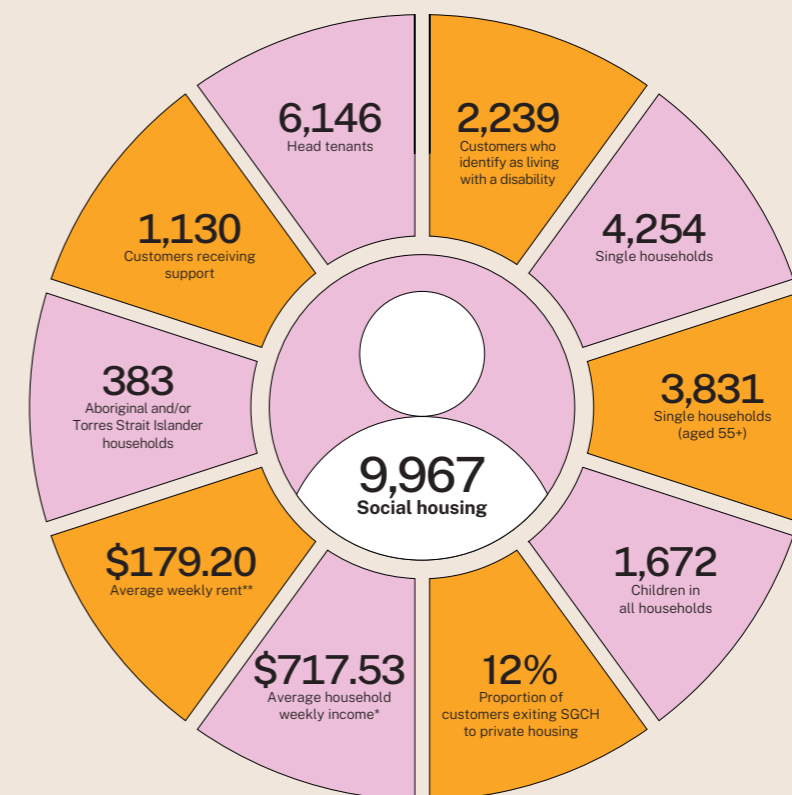
\$179.20

Average weekly rent (excluding CRA) billed to social housing customers

\$431.28

Average weekly rent billed to affordable housing customers

Customer profiles



*Based on customers who apply for a subsidy
** excludes Commonwealth Rent Assistance

Ways we care for customers

Our tenancy management approach is built around customer outcomes. We work closely with a wide range of partners to deliver services and programs that support people to sustain their tenancies and to thrive. This includes collaborative work with the NSW Government through initiatives such as the Social and Affordable Housing Fund and the Port Jackson Supported Housing Program.

Beyond tenancy management, we offer a range of services designed to connect customers with the support they need, whether that's help navigating systems, accessing opportunities or building stronger connections in their communities.

In FY24/25, we proudly managed the largest portfolio of community housing tenancies in NSW, offering a diverse mix of social (including transitional and disability), affordable and key-worker housing to our customers. At the start of FY25/26, we grew to become a national community housing provider, now supporting renters in Victoria and expanding into Queensland.



Support coordination

We connect customers to specialist services, including financial services, health, mental health, domestic and family violence, drug and alcohol dependence, youth and aged care and disability services.

Housing Plus services

The Housing Plus suite of programs is designed to reduce or remove barriers that prevent our customers from accessing education, training, employment and other life opportunities. Our Strive Scholarships, Road2Freedom, DigiConnect and our partnership with a No Interest Loan Scheme provider are all designed to lower financial stress for our customers and to help them achieve their goals and aspirations.

Community engagement

SGCH offers local activities and events that promote social connection and engagement, aligned to our core social impact domains of Home, Safety, Health, Community, Economy and Empowerment (see page 58). We support customer groups and partner with a range of local organisations to deliver programs and services that meet the needs and interests of our customers.

Supporting Aboriginal and Torres Strait Islander customers

SGCH has been delivering on its commitment to increase access for Aboriginal and Torres Strait Islander peoples to community housing and to sustaining tenancies. In total, 467 SGCH households have at least one member who is Aboriginal or Torres Strait Islander. We have exceeded our target of 25% housing for First Nations people at our Gibbons Street, Redfern property with a 32% Indigenous occupancy rate.

Key achievements in FY24/25

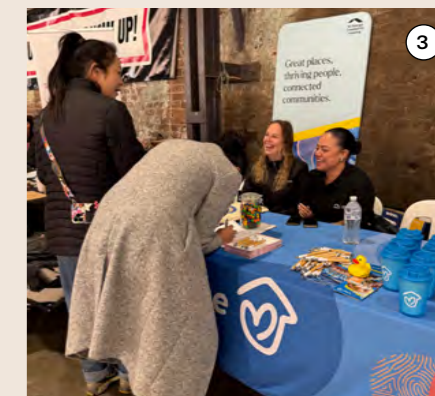
- For NAIDOC Week 2024, we collaborated with Bridge Housing and City West Housing to co-host a stall at the Eora NAIDOC Family Fun Day at Carriageworks—a first for the three organisations. At Bonnyrigg, we opened our new bush tucker garden, which had been planted out by members of our Aboriginal Tenant Group and kids from Karitane's Lil Possums Aboriginal preschool.
- SGCH again took part in the Yabun Festival at Victoria Park on 26 January, sharing housing information and connecting with community members.
- Todd Phillips commenced at SGCH in February 2025 as our Reconciliation Action Plan (RAP) Lead, bringing extensive experience in Indigenous engagement and reconciliation.
- SGCH has been meeting key RAP Working Group members from Bridge Housing and City West Housing on a bi-monthly basis to explore opportunities to collaborate.
- In May 2025, we held our first Aboriginal Reference Group meeting in Redfern, creating a culturally safe space for customers to share feedback and guide our reconciliation actions. Our Aboriginal Tenant Group for South West Sydney met bimonthly throughout FY24/25.
- For National Sorry Day in May 2025, Associate Professor Uncle Boe Rambaldini was guest speaker at our Redfern event. He offered a heartfelt reflection on the ongoing impacts of colonisation, including intergenerational trauma. At our Bonnyrigg event, Stolen Generation survivor Aunty Fay Clayton-Moseley spoke of being separated from her family and of her healing through art.
- Weekly cultural art workshops led by Aboriginal customers continued at Bonnyrigg and community-led trauma-informed wellness sessions were held at Redfern.
- SGCH RAP Working Group members participated in cultural immersion activities and local events to deepen understanding and build relationships.



1 Stolen Generation survivor Aunty Fay speaks at our 2025 National Sorry Day event at Bonnyrigg.

2 Maureen, our customer and Aboriginal Tenant Group member (second from left), with members of the Buuja Buuja dance group at our 2025 Bonnyrigg NAIDOC Week event.

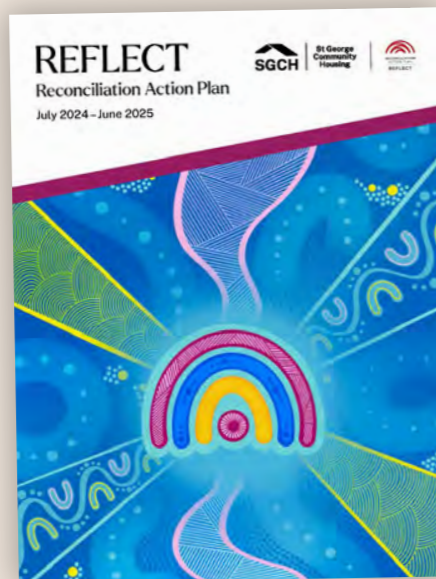
3 SGCH was proud to be represented at the Eora NAIDOC Inner City Family Fun Day.



Reconciliation Action Plan

SGCH's Reflect Reconciliation Action Plan was submitted to Reconciliation Australia in late 2024, conditionally endorsed by Reconciliation Australia in March 2025 and implementation is now well underway. Our RAP Working Group, made up of employees from across the business, meets monthly to ensure progress against key deliverables across the RAP's four pillars: Relationships, Respect, Opportunities and Governance.

This year, we've focused on embedding reconciliation into our systems and practice. Our Reflect RAP has increased cultural capability, elevated Aboriginal and Torres Strait Islander voices and strengthened community relationships.



Our Aboriginal Reference Group (Metro North East Sydney) and Aboriginal Tenant Group (South West Sydney) shape implementation and provide valuable insights that inform our engagement and services. We've also made progress in developing partnerships, supporting employment pathways and creating spaces for learning, listening and cultural celebration.

Consultation matters: Our Aboriginal Reference Group and Aboriginal Tenant Group

SGCH is committed to its two Aboriginal tenant bodies – our Aboriginal Reference Group (ARG) in Redfern and our Aboriginal Tenant Group (ATG) in Bonnyrigg and South West Sydney. The first Redfern ARG meeting was held on 29 May 2025 while the Bonnyrigg-based ATG has been meeting bimonthly since November 2023.

Actions that have been taken after consultation with the Redfern group include clearer address signage on our Gibbons Street building, a school holiday movie night for Redfern families and an end-of-year community event. Our Bonnyrigg Aboriginal tenant group runs slightly differently and instead focuses on taking the lead in local community engagement. This year, they organised and ran SGCH's Sorry Day event.

Both our Aboriginal tenant bodies recognise and respect diversity, ensuring all voices are heard. They are led by and for community, with a focus on issues that matter most to Aboriginal and Torres Strait Islander customers. They are critical forums for our First Nations customers to be able to share their perspectives on SGCH and voice any concerns they may have. Feedback is discussed at SGCH's monthly RAP Working Group meetings to help guide our actions, initiate change and improve outcomes.

I work in housing myself and see the effort your staff put into their work. I really like your RAP and inclusiveness.

— customer feedback, 2025 Customer Satisfaction Survey



Click here or scan the QR code to read our Reflect RAP.

<https://link.sgch.com.au/rap25>

Our First Nations customers

772

Total number of Aboriginal or Torres Strait Islander customers

Total number of Aboriginal or Torres Strait Islander households

467

57

Aboriginal or Torres Strait Islander customers living with SGCH for more than 10 years

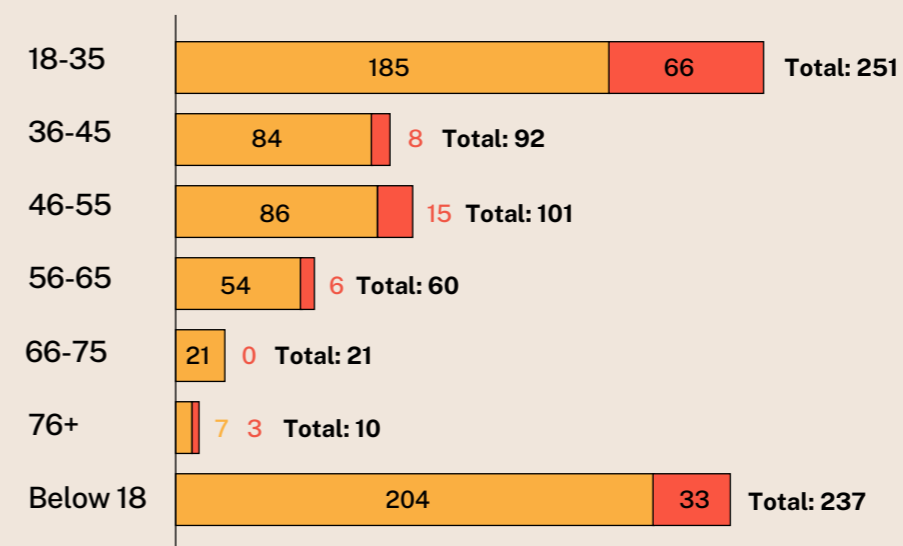
23

years: the longest-held SGCH tenancy by an Aboriginal or Torres Strait Islander customer

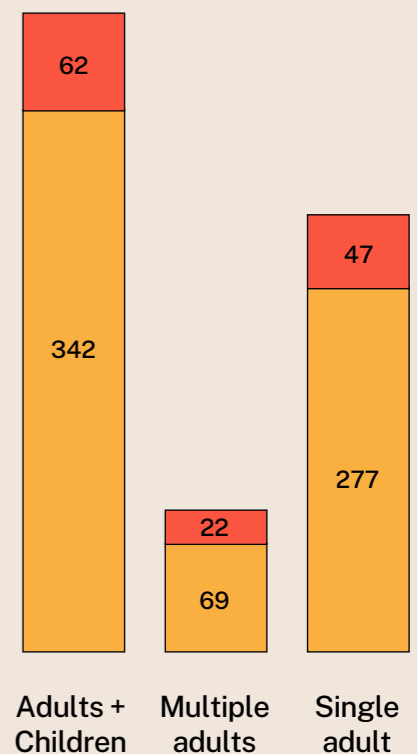
53%

Proportion of Aboriginal families in social housing with children at home

Age breakdown of our Aboriginal customers



Composition of our Aboriginal households



641

Total social

131

Total affordable

Todd's story

Since joining the organisation in February 2025, Todd has brought passion, expertise and a deep cultural knowledge to his role as SGCH's Reconciliation Action Plan (RAP) Lead.

A proud Bundjalung and Gumbaynggirr man, he guides our RAP working group and is focusing on what's involved to take SGCH from the Reflect RAP stage (which is where we are now, see page 22) to the Innovate stage, where plans around employment opportunities and procurement with Indigenous businesses can be actioned.

"I love this work, because we know that for every dollar spent with an Indigenous business, there's over four dollars' worth of social return. When, say, a young mother is employed, they become a role model for their family and community, and the positive impacts flow out from there. I get really excited about the opportunities a RAP has the potential to generate."

Todd says SGCH is doing a great job of engaging Aboriginal and Torres Strait Islander customers through our two Aboriginal tenant groups (see page 22) and in training staff on cultural awareness but needs to focus on growing the number of Aboriginal and Torres Strait Islander staff.

"If I'm being aspirational, I'd love to see a 10-year plan where we commit to increased employment opportunities and even more community engagement," he says. "I'm an optimist. Already Australia has come a long way: 20 years ago, only a handful of organisations had RAPs, now 3,000 do. When I'm out in the community and people ask me about SGCH, I'm proud to tell them it's a great place to work."



Todd, a proud Bundjalung and Gumbaynggirr man, leads our RAP work with passion and purpose.

I get really excited about the opportunities a RAP has the potential to generate.

— Todd



Acting on our customer feedback

SGCH achieved a 26% response rate (1,792 valid responses from 7,019 households) to our 2025 Customer Satisfaction Survey. We are pleased that SGCH exceeded all mandatory National Regulatory System for Community Housing (NRSCH) thresholds, including overall satisfaction (85% = 10 percentage points above the 75% threshold); condition of home (82% = 7 percentage points above the threshold) and repairs and maintenance (76% = 1 percentage point above the threshold). Here are some of the key actions we took in response to our previous 2023 customer survey and the changes we've seen as a result.

In 2023 we found	What we did	And in 2025 our results were
81% Overall satisfaction.	While our overall results were already high, we focused on growing them through encouraging the increased presence of tenancy managers at our properties and improving the ease with which customers can obtain answers to their questions.	85% (up 4 percentage points)
76% Overall satisfaction with our tenancy management/ services.	We reviewed and increased the incidence of block meetings at specific properties. We continue to hold Communities of Practice sessions across our teams to share best practices in service delivery.	80% (up 4 percentage points)
59% Satisfied SGCH has referred them to a suitable support service.	Worked with Support Coordinators to develop and deliver post-support surveys to understand more about our customers' experience. Our Support Coordination teams have also been working with our Sustainable Tenancies and Connecting Communities teams to carry out My Aged Care and NDIS information sessions.	78% (up 19 percentage points)
75% Satisfaction with the way SGCH engages tenants.	Implemented more 'fix and mix' days, where simple repairs are carried out on the spot at identified blocks. We introduced government service and digital literacy information workshops, as well as more health and wellbeing sessions across both regions.	80% (up 5 percentage points)
85% Agree SGCH employees treat them with dignity and respect.	A culture of respect is something we have been actively building at SGCH. We hold regular training sessions on the role we all play in bringing to life our ETHIC values.	90% (up 5 percentage points)
68% Satisfaction with repairs and maintenance service.	Reviewed fire safety inspection processes and worked with multi-trade contractors to deliver post-work-order surveys to better understand the quality of repair work being carried out. We initiated a portfolio-wide approach to delivering planned work.	76% (up 8 percentage points)

Customer insights

Our 2025 Customer Satisfaction Survey provides a rich source of direct feedback and enables us to check how we’re performing against our Social Impact Framework (see page 58).

Domain	Key findings	Customer comments
Home	<ul style="list-style-type: none">83% are proud of their home (down 1 percentage point from 2023)85% agree their home is suitable to their circumstances (up 4 percentage points from 2023)82% are satisfied with the condition of their home (up 4 percentage points from 2023)	<p>“I am happy. Our home is in a very good condition. It’s safe and secure.”</p> <p>“God bless SGCH – I am proud to be your tenant.”</p> <p>“SGCH offers just what people need. Keep up the good work!”</p>
Safety	<ul style="list-style-type: none">77% feel safe in their neighbourhood (no comparison point because this question was not included in the 2023 Tenant Satisfaction Survey)PWI* safety score = 72.3 (baseline)	<p>“Me and my three kids feel safe and secure living in this beautiful house. I will keep looking after it and maintaining it as part of my duty and appreciation for the help SGCH gave us. Me and my kids will be grateful forever.”</p>
Health	<ul style="list-style-type: none">78% agree life has improved since living at a SGCH property (up 4 percentage points from 2023)PWI overall score = 66.4 (baseline)PWI health score = 61.4 (baseline)	<p>“As a single father who has gone through lots of challenges financial and emotional, SGCH has provided me a great environment where now I can focus on my health and work.”</p>
Community	<ul style="list-style-type: none">79% are satisfied with their neighbourhood as a place to live (down 1 percentage point from 2023)PWI community score = 66.4 (baseline)	<p>“Being a single parent to three daughters is hard but knowing we have a roof over our heads that is stable and in a fantastic area is such a good feeling. We know we are safe and we hope to be in this place for years to come.”</p>
Economy	<ul style="list-style-type: none">71% agree they can afford most of the things they need (up 2 percentage points from 2023)PWI future security score = 65.7 (baseline)	<p>“Because of the safe, affordable home provided to me by SGCH I am able to build a life that I love.”</p>
Education and skills	<ul style="list-style-type: none">No measures included in 2025 Customer Satisfaction Survey (will be measured in program-specific surveys)	<p>“Thank you for providing social housing options within the city. I have been able to pursue different career goals and met people I would not have without being close to the city.”</p>
Empowerment	<ul style="list-style-type: none">83% agree since having stable housing they can focus on the future and things that are important to them (up 2 percentage points from 2023)72% are satisfied that SGCH listens to tenants’ views and acts on them (up 4 percentage point from 2023)	<p>“Since I moved into my SGCH unit I have been able to achieve financial stability. I can now focus on other important things in my life.”</p> <p>“Every staff member I’ve interacted with has been kind and supportive.”</p>

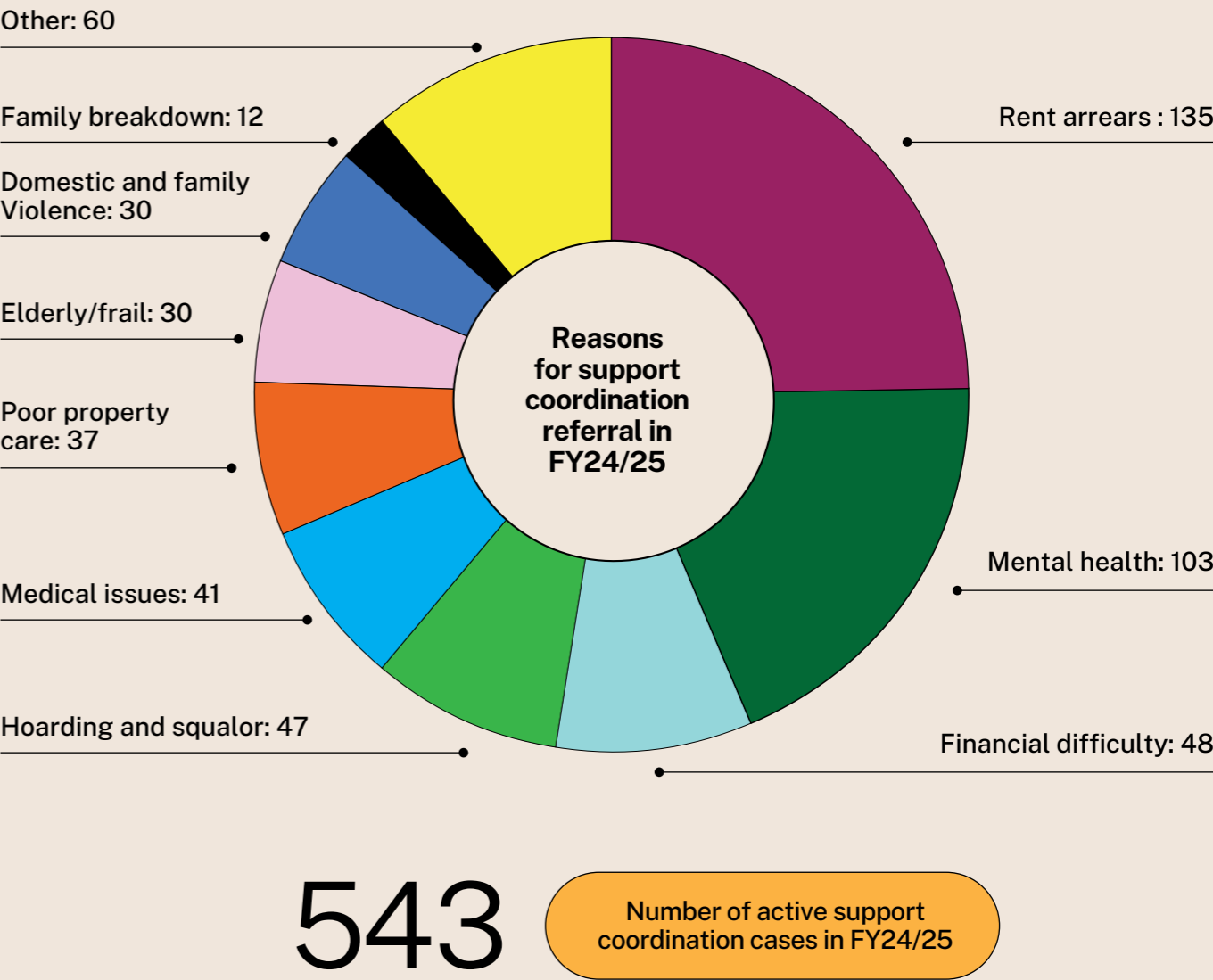
*Personal Wellbeing Index, 5th edition, questionnaire developed by Australian Centre on Quality of Life

Supporting our customers

Within SGCH, we have a team of dedicated Support Coordinators in our Metro North East and South West Sydney regions who play a crucial role in helping customers access the wraparound services they need to feel safe, supported and connected.

Our Support Coordinators work closely with customers to understand their individual circumstances, strengths and goals. By putting people first, they help remove barriers that might stand in the way of accessing essential services – whether that’s housing, health, education or community support.

We focus on what matters to our customers, offering support that’s respectful, tailored and designed to help them move forward with clarity and assurance.



Our specialist programs

Foyer Central

These 53 purpose-built, self-contained units are for young people aged between 18 and 24 who are exiting out-of-home care and at risk of homelessness. Foyer Central gives its residents the opportunity to engage in education and employment opportunities, and to access health and wellbeing resources.

SGCH supports young people in their tenancies by encouraging them to access our Strive Tertiary Scholarships and by rewarding them for good property care via our Pride of Place awards.

During recent property care inspections, 12 \$100 Pride of Place awards were given to young customers. SGCH works with the Foyer Central team to help tenancies be successfully managed. The dramatic reduction in collective arrears from \$20,000 to \$1,200 in an 18-month period speaks volumes about the ongoing effectiveness of this partnership and approach.

In FY24/25 several young people successfully exited the program, with 70% going to private rentals (and in some cases SGCH affordable housing). Foyer Central is made possible by a multisector partnership between SGCH, NSW Department of Communities & Justice (DCJ), NSW Office of Social Impact Investment, Uniting and Social Ventures Australia.

Port Jackson Supported Housing Program

The Port Jackson Supported Housing Program (PJSHP) provides housing linked with support for people with complex needs and a history of failed tenancies. Through short-term housing, intensive tenancy management and support, PJSHP helps customers build skills for better future social and housing outcomes.



Our Foyer Central property is located in Chippendale.

We partner with 21 specialist services delivering support to 228 households across five Local Government Areas. After 18 years in operation, we have had 597 cumulative exits from the program, with 78 customers exiting in 2024.

Eighty four per cent of customers entering the PJSHP program came from homelessness, institutional settings or unknown situations, with the PJSHP providing housing and support interventions with the aim to change housing trajectories. This is particularly important as 62% of exiting customers are aged 18-35, offering early intervention opportunities to prevent longer-term homelessness.

Fifty-nine per cent of exiting customers successfully transitioned into community, public or private rental tenancies, with an additional 28% relocating with family, friends or into aged or healthcare facilities.

Our SAHF successes

The Social and Affordable Housing Fund (SAHF) program is a longstanding NSW Government initiative that enables community housing providers such as SGCH to supply and manage social and affordable housing on the government's behalf. There have been two SAHF tranches, which have enabled SGCH to provide homes to 511 customers in 300 dwellings (SAHF1 tranche) and 440 customers in 261 dwellings (SAHF2 tranche). All SAHF dwellings have now been delivered (with the tenancing of our new Riverwood and Marrickville properties) and our focus has turned to ongoing seamless service delivery. SGCH is required to survey our SAHF customers yearly and the 2025 Customer Satisfaction Survey results from SAHF respondents yielded these insights:

- 91% of SAHF1 customers and 93% of SAHF2 customers are satisfied

with the condition of their property. This is a 6% increase from last financial year for SAHF1 and 3% increase for SAHF2 (2025 Customer Satisfaction Survey results).*

- Support Coordinators checked in and/or completed Tenant Needs Assessments for 926 SAHF customers in FY24/25.
- 44% of SAHF1 customers aged over 16 are in paid employment, with 29 customers currently engaged in our Catalyst program across SAHF1 and SAHF2.
- SAHF1 and SAHF2 customers also report high (7.5/10) Personal Wellbeing Index (PWI) scores for satisfaction with their achievements in life.*
- SAHF1 affordable housing customers average an overall PWI score of 83/100 – around 7 points above the national average.*

*Data drawn from responses by SAHF customers who took part in the 2025 Customer Satisfaction Survey conducted independently by the Community Housing Industry Association NSW on behalf of SGCH.



Rosie's story

“When I first walked in, I felt like a new person,” says Rosie of the day in November 2024 that she and her husband, Michael, moved into one of our new Riverwood units. “We got the very last one and we couldn’t quite believe our luck – especially because my sister also lives in the building.”

Being close to family is a lifeline for Rosie, 66, who is the primary carer for Michael, 82, now that he has dementia, Parkinson's Disease and various other health challenges. Accepting that Michael's wellbeing is worsening, Rosie uses the days that a carer assists Michael to immerse herself in the Riverwood community and make new friends.

“I am someone who loves the company of other people and I like to keep busy,” she says. Since moving to the area from Beverly Hills, she's joined the Residents Organisation at Riverwood community group and some of the many Connecting Communities programs SGCH offers, including weekly coffee group, exercise classes and the local choir.

Rosie has enjoyed getting to know Taylor, SGCH's Community Engagement Coordinator for Riverwood. “She brings everyone together and always listens to our suggestion and, whatever we decide, she will do everything she can to make us happy. She is amazing.”



“Moving to Riverwood, I've felt very welcomed by the community,” says Rosie.

Our Housing Plus offering

As a complement to our tenancy services, SGCH has a range of Housing Plus initiatives that are designed to support our customers financially and through access to opportunity. The following programs sit under our Housing Plus umbrella.

Catalyst

Our Catalyst program helps customers achieve training and employment goals through three services: coaching, training support and financial assistance. Through coaching, our Employment Opportunities team helps identify suitable training, assists with job applications and develops interview skills. For training support, we help identify appropriate courses, assist with enrolment (including TAFE) and provide job application workshops. We also offer financial assistance by covering work-related costs such as licence fees and equipment for new jobs. This year, Catalyst assisted 157 customers: 12 began accredited vocational training, 33 gained paid employment and seven started both accredited training and paid employment. Of those who began accredited vocational training, 95% are tracking towards completion and of those who gained paid employment, 88% sustained work for at least six months.

Strive Scholarships

Strive Scholarships provide financial support to help students cover educational and extracurricular costs, with awards of \$500 for K-6 students, \$1,000 for years 7-12, and \$1,500 for tertiary students. In FY24/25, we awarded \$361,000 to support 386 students across two rounds, with primary and secondary students awarded in January 2025 and tertiary students in May 2025. Customer feedback shows these funds are used for school fees, supplies, computers and extracurricular activities.



Key findings Catalyst

157

Number of customers who accessed the Catalyst program in FY24/25

12

Customers supported to commence accredited training

33


Customers supported to commence employment

7

Customers supported to commence both accredited training and employment

No Interest Loan Scheme

The Good Shepherd’s No Interest Loan Scheme helps customers overcome financial barriers by offering interest-free loans for essential goods and services. SGCH helps customers borrow up to \$2,000 for household items, education costs, car expenses and some medical bills, or up to \$3,000 for bonds, advance rent and natural disaster expenses. All loans are repaid interest-free over 24 months through



Key findings Strive Scholarships

133

Primary students each awarded \$500, Kindergarten – Year 6 in FY24/25

170

Secondary students each awarded \$1,000, Year 7 - Year 12 in FY24/25

83

Tertiary scholarships each awarded \$1,500

\$361,000

total amount delivered to scholarship recipients in FY24/25

our partnership with Hills Community Aid, to whom we made 165 referrals in FY24/25. Of those, 28 applications (17%) were completed and submitted. The main barrier for customers is obtaining all the required banking documentation (especially for first time borrowers).

Road2Freedom

Road2Freedom is a program providing financial assistance to help SGCH

social housing customers obtain a NSW Class C driver’s licence for work purposes. SGCH fully funds this \$32,500 program, covering up to 10 driving lessons and licensing costs. From January to December 2024, the program supported 25 customers, prioritising those for whom a licence is critical for employment. Post-program surveys showed significant improvements in participants’ driving confidence and overall wellbeing, with participants reporting new employment opportunities and increased independence. One participant was able to retain her job after SGCH helped her regain her suspended licence through tailored driving lessons and test support.

Learning for Life

In 2024, SGCH formally teamed up with The Smith Family to offer its Learning for Life program to customers in Bonnyrigg – an area The Smith Family has not previously reached. Between January 2024 and June 2025, we successfully referred 44 SGCH students (K-8) who are attending Bonnyrigg Public or High School to Learning for Life. It provides early and ongoing support throughout a child’s first two decades, keeping students engaged by offering financial assistance for school essentials, guidance from a dedicated coordinator and access to Learning Clubs and mentoring programs.

DigiConnect

This program allows customers to purchase a digital device and repay SGCH in affordable, interest-free instalments. In FY24/25, our DigiConnect program enabled 143 customers to access 204 digital devices. Customers reported that this equipment helped them carry out school assignments, TAFE coursework and job seeking, plus stay socially connected and access essential services.

Pride of Place

This reward program recognises customers who take pride in their homes or gardens and contribute positively to their community. We rewarded 138 customers with a \$100 gift voucher each for maintaining their surrounds to a high standard.



Narla used her Strive Scholarship funds to attend a Waratahs rugby camp.

Narla’s story

Fourteen-year-old Narla absolutely loves rugby. And she’s really great at it – in her first year of playing, she was selected for the Waratahs Under 14s team and for Koori Rugby’s Pasifika Youth Cup squad.

The Biripi and Worimi teen lives at one of our inner-city properties and won an Indigenous scholarship to a prestigious Sydney girls’ school where rugby is a really big deal. Her successful application for a \$1,000 K-12 Strive Scholarship meant she was able to afford some new boots and head gear, as well as the cost of attending a three-day Waratahs development camp. “It was so helpful to us,” says Narla’s dad, Chris.

At the moment, Narla is recovering from surgery and is extremely keen to get back on the field in a couple of months. “She dreams of travelling the world to play rugby for Australia and also of studying sports science at university,” he adds. SGCH is proud to have played a small role in helping Narla’s sporting career really kick off!

Community engagement and placemaking

SGCH is extremely proud of our Connecting Communities teams in Metro North East Sydney and South West Sydney. They continually deliver best-practice events and programs that focus on connecting customers to a range of localised training and educational workshops and social, health and wellbeing activities. During FY24/25 SGCH delivered hundreds of community events and programs for our customers. Here are some highlights.

Program/ event	Number of sessions or attendees	About this program/ event	Social impact domain	Outcomes/feedback
OzHarvest NEST programs	6-week programs were held in Marrickville, Artarmon, Redfern, Bonnyrigg, Riverwood and Fairfield.	OzHarvest’s Nutrition Education Skills Training (NEST) program taught participants to cook healthy, budget-friendly meals while reducing food waste.	Health Economy	100% of Artarmon participants reported they had increased their vegetable consumption by 2.6 serves on average.
Creative Wellbeing Art Workshops	23 workshops <ul style="list-style-type: none">— 5x Cammeray,— 10x Artarmon,— 5x Marrickville,— 2x Lane Cove,— 1x Milsons Point	ArtPeace Therapy’s trauma-informed creative workshops helped participants develop healthy coping strategies through mind-body awareness techniques.	Health Education	At the conclusion of the five-week program in Marrickville, participants completed an end-of-group survey. Responses were positive, with comments such as: “I feel so happy – this makes me happy.”
Healthy Ageing Information Days	2x information sessions (Milsons Point)	Tailored information sessions connected aging customers with relevant support services through accessible, inclusive explanations based on their lived experiences.	Education Health Community Empowerment	Representatives from Your Side, Right at Home, Royal Rehab Ryde, Benevolent Society, Uniting and the Northern Sydney Local Health District spoke about how to access support to remain living independently at an older age. One attendee engaged with two of the services and later shared: “It was definitely worthwhile going to your information day.”
Sew Good Workshops	Four workshops <ul style="list-style-type: none">— 3x Marrickville— 1x Redfern	Beginner-friendly Sew Make Create workshops taught SGCH customers sewing skills through mending, hand sewing and embroidery sessions.	Economy Education	Participants commented that learning practical sewing skills enabled them to mend garments and avoid them going to landfill.

Program/ event	Number of sessions or attendees	About this program/ event	Social impact domain	Outcomes/feedback
Brushes at Bushlands	10-week grant-funded art program in Lane Cove	Lane Cove Council-funded sketching and painting classes led by SGCH customer Adnan.	Education Community	The program built community connections and belonging, with participants forming lasting friendships. 100% of participants said in a post-program survey they would attend future SGCH activities. See more on page 37.
Share Riverwood	27x classes (with up to 15 attendees at each session)	Strength, Stretch & Relax sessions designed to improve muscle strength, balance and mobility for seniors.	Health Education	One participant said: “I feel great. These classes have motivated me to try to do more at home.”
Health and wellbeing sessions	<ul style="list-style-type: none">— 3x stroke safety discussions— 1x Healthy Living workshop— 2x Aged Pension information sessions— 2x Digital Coaching Sessions	Two stroke safety sessions were delivered in English and the third in Mandarin. Aged pension information sessions were held in Riverwood and Bonnyrigg.	Health Empowerment	Participants reported increased confidence and knowledge across sessions that involved learning to identify stroke signs, improve healthy habits, understand pension access and navigate MyGov. Support was tailored to cultural and language needs.
Cross stitch workshops	32 x sessions (220 attendees in total)	Led by experienced cross stitcher Jolanda, who teaches experienced and beginner students to boost their skills and build community.	Education Community	Participants expressed that they enjoyed the sessions and liked getting to know others who took part.
Bonnyrigg coffee group	9 x sessions (68 x attendees)	Monthly morning tea sessions open to all Bonnyrigg customers.	Community	Coffee group allows Bonnyrigg residents to connect through informal conversations that build local knowledge and a sense of belonging.
Maureen’s Art Class	28 x weekly sessions (252 total attendees)	Weekly Indigenous art classes in Bonnyrigg run by a Wiradjuri customer.	Community Education	Open to everyone, these classes are so popular they shifted from monthly to fortnightly, then weekly frequency. One attendee said: “I look forward to the class every week. It’s not just about the art, which I do love, it’s about the friendships and the good laughs we have.”

Caitlin's story

Community Engagement Coordinator Caitlin was studying interior design when the topics of affordable housing and trauma-informed design came up in one of her subjects.

"From that moment I knew: this is what I'm actually passionate about," she says. "My own lived experience was a big part of this too. I know what unemployment, family breakdown and having limited access to services can feel like. My personal insights help me connect with the communities we support."

In 2022, when she saw a role in our Connecting Communities team come up, Caitlin applied and was successful. "I'd just turned 24 and I felt like my youth was really embraced at SGCH—I was encouraged to take up all professional development opportunities on offer."

Caitlin threw herself wholeheartedly into her work with our customers and was soon promoted within the team. A plant lover herself, she has a special interest in the gardening groups she supports for SGCH. "Gardens encourage collaboration and care, they foster mindfulness, movement and social interaction and, most importantly, they provide food security and education in sustainability. There's just so much good in a garden!"

Likewise, she noticed a similar effect with our art classes. "The process of being creative helps people feel safe to open up," she says. One of her career highlights so far has been developing a grant-funded, customer-led painting and sketching program (see page 37). "To see the wellbeing benefits that participants got from this class—it was a true honour to witness."

Community engagement at SGCH is deeply powerful, she adds. "Every day, we're working in the spaces of human connection, capacity building and belonging. What could be more important than that?"

I'd just turned 24 and I felt like my youth was really embraced at SGCH.

— Caitlin



"The best part of community engagement is seeing the moment customers feel able to be their authentic selves," says Caitlin.

Listening to our customers

Our mission to create thriving, inclusive neighbourhoods is achieved through genuine, open community consultation. Regular, meaningful discussions transform our customers into our partners and result in empowered communities.

Customer Voice Group: a shift from panel to partnership

Our consultative Customer Voice Group comprises 10 highly engaged SGCH tenant representatives from across our Metro North East and South West Sydney regions. Meeting quarterly, the group provides direct feedback to SGCH leaders and Board members, helping shape our service delivery.



Our Customer Voice Group ensures customer perspectives are central to how we deliver services.

The Customer Voice Group was formerly known as our Tenant Coordination Panel and its new name reflects the shift in how we engage with our customers. These meetings are intended to be dynamic and a great forum in which our customer representatives can express any challenges people in their communities may have with SGCH processes.

In FY23/24, we identified the barriers to participation in this group (meeting accessibility, geographic challenges) and began conducting a membership drive, implementing new terms of reference and providing practical support (including paid transport to meetings).

The reinvigorated group is now actively providing invaluable feedback. They reviewed our Customer Care Hub phone queue structures, providing suggestions that led to positive changes, and have expanded their remit to review repairs and rent review processes.

Bonnyrigg Youth Collective: 10 years of supporting young leaders



Back in 2015, staff at the SGCH Bonnyrigg office noticed there was a critical gap in local youth services: there just wasn't much for young people to do or be a part of.

That observation sparked the beginning of what is now our thriving Bonnyrigg Youth Collective. The group grew slowly but surely; trust was fostered as it became clear to the young members that SGCH was going to support them for the long haul.

Ten years on, Bonnyrigg Youth Collective is one of our flagship community engagement projects. It's open to anyone aged 12 to 24 >>

Some of our current Bonnyrigg Youth Collective members.



who lives, studies or works in the Bonnyrigg area – from social housing or not, everyone is treated equally.

What makes the group special is the way in which members are empowered to make decisions. Every year they plan and execute their own events and activities, including Youth Week (winning awards along the way). They willingly take part in Clean Up Australia Day, Homelessness Week and so much more.

Members can undertake training courses that they choose and SGCH funds (barista courses, first aid,

job skills, food handling) and every summer they head off on what is the highlight of the year: BYC Leadership Camp. These camps are grant-funded, so they are free to the youths, and extremely transformative – participants tend to come home far more confident than when they left.

BYC’s impact is impossible to overstate and over the years it’s run, SGCH has seen its now-former members grow into business owners, university graduates, community leaders and – most importantly – great role models for the kids that follow them.



Our high-performing Customer Care Hub

In FY24/25, SGCH’s Customer Care Hub received 48,050 calls, with more than half (27,553) answered on the first ring and about 25% (13,097) diverted or called back. The top three customer concerns were repairs, tenancy and rent and finance matters. Customer queries were resolved in the first contact 89% of the time (data from April-June 2025). The average call length was around five minutes, and at the end of the call, 77% of customers were ‘satisfied’ or ‘very satisfied’.

We’ve strengthened our operations through ongoing specialised call centre training, ensuring our team remains skilled and consistent. Significant updates have been made to the Repairs and Triage Matrix, while the live dashboard has been enhanced to display key data that supports efficient daily call flow management. We’ve also implemented standard wrap-up codes to improve reporting accuracy and process consistency. With low staff turnover, our Customer Care Hub team has been able to build deeper knowledge and expertise.

The SGCH team was very approachable and listened to my enquiries, helping me with my issues. Thank you so much for your hard work and good service.

— customer feedback, 2025 Customer Satisfaction Survey



Grants and donations

SGCH is grateful for the many grants we’re fortunate enough to have received in FY24/25. This crucial funding helps support the many community events and programs we offer our customers throughout the year. These grants allow us to reach more residents and develop initiatives that directly respond to our community’s needs and interests.

Grant	Grant amount
Brushes at Bushlands art workshop (Lane Cove Council Communiy Assistance Program)	\$2,155
Bonnyrigg Under The Stars 2024 (Bonnyrigg Town Centre funds)	\$3,500
Bonnyrigg Christmas Event 2024 (Bonnyrigg Town Centre funds)	\$3,500
Riverwood Christmas Event 2024 (Club Grants)	\$1,750
Bonnyrigg Under The Stars 2025 (Bonnyrigg Town Centre funds)	\$3,500
BYC Youth Week Event 2025 (Youth Week funding)	\$4,000
BYC Leadership Camp & First Aid Training 2025 (Club Grants)	\$19,127
Riverwood Public School Camp 2025 (Club Grants)	\$7,500
Total grants and donations across both regions:	\$45,032



Adnan’s story

SGCH customer Adnan led a transformative 10-week art program that brought together five Lane Cove residents, creating meaningful connection within that community. The program, supported by a Lane Cove Council grant, addressed social isolation by providing an appealing creative outlet for participants, many of whom hadn’t painted since school.

Participants in Adnan’s classes forged deep bonds. “Some of the people who took part have lived through cancer, so the painting sessions gave them a way to bond and connect,” says Caitlin, Community Engagement Coordinator for our Metro North East Connecting Communities team. Participants created a diverse range of artworks inspired by their daily lives, capturing everything from local birdlife to still-life compositions.

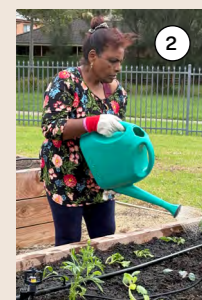
The program culminated in the Brushes at Bushlands exhibition, where participants proudly displayed their work alongside Adnan’s. His talents were even further revealed when he began playing a traditional Middle Eastern instrument, the oud, for those in attendance. “Adnan made it all happen. He paints, he speaks five languages, he plays the oud. What skills doesn’t he have?” laughed Caitlin. “Above all else, he cares about his neighbours, so thank you Adnan for bringing everyone together.”



Good to grow: our new Dyurali community garden

The Dyurali community garden behind the new Hub @ Bonnyrigg Dhanawi community centre officially opened in March 2025.

Nine Bonnyrigg customers attended the initial planting session, working together to put in the first pots of vegetables and flowers. The garden features 17 generously sized beds, several of which are raised higher to make them easier to use for community members with mobility challenges. Fairfield City Council has planted fruit trees around the perimeter and will soon be adding a new indoor/outdoor structure to ensure the garden can be used in all weather conditions. This beautiful new garden joins our network of 18 existing community gardens – each one a place where our customers can grow, connect and thrive.



- ① Nine keen Bonnyrigg gardeners took part in the launch of the Dyurali community garden.
- ② The first plants are watered in by our customer, Vidya.
- ③ Our customer Lovie carefully spaces out her seedlings.
- ④ Community Greening facilitator Darren shares gardening tips with the group.
- ⑤ The group was very happy with their planting efforts.
- ⑥ Community gardening at its finest: a few weeks later, an abundance of freshly picked greens were shared with customers attending our Bonnyrigg cross-stitch group.



Esa's story

In 2023, 16-year-old Esa's mother was worried about his truancy at school so she set up his first Catalyst meeting with SGCH Employment Opportunities Coordinator, Joanne – and it turned out to be the start of a promising new direction for Esa.

Joanne began developing a transition to work plan aligned with NSW Department of Education requirements, helping Esa explore alternatives to the school work he was not enjoying. With Joanne's guidance, he enrolled in Project Youth's hospitality course, an experience that reignited his excitement about learning. Then, with Catalyst support, Esa developed job application skills and was able to craft a professional resume.

The momentum continued to build. In 2024, Esa received one of SGCH's two inaugural \$1,000 Fouad Deiri OAM Strive Scholarships for high school students who aspire to careers in construction. At the time, he said: "I want to leave school as soon as I can to start a plumbing apprenticeship. I can use some of the scholarship money to buy the tools that I'll need."

As part of the scholarship program, Esa met with Fouad Deiri OAM, the Deicorp founder the scholarship is named for, and toured the Westmead build that SGCH and Deicorp are currently working on together. "I found that interesting and it definitely helped me get an understanding of the construction industry," says Esa.

Esa's ambitions were realised in October 2024, when he began his apprenticeship with a family-owned plumbing business. "It's great," he says. "I'm really enjoying it and learning so much." Esa now attends TAFE one day a week and spends the rest of his time learning on the job.

Catalyst provided Esa with comprehensive support to get to this point, including financial assistance to obtain a driver's licence and help with his TAFE costs. Today, Esa is 18, thriving in his apprenticeship and continues to receive support from Joanne, who checks in on him occasionally to see how he's going. "I'm really happy with the career path I've chosen," says Esa. "Joanne and Catalyst have helped me a lot."

I'm really happy with the career path I've chosen.

— Esa



Esa, pictured at right, with fellow Fouad Deiri OAM scholarship recipient Caitlyn and Deicorp's Executive Manager –Corporate Communications, Robert Furolo.

Ella's story

The link between housing and healing really can't be overstated, says Ella, who moved into an SGCH unit in 2019 after living in nurses' accommodation, where the kitchen and bathrooms were shared by 30 people.

On top of several mental health challenges (bipolar disorder, borderline personality disorder and PTSD to name a few) and a raft of chronic physical issues such as lupus and fibromyalgia, Ella was diagnosed with cancer in 2015 and forced to stop working as a clinical liaison specialist. "I was using a walking frame for a while, so getting up and down the stairs in my shared accommodation was difficult and, yes, I needed some privacy and space to get better."

With help from a local MP, Ella secured a home and NDIS support relatively quickly. The difference it made was huge. Today, Ella is in better health yet still struggles with significant mental health issues and, despite this, is pursuing a Masters degree in Autism and Neurodivergence Studies. "If it wasn't for St George, I would be homeless and I wouldn't have these opportunities. It's true that stable housing is the basis for everything else. I know I will have an ongoing need for housing and support."

Today, Ella is developing a strong interest in community advocacy, joining a local diversity panel and reaching out to our Connecting Communities team to talk about ways to potentially engage fellow Northern Sydney tenants.

"I feel like everyone I've ever spoken to at St George is really invested in making sure everyone's wellbeing is looked after. I'm just really grateful, because I know I can call somebody if I need help with something. If there's a problem with my housing, there's someone I can talk to. I don't feel like I'm just part of a big system, I feel like I'm cared for and that's important."



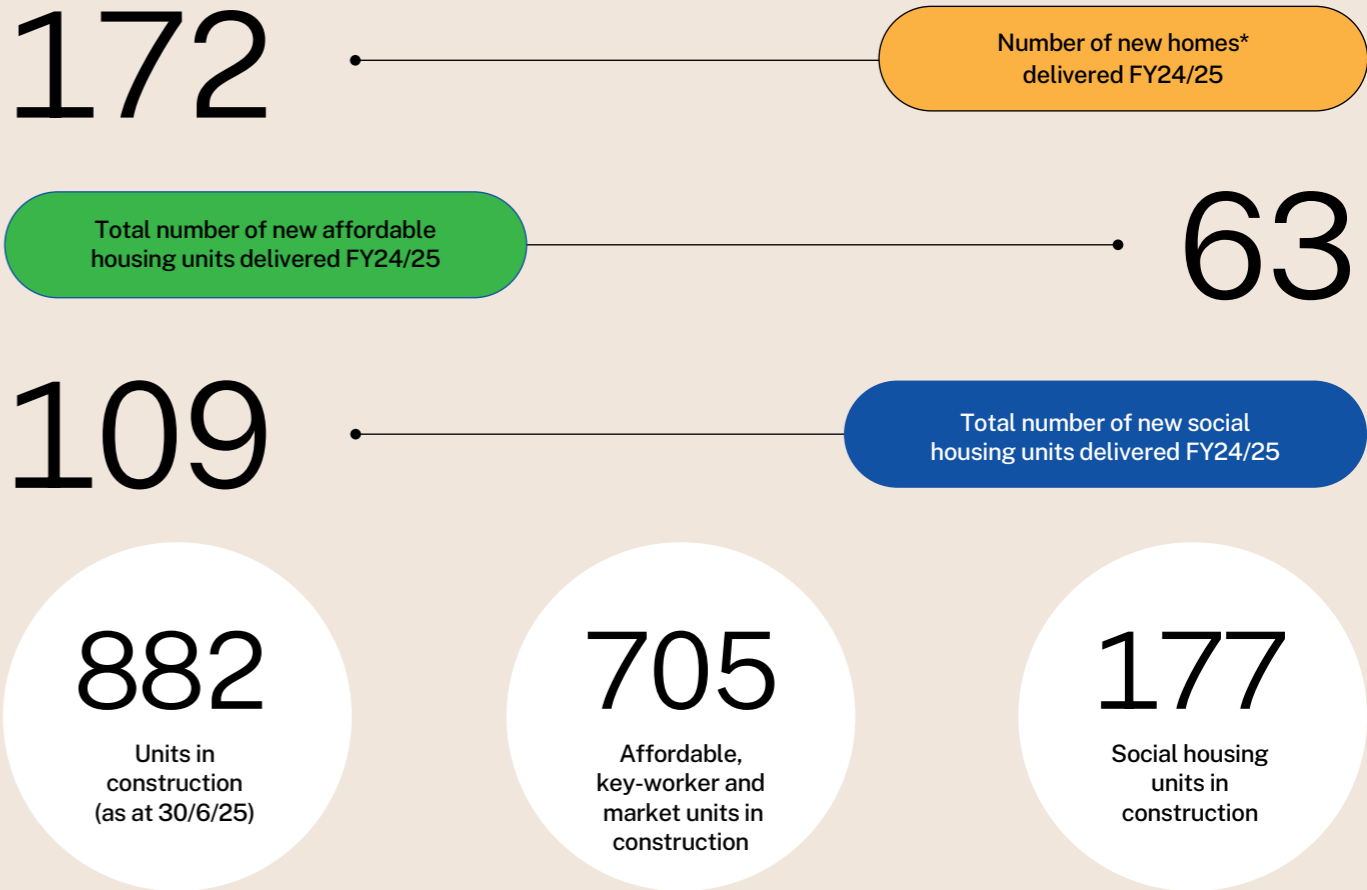
Ella has been an SGCH customer since 2019.

I've learnt how important it is to have stable housing. Without it, I wouldn't be able to look after my health.

— Ella



Homes snapshot



Secured or under construction	Date of project completion	Social housing	Affordable and key worker housing	Market housing	Total
Alexandria	Dec 2027	45	66	0	111
Arncliffe	August 2027	115	116	0	231
Box Hill	August 2025	0	102	0	102
Carseldine	June 2027	62	90	0	152
Mascot	Feb 2026	9	0	0	9
Westmead	Late 2025	0	199	198	397
TOTAL					1,002

*162 newly built properties and 10 refurbished properties

New homes FY24/25

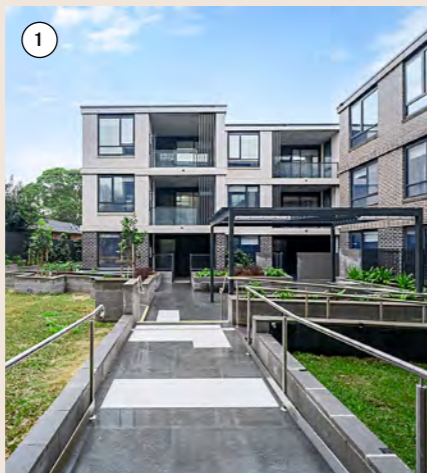
At SGCH, we're passionate about creating homes and communities where people can thrive. We're an experienced developer of social, affordable and key-worker housing, collaborating with government and private-sector partners to deliver more homes for people who need them most. In FY24/25, we began expanding our work into Queensland and Victoria – a reflection of our commitment to supporting more Australians with safe, secure housing.

Our in-house development team brings deep expertise and care to every project. They focus on delivering good-quality homes that meet the needs of our customers and communities. Since 2013, we've created 1,219 new homes for Sydneysiders – including 172 in the past year alone. And we're not stopping there, with another 1,002 homes currently in planning, design or construction as at 30 June 2025.

Every home we build is a step towards a better, more inclusive future. Because for us, it's not just about roofs over heads – it's about creating homes where people feel safe, supported and proud to live.

Pennsylvania Rd, Riverwood, NSW *Bidjigal land*

This 51-apartment development opened in October 2024. It provides homes to at least 120 new SGCH customers, with 50 units dedicated to social housing and one to affordable housing. The social housing units are specifically designated to support women aged 55 and over, women and children escaping domestic violence and individuals experiencing, or at risk of, homelessness. The development is built to a 7.1-star NatHERS standard and features 19 one-bedroom and 32 two-bedroom apartments, 24



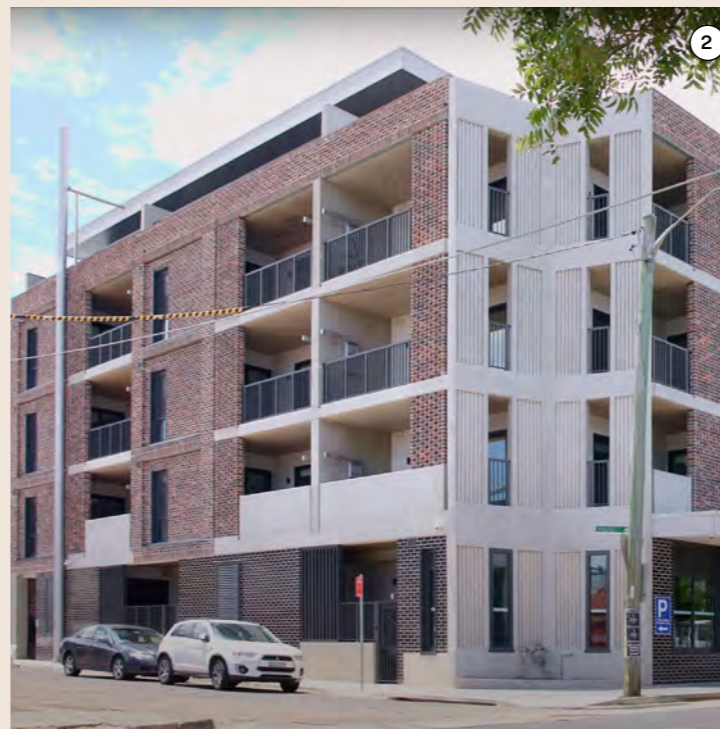
basement car parking spaces and extensive communal landscaped areas. The project is supported by an Affordable Housing Bond Aggregator (AHBA) loan from Housing Australia and funding from NSW Government's SAHF Phase 2 program.

Hickson Rd, Sydney LGA, NSW *Gadigal land*

SGCH acquired 50 apartments from Lendlease in January 2025 – with key-worker customers moving in from February. The apartments form part of a major urban renewal project in a prime location near Sydney's CBD. Close to essential services, facilities and public transport connections, they provide affordable housing to key workers in the local area. The affordable housing apartments achieve an average 5.6-star NatHERS rating and a 6-star Green Star design rating with 14 of the apartments designed to Silver Liveable standard.

Addison Rd, Marrickville, NSW *Gadigal land*

Located in the heart of Sydney's inner west, this six-storey, mixed-



use development offers residents easy access to shopping centres, schools and transport links. In June 2025 it won the Social/Affordable Development category at the Urban Taskforce Development Excellence Awards. Delivered under the NSW Government's SAHF Phase 2 program, the building comprises 61 apartments, with 48 allocated for social housing and 13 for affordable housing. Addison Rd prioritises housing for women aged 55 and over, women and children escaping domestic violence and individuals experiencing, or at risk of, homelessness. Built in partnership with IDC Properties Pty Ltd as developer and investor, and Tricon Builders Group Pty Ltd, the building has a high energy-efficiency rating of 7.2 NatHERS stars.

① Our 51-unit Riverwood property was opened in October 2024.

② Addison Rd, Marrickville, is an award-winning development that delivers 61 high-quality homes under the NSW Government's SAHF program.



I want to congratulate St George Community Housing. This completes some 561 dwellings that SGCH is building under the Social and Affordable Housing Fund. We're partnering with NSW on so many projects. Just here, there are 61 apartments, 48 for social housing, and 13 for affordable housing tenants.

— Prime Minister Anthony Albanese at the opening of our Marrickville building

Lucie's story

For Lucie, a single mother to two teenagers, the journey to her new home in Marrickville has been fraught with challenges. Over the past 10 years, Lucie and her children have moved seven times due to escalating rent, property sales and evictions. As well as working full-time and taking on extra hours as a professional care and driver to make ends meet, Lucie was forced out of her previous home when her rent increased from \$640 to \$900 per week.

"I remember sitting in the car, crying, unsure of where we would go next," Lucie recalls. "At one point, I was preparing for the possibility of living in the car because that's all we had." With no other immediate options, Lucie began navigating the complex process of securing housing. It was through SGCH's newly completed Marrickville development that she finally found relief.

Lucie's experience highlights the critical gap in affordable housing options for families like hers. Despite earning too much to qualify for social housing but not enough to afford private rentals, Lucie found herself in limbo, with few options for stability.

"There's no in-between. Affordable housing is crucial for people like us. If more people knew about it, it could save them from the desperation I felt when we were preparing to live in the car," she says. "Without support from SGCH, I don't know where my family would be today. Now, we have security, my kids have their own room and we don't have to live in fear of being forced out. This place has been life changing."



Lucie chats to Prime Minister Albanese at the opening of our Marrickville building, where she did the honours and cut the ceremonial ribbon.

Homes in our pipeline

Across three states, SGCH is working closely with partners to deliver new housing that suits the needs of our diverse communities, from key workers and families to individuals facing housing stress. Some of our pipeline projects have been made possible through support from the Housing Australia Future Fund (HAFF), enabling us to build more homes. On these pages we outline developments we have underway – each one helping more people access stable, secure housing.

Farmhouse Rd, Westmead, NSW
Darug land

This transformative Build-to-Rent (BTR) project will deliver 397 apartments to more than 1,000 Sydneysiders in the heart of the Westmead Health Precinct. Half of the apartments will provide affordable housing for low-and moderate-income earners, including key workers such as healthcare professionals, teachers and emergency responders, while the remaining half will be offered at market rate.



- 1 Our Westmead property is on track for completion in late 2025.
- 2 HAFF funding has enabled SGCH to purchase 231 turnkey apartments in the Arncliffe Central development.
- 3 Our very first Victorian venture, in Melbourne’s Box Hill, saw renters begin signing leases in early FY25/26.

This project is the first venture under a long-term strategic partnership between AXA IM Alts and SGCH, bolstered by a \$300 million senior debt umbrella facility from Housing Australia. Located adjacent to the Westmead Health and Innovation Precinct – one of Australia’s largest hubs for health, education, research, and training – the development will significantly enhance access to affordable housing for key workers in Western Sydney.

Scheduled for completion by late 2025, the property aims to achieve



operational net zero and a 5-star Green Star rating. Comprising five towers, this project also sets a new standard for integrated and sustainable urban living.

Eden St, Arncliffe, NSW
Bidjigal and Gadigal lands

SGCH has acquired 231 apartments (115 social and 116 affordable) within the Arncliffe Central development by Sydney developer and builder Billbergia. Funding for Arncliffe was secured through round one of the Housing Australia Future Fund Facility. This 21-floor tower sits within the Bayside locality and is less than 300m to Arncliffe Station. As part of Arncliffe Central, residents will enjoy a new 4,000m² public park, public library, childcare facility, shops, cafes and restaurants. Once completed, all apartments will adhere to a Silver Liveable standard and have a minimum 7-star NatHERS rating.

Carseldine Village, Queensland
Meeanjin Land

The Carseldine Village project is 13km north of Brisbane and is SGCH’s first development outside of New South Wales. Carseldine is also our first partnership with Economic Development Queensland,

which has provided capital grant funding along with debt facilities from Housing Australia. Carseldine is a great example of how federal and state funding can combine to deliver quality outcomes. In partnership with Bric Housing, SGCH is set to deliver 152 homes in the Carseldine Village, a 5-star Green Star community in Brisbane’s Fitzgibbon Priority Development Area (PDA). The development will include 62 social and 90 affordable housing units, addressing the pressing need for housing for vulnerable communities. These sustainability-focused units will surpass National Construction Code (NCC) standards in energy efficiency and liveable design. The \$92.2 million project is a critical component of SGCH’s broader strategy to expand its impact and address the nationwide housing crisis. Construction began in mid 2025 with completion anticipated by mid 2027.

Botany Road, Alexandria, NSW
Gadigal land

Botany Road is a City of Sydney-owned land parcel that SGCH partnered on and submitted for HAFF funding to deliver a mix of social and affordable housing. The proposed development includes 111 apartments, split into 45 social and 66 affordable



tenures, along with 300m² of retail space. Ideally located less than 1km from Green Square train station and close to Green Square Library, all apartments will be designed to Silver Liveable standards and have a minimum 7-star NatHERS rating.

Box Hill, Victoria
Wurundjeri Woi-wurrung land

SGCH partnered with Conscious Investment Management and Housing Australia to acquire 102 turnkey apartments in Box Hill, Victoria, under the Housing Australia Future Fund Facility program. The properties are delivered as affordable housing, primarily for frontline workers in a community where 44% of renters

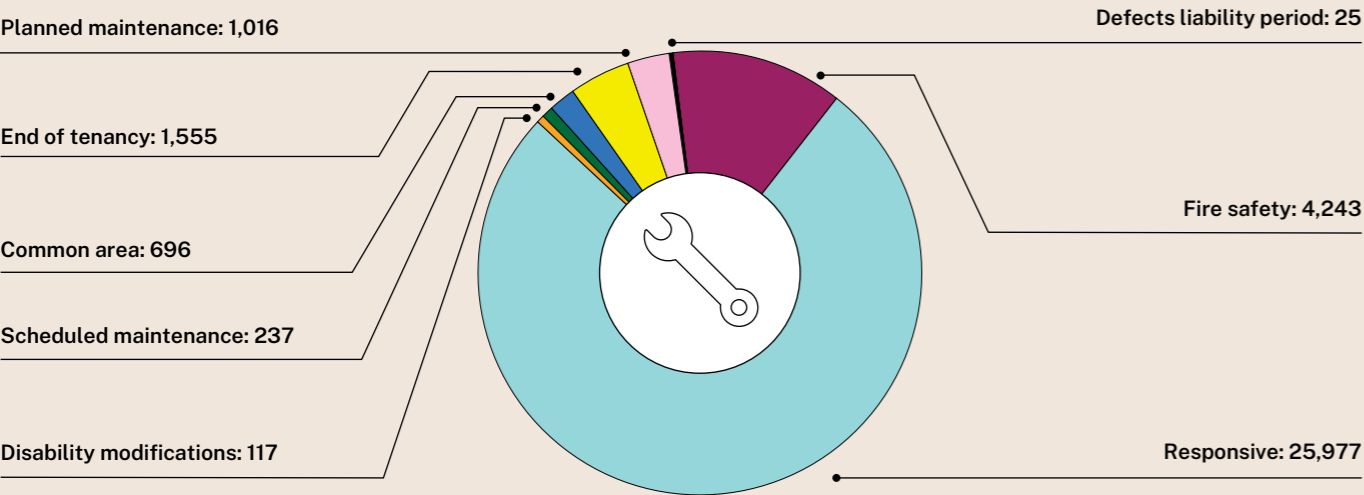
experience housing stress. Located near public transport and within walking distance of the Box Hill health precinct, these homes kick-start SGCH’s expansion into Victoria after 40 years of serving Sydney communities. Financed through combined capital from CIM and Housing Australia, SGCH will gain ownership and ongoing operation of the homes in perpetuity.

Safe and sustainable homes

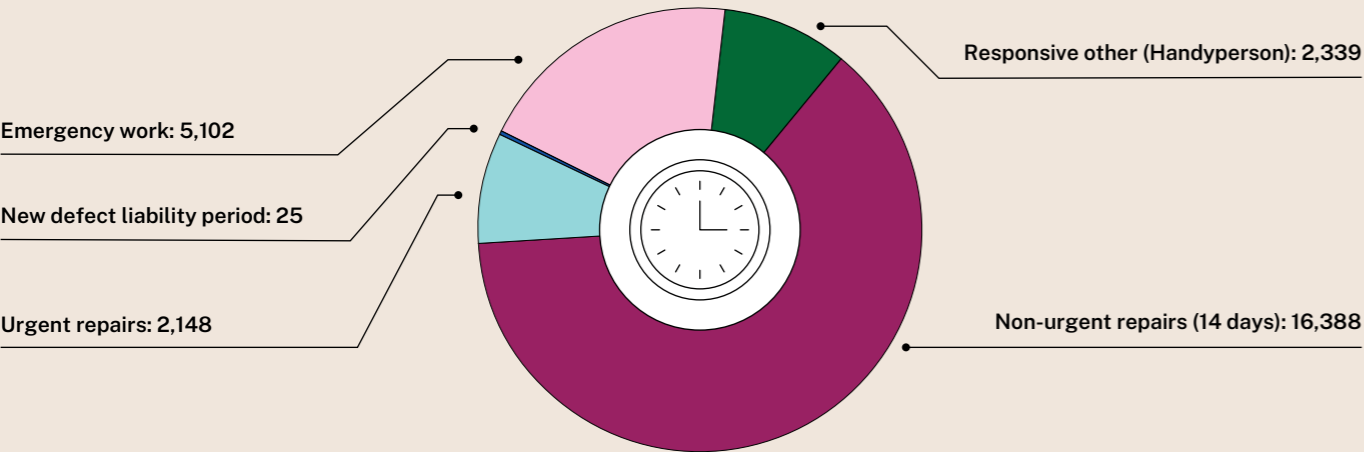
We manage and maintain homes with a view to supporting people to live well. Our property portfolio includes thousands of homes owned by SGCH or managed on behalf of Homes NSW, local councils, private investors and landlords. From single cottages to high-rise apartments, each home is part of our commitment to offering safe, secure and sustainable housing.

We plan and oversee maintenance for more than 7,000 social and affordable homes, with a strong focus on customer experience and satisfaction. As stewards of valuable community assets, we understand our responsibility to preserve their quality and ensure they continue to meet the needs of our communities—today and into the future. That’s why we deliver planned, preventative, end-of-tenancy and priority repairs, always with safety and wellbeing front of mind.

Works by maintenance type carried out in FY24/25



Repair requests carried out in FY24/25



Investing in our properties

By investing in proactive maintenance, we make sure our homes continue to meet the evolving needs of our customers. This is especially important as many of the properties we manage on behalf of Homes NSW are older and require intensive upkeep.

Our maintenance is carried out by experienced multi-trade contractors, Assett Group Services and SR Construction, who manage responsive and planned repairs as well as routine services such as lawn and grounds care. Fire-safety services are provided by Phoenix Fire Protection, ensuring our homes meet essential safety standards.

SGCH’s annual planned maintenance program is informed by evidence-based data, Property Assessment Surveys and prioritised through a structured process that balances risk, need, compliance and cost. This ensures resources are allocated

effectively and upgrades are impactful for our customers and properties alike.

We also apply our Safe and Sustainable Homes (SASH) standard to guide all upgrade works, ensuring they are compliant, financially responsible and environmentally conscious. This standard emphasises adherence to fire safety regulations and the National Construction Code (NCC), while also raising the quality of housing and aligning it with broader social and affordable housing benchmarks.

Our work integrates the Homes NSW Asset Performance Standards, providing a robust operational and compliance framework for properties managed on behalf of Homes NSW.

Major upgrade works in FY24/25
We are committed to delivering essential asset-management services that support the long-term



sustainability, safety and functionality of our properties—ultimately enhancing the living conditions of our customers. Our planned maintenance initiatives play a vital role in preserving property value and extending asset longevity. The following highlighted projects were among the dozens undertaken during FY24/25:

Project/upgrade	Investment	Completion
In August 2024, we completed major upgrades at our 10-unit Canterbury property, including safety and energy retrofits, new windows, doors, kitchens and bathrooms plus enhanced community spaces. In the final quarter of FY24/25, we also delivered roof and footpath replacements, exterior painting and additional works.	\$1,183,575	Carried out through FY24/25 with completion July 2025
Roofing membrane replacement works at five apartment complexes	\$600,000	Commenced in 2024, completion in August 2025
Major upgrades (including new kitchens and bathrooms) to established housing stock at Bonnyrigg Estate.	\$130,000	Work carried out FY24/25 and completed September 2025
Fire Indicator Panel upgrade works in 2 x Metro North East properties	\$304,000	Wollstonecraft complete and Milsons Point, to be complete December 2025.
Hunters Hill pedestrian footbridge installed	\$36,400	June 2025
Marrickville landscaping upgrade	\$55,000	June 2025

People & Culture snapshot FY24/25

277

Total employees (as at 30/6/25)

192

Female employees

84

Male employees

1

Non-binary employee

117

External learning opportunities undertaken

79

Team members took part in external learning opportunities

90

e-Learning modules offered

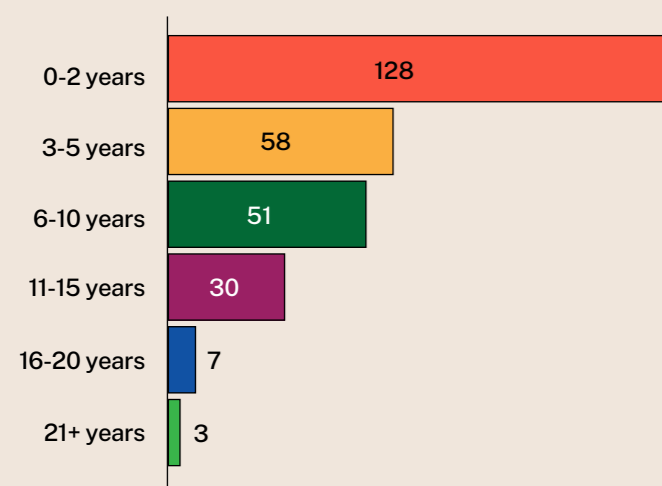
165

Employees participated in Aboriginal Cultural Awareness training

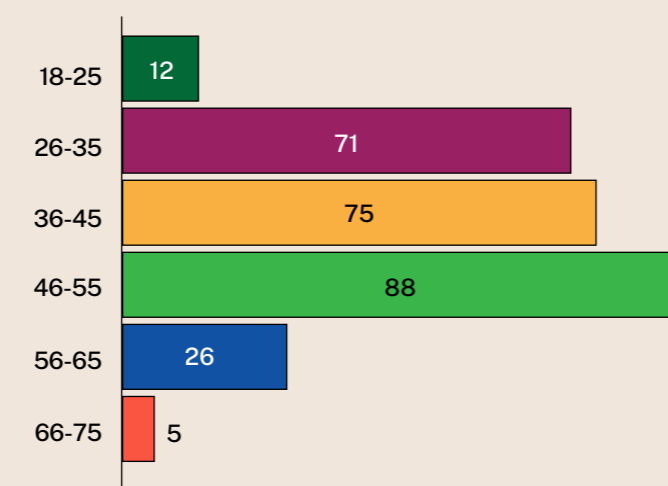
Total e-learning sessions completed by employees in FY24/25:

1,201

Tenure of our employees



Age group distribution of our employees



Key gender pay gap results

Average gender pay gap:

15%

down from 18.5% in 2022/2023.*

Median gender pay gap:

8%

down from 10.7% in 2022/2023.*

* 2023/2024 results, based on data from May 2024. In March 2025, the national median gender pay gap for total remuneration across employers submitting to WGEA was 21.8%.

Our People & Culture priorities

Employee engagement

SGCH has introduced a new employee survey platform to better understand engagement and gather meaningful feedback from our team.

We began with a Pulse Survey in November 2024, which saw a strong 73% participation rate. The survey showed an overall engagement score of 63%. While this is below the benchmark for similar organisations, it gave us valuable insights into areas where we can grow, particularly around workload, leadership communication and recognition.

Importantly, the feedback also highlighted what matters most to our employees: recognition, company culture and collaboration.

These strengths are guiding our FY25/26 efforts to enhance the employee experience.

SGCH has implemented a range of initiatives to strengthen connection and satisfaction, including workload prioritisation, regular Executive Leadership Team forums and team-based employee engagement action planning

Workforce gender equality

Each year, the Workplace Gender Equality Agency (WGEA) publishes a Gender Equality Scorecard, reporting on the state of workplace gender equality across Australia and releasing Gender Pay Gap (GPG) data for over 7,400 employers.

While SGCH has reduced the gender pay gap over time, we continue to focus on implementing changes to further improve gender pay parity. Although women represent the majority of employees at all levels of the organisation, the proportion is relatively lower at more senior levels and higher at lower levels, which is the primary driver of the remaining gap.

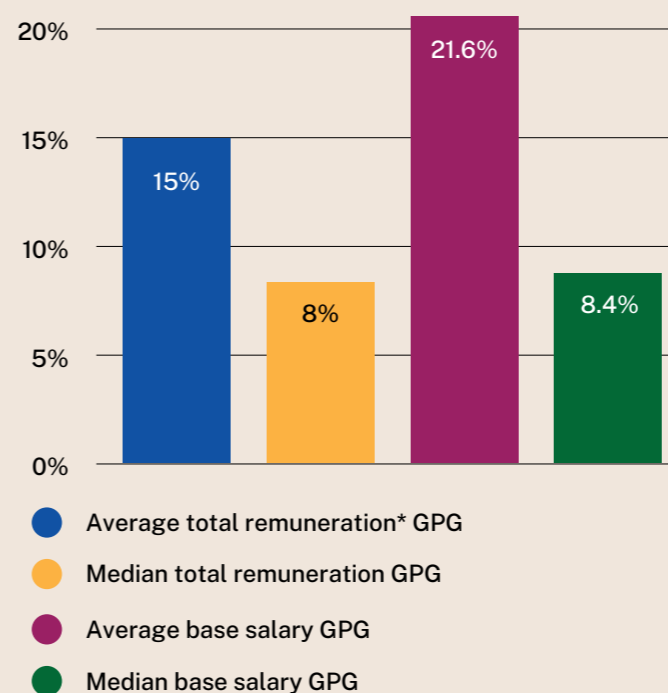
Continuing to improve this balance is a key focus.

In the reporting year we:

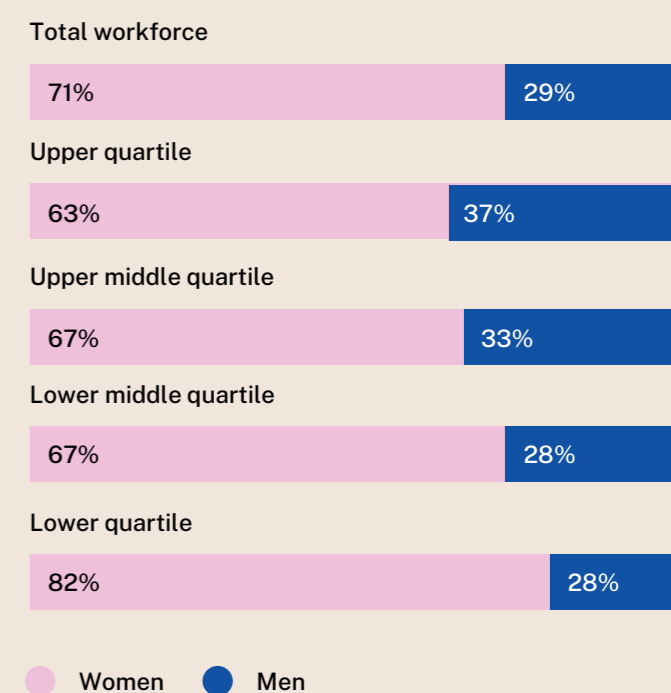
- Appointed 26 women to manager roles (including promotions).
- Appointed 70 women to non-manager roles (including promotions).
- Proportion of female managers: 65%.
- Appointed 7 men to manager roles (including promotions)
- Appointed 29 men to non-manager roles (including promotions)
- Proportion of male managers: 35%

In 2024 we introduced an enhanced parental leave policy and rolled out Respect@Work training across all locations, further strengthening our inclusive workplace culture.

Employer gender pay gap (2023/24)



Gender composition by pay quartile



Supporting employee development

A summary of key internal and external learning opportunities offered to employees in FY24/25

Course/training	Attendees during FY24/25	About
Induction	52 new starters	Our induction program aims to foster early engagement and the new employee's smooth settling into their role.
Respect@Work	120 team members	Training to ensure SGCH is a safe, inclusive workplace where everyone is free from sexual harassment and discrimination.
Compliance Training includes: Code of Conduct and Ethics, Privacy Awareness, Risk Management, Whistleblower for all staff, Cyber security Awareness	Code of Conduct and Ethics – 55 team members Privacy Awareness – 52 Risk Management – 46 Whistleblower for all staff – 39 Cyber security Awareness – 46 people	Team members are equipped for informed and ethical decision making.
New eLearning module: Modern Slavery	Modern Slavery – 218 team members	How to recognise, report and handle modern slavery in and around the workplace and in our supply chains.
External learning	Team members applied to attend 117 different courses; 79 team members attended courses	Approved third-party courses and training opportunities that enhance staff skills and understanding.
Aboriginal and Torres Strait Islander cultural awareness training	165 completed Badge 1: Aboriginal Cultural Awareness	A look at Australia's history from an Aboriginal and Torres Strait Islander perspective, covering colonisation, resistance, reconciliation and truth-telling.
	59 completed Badge 2: Cultural Awareness Safety	How to create respectful, supportive environments for Aboriginal and Torres Strait Islander Peoples through understanding language and cultural practices.
	50 completed Badge 3: Aboriginal Engagement Protocols	Ways to engage respectfully with Aboriginal and Torres Strait Islander communities by exploring relationship-building practices.
Hiring Leader Program	38 team members	New, tailored in-house training program for leaders on the hiring process.
Bespoke training: Call Centre Management	11 Customer Care Hub team members	Targeted training that dovetails into SGCH's specific systems and service standards.

Health, safety and wellbeing

SGCH recognises the importance of enhancing and supporting the health, safety and wellbeing of our people, customers, partners and stakeholders. As a values-based organisation, we know this is essential for ensuring we can continue to provide the best outcomes for the communities we serve.

Our 2023-26 Health, Safety and Wellbeing (HSW) Strategy and SGCH HSW Framework, endorsed by the SGCH Safety and Sustainability Committee, is now in its third and final phase. Since its implementation, we have embedded and improved several health, safety and wellbeing practices including:

- An Inaugural Mental Health Index survey completed in October 2024
- SHEQSY (lone-worker safety system) advancements and features implemented (person-down and listen-in) and user access extended to the whole of enterprise
- The introduction of SGCH's Family and Domestic Violence Framework
- The introduction of a Respect@Work program and its inclusion into policy
- A fleet (pool car) replacement project with roll out in FY25/26.
- A Safety Management System (software) replacement project which went live on 1 July 2025.



Our Safety Culture Index findings

The Safety Culture Index (SCI) is a survey designed to assess and monitor individual perceptions, beliefs, experiences and behaviours relating to safety within an organisation. In March 2025, all SGCH team members were invited to complete the second SCI, with 175 people (65%) responding.

This year's SCI score of 54.5, represents a decrease from our initial results in 2024 (60.7). This score puts SGCH in the 'maturing' category, reflecting a solid baseline safety culture with further focus required to continue to improve.

In FY25/26 we will focus on three key areas to support continued improvement in our safety culture and practices:

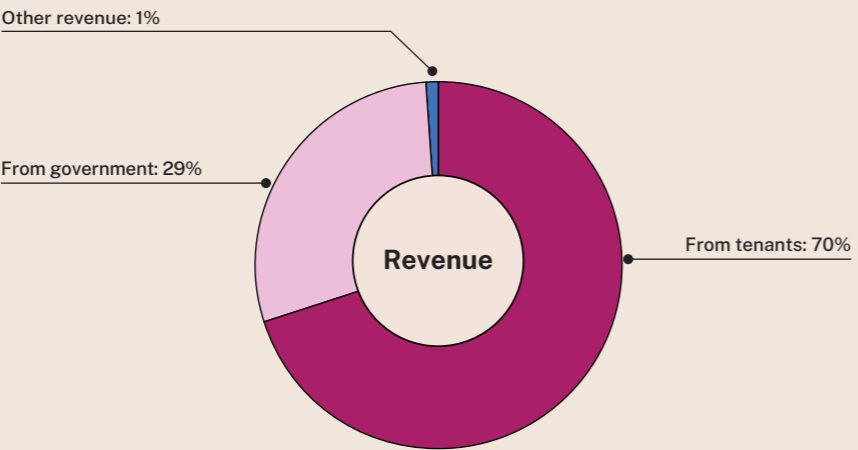
- Increased focus on psychosocial safety, including risk assessments and actions, tracking and monitoring, and enhancing our Employee Assistance Program offering.
- Training and communications uplift including introducing a mandatory training regime and embedding safety messaging and campaigns in employee communications.
- Driver safety initiatives, including introducing telematics in fleet vehicles, and driver safety training.

Strong financial foundations

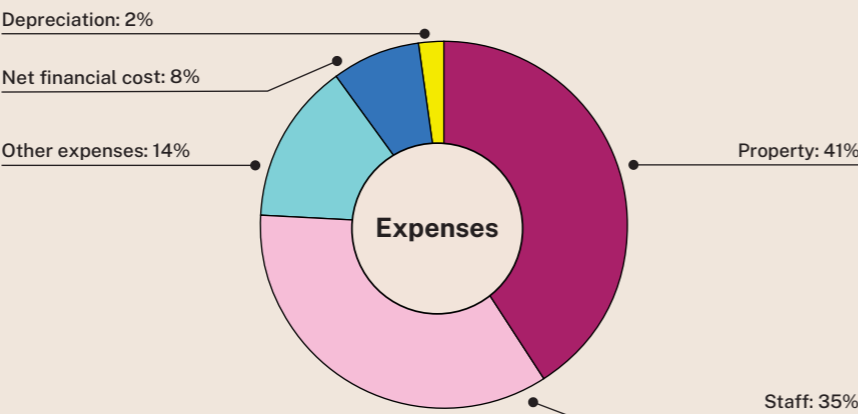
As a not-for-profit organisation, maintaining a strong financial foundation helps us to continue providing essential services and to grow our impact. We use our resources to build new homes and respond to the high demand for safe, sustainable and affordable housing.

Any surplus we generate is reinvested into maintaining existing homes, developing new ones and delivering services that support our customers to live well. Our financial strength is not just about numbers; we focus on creating stability, opportunity and better outcomes for the people we serve. Following is a summary of our financial results for the year ended 30 June 2025.

Revenue	\$'000
From tenants	106,885
From government	43,950
Other revenue	1,139
Total	151,974



Expenses	\$'000
Property	45,832
Staff	39,344
Other expenses	15,295
Net financial cost	8,658
Depreciation	2,392
Total	111,521



Financial performance

This year, we have grown to around \$1.5 billion in assets on balance sheet and approximately \$4.6 billion in total owned and managed assets. Our overall performance has been very strong. For detailed information about SGCH Group financial performance, please refer to the Directors' Report and Summary Financial Statements 2024/25 (page 83).

Our growth over time	2020	2021	2022	2023	2024	2025
Homes	6,557	6,927	7,068	6,994	6,973	7,082
Customers	11,292	11,371	11,437	11,400	11,435	11,491
Staff	205	225	236	254	267	277
Annual maintenance spend	\$20,053,000	\$23,482,000	\$19,043,000	\$24,488,000	\$25,313,000	\$25,693,000
Total revenue	\$95,882,000	\$109,014,000	\$114,639,000	\$121,911,000	\$133,931,000	\$151,974,000
Operating expenses	\$82,646,000	\$72,291,000	\$85,746,000	\$94,333,000	\$98,194,000	\$111,521,000
Surplus (Deficit)	(\$18,621,000)	\$23,700,000	\$9,472,000	\$29,359,000	\$74,072,000	\$62,047,000
Total assets	\$1,070,654,000	\$1,257,888,000	\$1,283,436,000	\$1,321,883,000	\$1,404,434,000	\$1,512,970,000

Commercial approach

We've built a strong track record of raising capital and delivering complex projects by working with a wide network of partners. Our financial strength enables us to invest in what matters most: safe, sustainable and affordable homes for people who need them.

We know that solving Australia's housing challenges takes collaboration across sectors. That's why we work with government, private industry and community organisations to unlock opportunities and deliver better outcomes for the individuals and communities we serve.

Social and affordable housing is increasingly recognised as a stable, long-term investment –and we're using that momentum to drive innovation and impact.

Our approach includes:

- Unlocking land from government and aligned partners to build homes in the right locations, using planning and tax concessions to maximise value.
- Managing development risk and creating long-term efficiencies through our expert in-house team and smart procurement practices.

- Optimising operations and maintenance through our growing scale and local knowledge, ensuring homes are well-cared-for and cost effective.
- Creating innovative financing structures that make it easier to access capital and deliver steady, reliable returns, all while putting people first.

ESG overview

Why ESG matters to us

Sustainability is at the heart of SGCH's purpose, values and overarching strategy. Together with our partners, we provide sustainable, safe and affordable housing as the foundation for customers to access opportunities and build resilient, thriving communities.

The need has never been greater. In NSW, 47%¹ of low-income renters are in rental stress. Climate change adds further pressure, with rising temperatures increasing energy bills and straining already tight household budgets². Communities on low incomes are often among the hardest hit by the most severe effects of climate change.

Our ESG strategy and roadmap set out how we respond to these intersecting challenges. They outline how we deliver homes that are not only safe and affordable, but also environmentally sustainable. Through integrated social impact, environmental action and strong governance, we aim to support, strengthen and build the long-term resilience of the communities we serve.

We recognise that we are at an early stage of our ESG journey and as we embed ESG into our strategy, business planning and reporting, we will continue to identify opportunities to improve the transparency of our performance and use these insights to guide our plans.

ESG is complex and evolving, and we are committed to learning, listening, improving and working alongside our partners to drive meaningful change.

Our strategy and roadmap

Our ESG Strategy, as illustrated on page 55, outlines seven key focus areas to address critical issues – such as climate change and affordable housing – through responsible actions and strong governance. The strategy was developed based on our refreshed materiality assessment and Social Impact Framework (see page 58, 'Our strategy foundations'), aligned with United Nations Sustainable Development Goals and the ESG Reporting Standard for Australian Community Housing.

While our strategy sets a clear direction, our ESG journey is at its beginning. The SGCH ESG roadmap for 2024 to 2027 marks our continued efforts to embed ESG across our operations, partnerships and decision-making. Progress is monitored and reported quarterly to our Board, and annually to our external stakeholders, ensuring full transparency and accountability (see page 60 – 'Reporting approach').

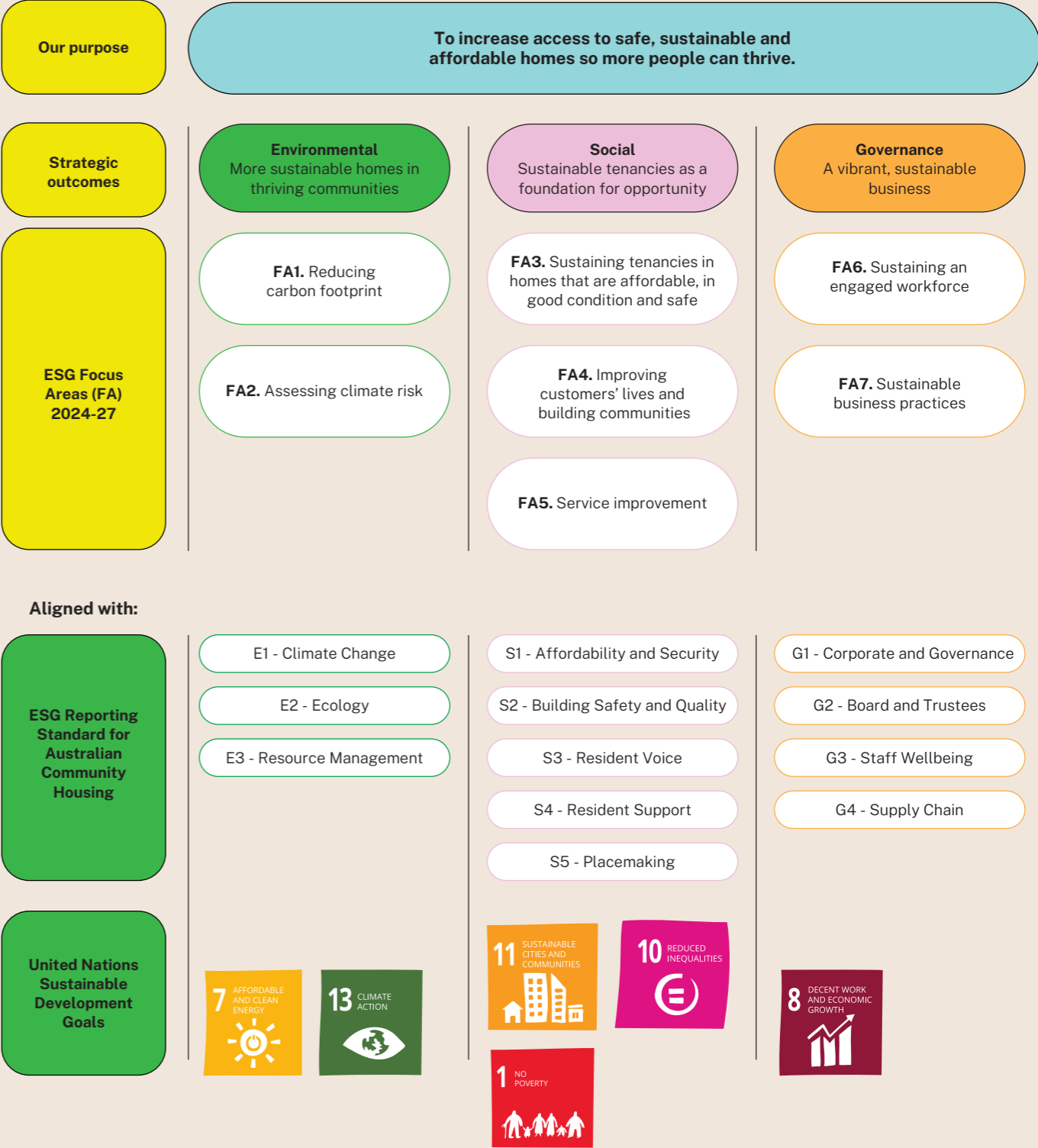
Looking ahead

As Australia moves toward mandatory climate reporting for large companies in 2025, expectations for transparency and climate action continue to grow across sectors. Our ESG strategy places us in a strong position to meet these expectations while delivering greater value to our customers, partners and investors. At the same time, we recognise the challenges ahead – including the need to improve data, adapt to evolving standards, implementation and deliver impact with limited resources. But our commitment remains clear: to refine and align our ESG strategy with our core social purpose, creating measurable and meaningful value for today and for generations to come.

Key progress in FY24/25	
ENVIRONMENT	We continued to track our carbon footprint and took action to minimise emissions through energy-efficient new builds, hybrid fleet upgrades and supporting tenants with energy education to lower their power bills. See page 61 for ESG environmental focus areas – year in review.
SOCIAL	We sustained tenancies for customers while enhancing their lives through our in-house Housing Plus program and improving community connection via tenant-led events and wellbeing initiatives. See page 65 for ESG social focus areas – year in review.
GOVERNANCE	We strengthened our governance and workplace practices through enhanced parental leave, fair remuneration, inclusive workforce initiatives, ethical work practices and robust oversight of organisational risk. See page 67 for ESG governance focus area – year in review.

¹ National Shelter, SGS Economics & Planning, Brotherhood of St. Laurence and Beyond Bank Rental Affordability Index 2024.
² Australian Council of Social Service (ACOSS), Heatwaves, Homes and Health: Climate Change, Housing and Inequality (2023).

SGCH ESG strategy



Our strategy foundations

Materiality assessment

In 2024, we refreshed our materiality assessment to align with the evolving ESG landscape, particularly following the introduction of the ESG Reporting Standard for Australian Community Housing in 2023 (see page 69 for more about the Standard). While ESG topics from the Standard were central in our assessment, we also considered relevant topics drawn from government and partner agreements as well as our Social Impact Framework.

We applied a fit-for-purpose double materiality¹ approach to assess the topics, using two key criteria:

- 1. The likelihood a topic would influence investors, funders and partners –given growing institutional investment and government support for social and affordable housing.
- 2. The extent to which SGCH can influence or control the topic –so

our strategy focuses on where we can take most meaningful action.

Eight key stakeholders (four internal, four external) rated each topic against these criteria. Results were averaged and grouped against the Standard’s 12 ESG themes for consistency. The results reflect growing expectations for climate action (Environmental), while confirming our focus on customers (Social), our employees and the way we manage, report and conduct our business (Governance). See Figure 1.

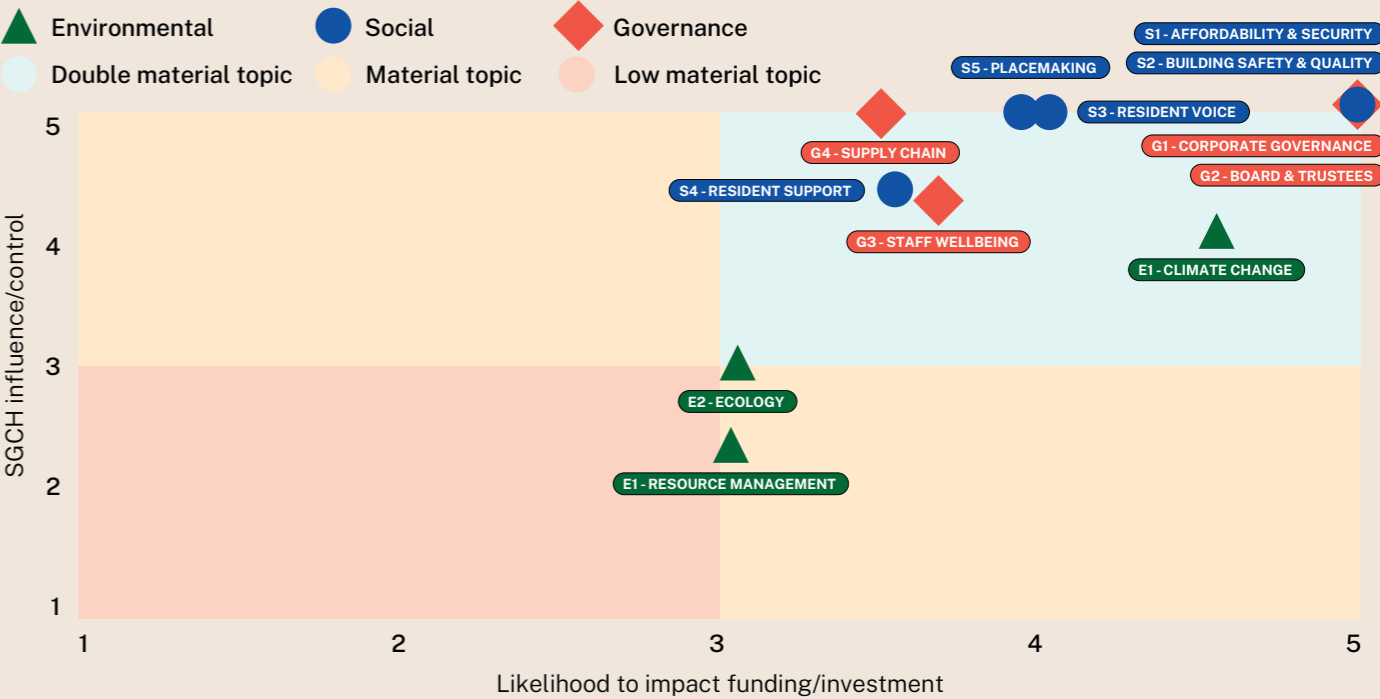
For climate action, we recognise a range of interconnected issues such as carbon emissions, pollutants, biodiversity, waste, water and land use. To explore this, we used the Science Based Targets for Nature (SBTN) tool to screen for nature-related risks, which identified land use, greenhouse gas (GHG) emissions, and solid waste as key sector risks.

Given that GHG emissions were also rated as double material (under the Climate Change theme), SGCH is prioritising emissions reduction firstly for those within our control (Scope 1 and 2). Emissions that are not directly within our control (Scope 3) and other nature risks –land use (linked to Ecology theme) and solid waste (linked to Resource Management theme) – were rated lower in materiality, largely due to our limited control and reliance on third parties. For these areas, we will look for opportunities to address those issues and take action where those opportunities arise –for example, new grant programs, opportunities with the design of new buildings or research partnerships with universities and continue to report them through the Standard –as we look for ways to increase our impact over time. The materiality assessment resulted in seven ESG Focus Areas (FA), which shape our ESG strategy and guide our roadmap for 2024-2027.

Environmental	FA1	Reducing carbon footprint
	FA2	Assessing climate risk
Social	FA3	Sustaining tenancies in homes that are affordable, in good condition and safe
	FA4	Improving customers’ lives and building communities
	FA5	Service improvement
Governance	FA6	Sustaining an engaged workforce
	FA7	Sustainable business practice

¹ SGCH’s use of ‘double materiality’ differs from the European Union Non-Financial Reporting Directive (NFRD) definition, which includes financial and impact materiality –but similarly considers both stakeholder expectations and organisational relevance. Our fit-for-purpose approach is tailored to the evolving ESG landscape against NSW’s growing community housing sector.

Figure 1. Materiality matrix



Themes (from the ESG Reporting Standard*)	Activities assessed under the themes	Materiality	ESG Focus Area (FA)
E1 – Climate Change	GHG emissions, energy rating, energy efficiency actions, climate risk mitigation actions, energy management guidance for residents	Double material	✓ FA1, FA2
E2 – Ecology	Greenspace, biodiversity and pollutant management	Material	– Not focus area*
E3 – Resource Management	Building source materials, waste and water management	Material	– Not focus area*
S1 – Affordability & Security	Improving customers’ lives and building communities	Double material	✓ FA3
S2 – Building Safety and Quality	Service improvement	Double material	✓ FA3
S3 – Resident Voice	Sustaining an engaged workforce	Double material	✓ FA4, FA5
S4 – Resident Support	Sustainable business practice	Double material	✓ FA4
S5 – Placemaking	Placemaking activities	Double material	✓ FA4
G1 – Corporate and Governance	Code of governance and regulatory findings	Double material	✓ FA6
G2 – Board and Trustees	Demographics, experience and independence of the Board	Double material	✓ FA6
G3 – Staff Wellbeing	Salary information, gender pay gap, Reconciliation Action Plan, average staff turnover	Double material	✓ FA5
G4 – Supply Chain	ESG factors considered in procurement, Modern Slavery	Double material	✓ FA6

*Not a focus area, however we continue to report against the ESG Reporting Standard for Australia Community Housing and look for opportunities to increase our impact over time.

Our Social Impact Framework

The Social Impact Framework is SGCH's primary tool for measuring how our work improves lives and strengthens communities. It helps us understand and track the outcomes we create for tenants and the broader community – ensuring we stay focused on what matters most.

The framework outlines six social outcome domains that are aligned with the NSW Government's NSW Human Services Outcomes Framework.

It guides the way we define, measure, manage and communicate our social impact and plays a key role in shaping our ESG strategy.

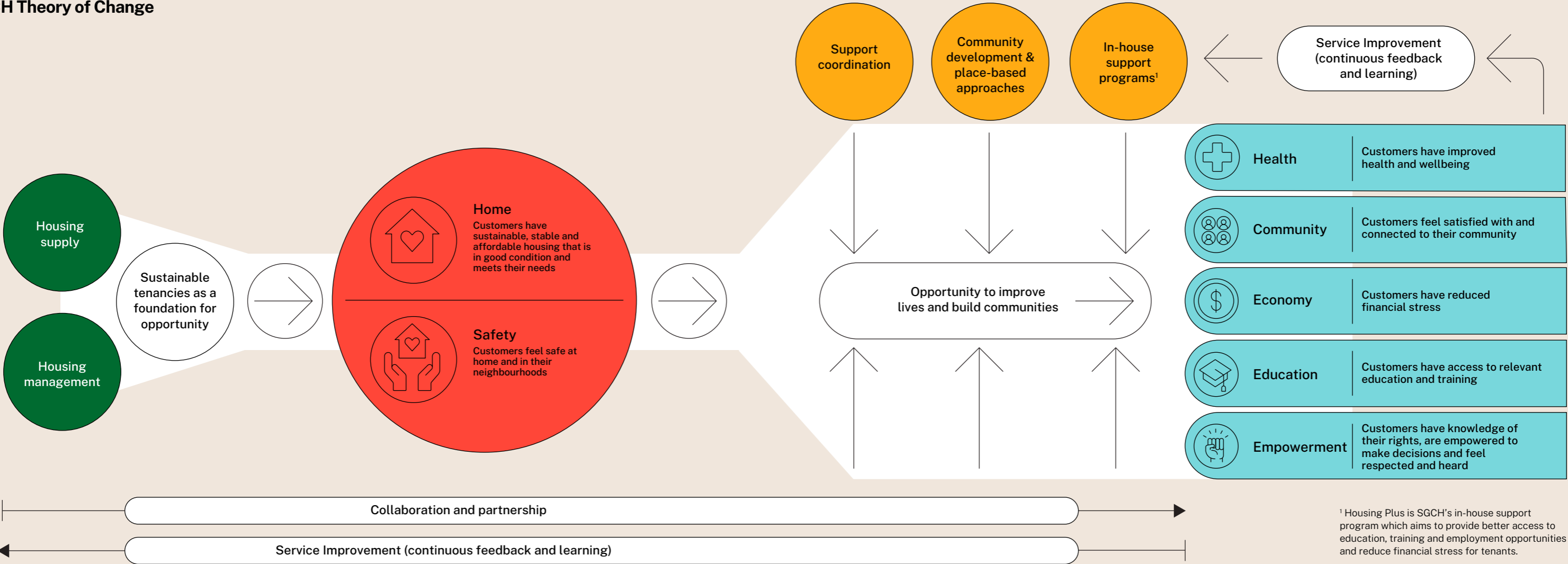
Theory of change

SGCH's Theory of Change diagram (below) is a visual representation of our approach across four interconnected areas of work:

- 1. **Defining impact:** ensuring we are clear about our intended impact
- 2. **Measuring impact:** ensuring we measure what matters
- 3. **Managing impact:** embedding an impact-focused culture and systems
- 4. **Communicating impact:** ensuring accountability to our key stakeholders.

Social Outcome Domain	The change we aim to create for our customers	Alignment with ESG Focus Areas (FA)
Home	Customers have sustainable, stable and affordable housing that is in good condition and meets their needs	FA3
Safety	Customers feel safe at home and in their neighbourhoods	FA3
Health	Customers have improved health and wellbeing	FA4
Economy	Customers have reduced financial stress	FA4
Education and Skills	Customers have access to relevant education, training and skills development	FA4
Empowerment	Customers have knowledge of their rights, are empowered to make decisions and feel respected and heard	FA5

SGCH Theory of Change



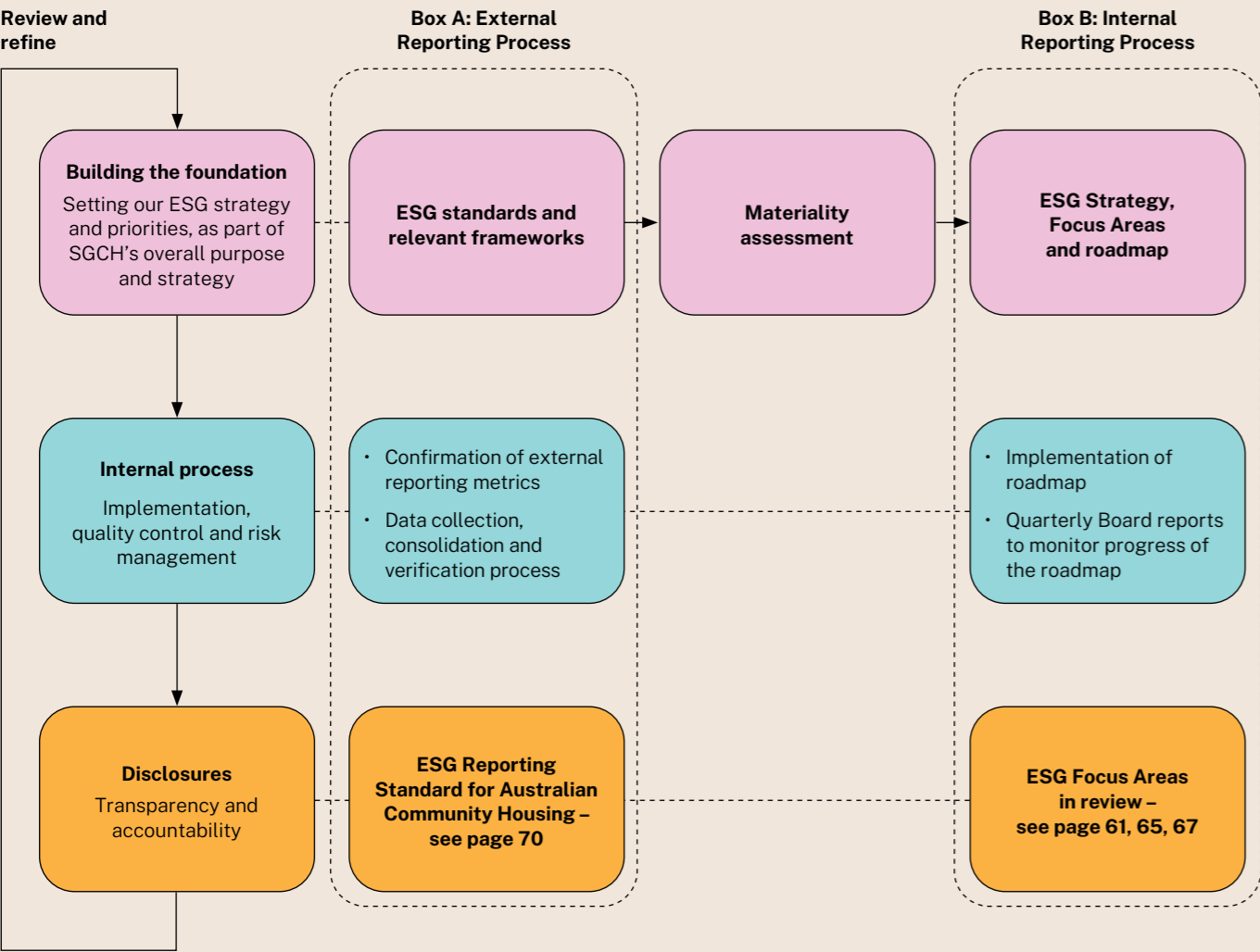
Reporting approach

Since 2023, SGCH has adopted the ESG Reporting Standard for Australian Community Housing (the Standard) – published by Australian Community Housing (ACH)¹ NSW.

We remain committed to reporting against the Standard’s criteria and continuously improving the quality of our data. We have established internal processes to collect, consolidate and verify data prior to publication in our Annual Report each year for transparency and accountability to our stakeholders (see Figure 2, Box A). See page 70 for summary of our FY24/25 metrics against the Standard.

While the Standard highlights key ESG areas for community housing providers, we need to focus on where we have the greatest impact and influence. As outlined previously, in 2024 we conducted refreshed materiality assessment to direct our focus and update our ESG strategy. The strategy outlines our seven focus areas and roadmap for 2024 to 2027. We report progress against the roadmap quarterly to our Board and annually to external stakeholders to remain transparent about achievements to date and future actions (see Figure 2, Box B).

Figure 2. How we manage and report ESG



¹ Previously known as Community Housing Industry Association (CHIA)

ESG Focus Areas – year in review

ENVIRONMENTAL

SGCH recognises that climate change affects not just the environment, but the wellbeing of our customers, their homes and communities. People on low incomes are especially vulnerable, with significant barriers to adaptation. We are working towards reducing our carbon footprint to support the NSW Net Zero Target for 2050, while improving the comfort, affordability and climate resilience of homes for our customers.

Focus Areas	Key activities	Key outcomes
Reduce carbon footprint (FA1)	<ul style="list-style-type: none">Upgrading our existing homes: We completed renovations at 31 Wonga Street, Canterbury, which included replacement of all gas appliances to electric, and LED lightings installed throughout.Supporting tenants: We delivered energy education sessions for customers, providing access to rebates and personalised advice to help reduce household energy use and bills (see page 62).Sustainable new builds: 100% of our newly built homes in Marrickville and Riverwood achieved an average minimum 7-star NatHERS rating.Future lower-emissions fleet: We have approved the replacement of 20 pool vehicles with hybrid models in FY25/26 to continue reduce and minimise Scope 1 emissions.	<ul style="list-style-type: none">Changes in our carbon footprint (page 63):<ul style="list-style-type: none">» 9.6% reduction in Scope 1 emissions from FY23/24, driven by reduced petrol and diesel usage from corporate fleet.» 7.1% increase in Scope 2 emissions from FY23/24, driven by growth in portfolio and higher electricity consumption in some offices and community spaces.» 8.5% increase in emissions from employee commute (part of Scope 3 emissions) from FY22/23, due to additional work-from-home energy use.Energy savings for tenants: \$146,781 estimated in total annual energy savings for tenants¹ living in 651 SGCH homes rated 7 NatHERs star or higher (out of 1,212 that had been NaTHERs assessed).
Assessing climate risk (FA2)	<p>Preparing to assess: We look to commence a climate risk assessment of our portfolio in FY25/26, laying the groundwork for future mitigation and adaptation planning.</p>	<p>Climate adaptation features have been integrated into newly built homes in Marrickville, a flood-prone area.</p>

¹ This estimate is based on Climate Council’s finding that a 7-star home in Sydney saves \$225.47 per year on heating and cooling costs compared to a 6-star home, with greater savings of up to \$400 per year in hotter areas like Western Sydney. Additionally, a 7-star home uses about one-third of the energy required to heat and cool a 1.5-star home.

Responsible update of our fleet

The replacement of our 20 fleet cars with new Toyota Corolla Hybrid (SX) and RAV4 hybrid vehicles represents a pivotal step in meeting our ESG commitments.

Our transition to hybrid technology significantly reduces our carbon footprint through enhanced fuel efficiency and lower emissions. The five-year cost increase of \$156,440 associated with delivering this fleet update is balanced by the long-term savings via the reduced operational expenses and lower maintenance requirements characteristic of these models.

Fleet modernisation delivers our ESG responsibilities while also strengthening our operational foundation. By selecting hybrid technology over fully electric alternatives, we have made a pragmatic choice that maximises environmental benefits.



Empowering our customers with energy education

In partnership with Service NSW, SGCH delivered two community information sessions at one of our Marrickville properties in June and August 2024, focusing on energy literacy and cost-of-living support.

The program educated customers on available NSW government rebates and vouchers. It also provided hands-on training in reading energy bills and introducing participants to the Australian Government's free Energy Made Easy price comparison service. Each session concluded with personalised one-on-one consultations with Service NSW Customer Care Specialists. Customers reported an increased confidence in understanding their energy bills and adopted practical cost-saving strategies. This initiative directly supported our commitment to improving customer financial wellbeing and promoting lower energy consumption.



Our carbon footprint

Since January 2023, SGCH has been measuring greenhouse gas (GHG) emissions that are within our direct control, namely those generated by our offices, corporate fleet and common areas of the residential properties we manage and/or own (Scope 1 and 2 emissions).

In line with our ongoing commitment to enhance the accuracy and quality of our emissions data, we have partnered with an external consultant this year to review and refine our FY23/24 Scope 1 and 2 emissions and to assess our emissions for FY24/25.

We recognise that Scope 3 emissions – those associated with our activities but outside our direct control – are likely to represent majority of our emissions, particularly from tenants' energy consumption. While monitoring and measuring Scope 3 emissions is crucial, it presents significant challenges due to our limited control and the complexity of data collection. In FY24/25, we have captured only limited Scope 3 emissions data, including employee commuting and, for the first time, including transmission and distribution losses, i.e. the energy lost as electricity travels from power plants to SGCH's offices and common areas.

In the coming years, our primary focus will remain on monitoring Scope 1 and 2 emissions while developing reduction targets and strategies. At the same time, we will initiate a comprehensive mapping of our Scope 3 emissions to better understand the full range of our emissions, laying the foundation for future measurement and action.

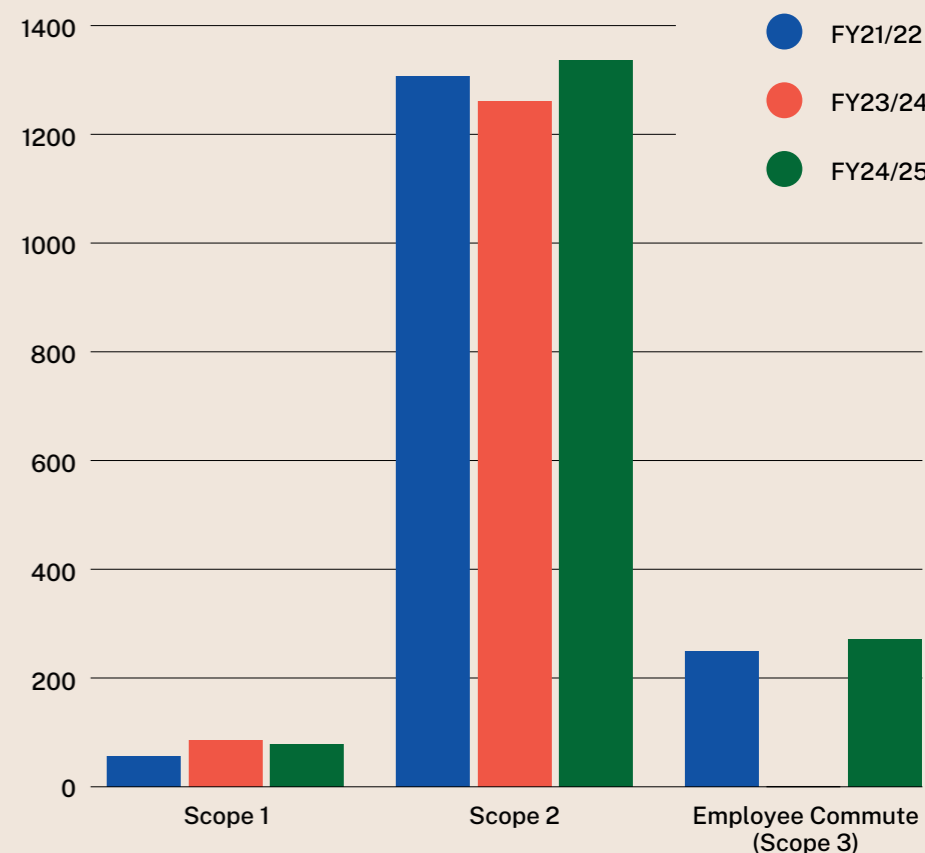
FY24/25 emissions

Total Scope 1 and 2 emissions for SGCH in FY24/25 were 1,233 tCO₂-e¹. Purchased electricity accounted for 94% of these emissions, while fuel-based sources including petrol, diesel and natural gas contributed the remaining 6%.

There is a 6% increase of total scope 1 and 2 emissions from FY23/24². This rise was primarily due to increase in Scope 2 emissions through higher electricity consumption across some offices and community spaces (likely from increased customer engagements and events). However, there is a 9.6% reduction of Scope 1 emissions, through overall reduction in fuel usage from our corporate fleet.

Total Scope 3 emissions (covering only employee commute and transmission and distribution losses) were 337.2 tCO₂-e. Emissions from employee

commuting increased by 8.5% from FY21/22, driven by additional energy use from work-from-home activities. This is expected as we have incorporated a hybrid working arrangement since FY21/22. Although employees travelled greater distances to work overall – mainly due to headquarters relocating from Hurstville to Liverpool and Redfern – emissions did not rise proportionally, due to increased use of lower-emission transport, such as increased train travel and slightly reduced car use.



¹ Using location-based method, where emissions are calculated by multiplying electricity consumption by the average grid emission factor – the carbon intensity of the electricity grid serving the region. For NSW, the National Greenhouse Accounts (NGA) provides this emission factors for FY24/25: 0.66 kg CO₂-e/kWh (<https://www.energy.nsw.gov.au/sites/default/files/2025-06/20250611-DCCEE-Greenhouse-Gas-Emissions-Accounting-and-Reporting-Guidelines.pdf>). The market-based method adjusts for an organisation's procurement of renewable energy, including solar exports and Greenpower purchase. Electricity covered by these claims is considered to have a zero emissions factor. For SGCH, the market-based total was 1,303 tCO₂-e, with only 1.6% of total electricity consumption in common areas and offices sourced from renewable energy (from solar only).

² We have revised our Scope 1 and 2 emissions for FY23/24 from 1,142 tCO₂-e to 1,163 tCO₂-e, due to methodology shift in mobile combustion (from fleet) calculation that increased Scope 1 emissions by 20.7 tCO₂-e.

Scope	GHG Protocol category	Inclusions	FY21/22 (tCO ₂ -e) ³	FY23/24 (tCO ₂ -e)	FY24/25 (tCO ₂ -e)	% change from previous result
Scope 1	Mobile combustion	Fuel usage from corporate fleet. Methodology shifts from distance-based to fuel-based calculations for greater accuracy, applied to FY23/24 data onwards.	46.63	63.6 ⁴	55.24	-13.3%
	Stationary combustion	Use of diesel, LPG or natural gas from equipment in our offices and common areas, e.g. BBQ equipment, gas stoves, diesel-fuelled hydrant pumps.	4.98	14.98	15.44	+0.03%
	Fugitive combustion	Refrigerant leaks from fridges and airconditioning systems in our offices and common areas. We have only started to include airconditioning in FY24/25, and as such the emission from fugitive combustion is not comparable with previous year's figures.	0.03	0.01	0.33	Not comparable –see notes in Inclusions column
Total Scope 1			51.64	78.59	71.01	-9.6% ⁵
Scope 2	Purchased electricity	Electricity purchased for use in our offices and common areas of residential properties that we manage and/or own.	1,154.33	1,084.60	1,162.00	+7.1%
Total Scope 1 & 2			1,205.94	1,163.00	1,233.00	+6.0%
Scope 3	Employee commuting	Emissions from transport use to travel to work and working from home.	229.3	—	248.8	+8.5%
	Transmission and distribution (T&D) losses	Newly added in FY24/25. T&D losses represent indirect emissions from the energy lost in the grid network during the process of transmitting and distributing electricity from power plants to end users.	—	—	88.4	N/A
Total Scope 3			229.3	—	337.2	Not comparable due to T&D inclusion

³ FY21/22 emissions were reported in FY22/23 Annual Report. As this was our first time measuring emissions, a significant amount of time was spent to collect data and report them accurately. As such, we did not measure and report FY22/23 emissions in the same year.

⁴ Corrected figure, previously 57.90.

⁵ Although the fugitive combustion figure is not directly comparable with FY23/24, it represents a negligible proportion of Scope 1 emissions, so total Scope 1, as well as total Scope 1 and 2 emissions, remain comparable with FY23/24.

ESG Focus Areas – year in review

SOCIAL

SGCH believes that safe, secure and affordable housing is a vital foundation for wellbeing, opportunity and social inclusion. Beyond housing, we partner with customers and like-minded organisations to support long-term stability, improved quality of life and thriving communities.

Focus Areas	Key activities	Key outcomes
Sustaining tenancies in homes that are affordable, in good condition and safe (FA3)	<ul style="list-style-type: none">Opening more doors: delivered 162 new homes (60% social housing and 40% affordable housing) bringing our portfolio to 7,082 homes. These homes now support 11,491 customers, with 86.7% living in social housing and 13.3% in affordable/key worker housing.Maintaining good condition and safe homes: completed 2,451 property inspections and conducted fire safety sessions to ensure safe and well-maintained homes.Staying housed, staying supported: completed 6,526 home visits, with 543 customers engaged with our Support Coordination team.	<ul style="list-style-type: none">Reduced risk of homelessness: 184 customers who were previously homeless, were housed in FY24/25.Sustained tenancies: 93.8% homes were tenanted for over one year (up from 89.3% in FY23/24).Improved tenant satisfaction with their home*: 82% satisfied with the condition of their home (up from 78%).Improved safety*: 71% felt safe when walking alone in their local area after dark (up from 61%). <p><i>For more outcome results from our social impact indicators, see page 26.</i></p>
Improving tenants' lives and building communities (FA4)	<ul style="list-style-type: none">Supporting through Housing Plus program: \$361,000 awarded to 386 Strive Scholarship recipients, helping customers pursue education and employment goals. (See page 30 for Housing Plus outcomes).Creating places for community: A new co-designed community garden in Gladesville offers residents a space to connect and enjoy the benefits of nature.Fostering arts, culture and connection: Creative Wellbeing Art Workshops (23 sessions across five locations) helped participants build emotional resilience through trauma-informed creative practices.Promoting health, wellbeing and empowerment: Share Riverwood delivered 27 strength, stretch and mobility classes to improve seniors' physical wellbeing.Promoting life skills and sustainability: OzHarvest NEST programs taught customers to cook healthy, budget-friendly meals while reducing food waste. <p><i>For more on SGCH's community engagement, wellbeing and sustainability initiatives, see page 32.</i></p>	<ul style="list-style-type: none">Tenants gained training and employment: of 157 customers in our Catalyst program, 33 commenced employment.Reduced financial stress*: 71% could afford the things needed (up from 69%).Improved life stability*: 86% reported greater life stability since securing housing with SGCH (up from 81%).Improved life overall*: 78% reported their life improved since living in a SGCH property or in a property managed by SGCH (up from 74%).Improved wellbeing*: Personal Wellbeing Index scores rose across emotional wellbeing (+2.99) and health (+1.96).Improved community connectedness: Personal Wellbeing Index for community connectedness rose by 4.01 points, with 82% of tenants satisfied with their neighbourhood (up from 79%). <p><i>For more outcome results from our social impact indicators, see page 26.</i></p>
Service improvement (FA5)	<ul style="list-style-type: none">Listening and acting: Feedback from visits, program evaluations and surveys were used to refine services and respond to customer needs. We have also recruited an NCAT specialist to resolve disputes fairly (see page 68).Updating policies and procedures: reviewed and refined our Social Impact Framework, Customer Service Standards and Ways of Working Guidelines.	<ul style="list-style-type: none">Tenants feeling heard and respected*:<ul style="list-style-type: none">» 91% agreed that SGCH staff are respectful to them (up from 86%).» 72% reported that SGCH listens to their views and acts on them (up from 69%).Improved tenant satisfaction with SGCH*:<ul style="list-style-type: none">» 85% overall satisfaction (up from 81%).» 80% satisfied with SGCH tenancy management services (up from 76%).

*Based on 1792 responses from FY24/25 Customer Satisfaction Survey (CSS), compared to FY22/23 results. CSS is conducted every two years by Community Housing Industry Association (CHIA) NSW across community housing providers in NSW.

Strength through placemaking

Residents Organisation At Riverwood (ROAR) is an SGCH-supported, not-for-profit community group that is passionate about fostering a vibrant, inclusive and connected neighbourhood at our Washington Park property.

Started in July 2014, it now has approximately 25 active members representing diverse ages and cultural backgrounds. This grassroots organisation has become instrumental in strengthening community cohesion and addressing social isolation. Its flagship initiative, ROAR's SGCH-funded weekly Friday night barbecue, serves as more than just a communal meal – it provides an essential



community service by ensuring vulnerable residents aren't going hungry. This regular gathering has successfully transformed isolated individuals into active community participants, with many members now engaging in multiple activities throughout the week rather than remaining housebound. ROAR's

impact extends beyond social connection to enhance neighbourhood safety through increased community awareness and mutual support networks. The organisation operates with full governance structures, including annual general meetings, and its multicultural membership fosters cross-cultural understanding.

Fire safety sessions for our customers

In FY24/25, SGCH's Service Improvement team launched a comprehensive fire-safety education program for customers.

This was initiated after a series of minor fire incidents at our properties. The community sessions were run across different locations, with local fire brigades in attendance to give safety presentations that covered cooking safety, lithium-ion battery hazards and smoke alarm maintenance. We also equipped our tenancy managers and property assessment officers with talking points and educational materials so they can confidently discuss fire safety during home visits and property inspections. Customer feedback on these sessions has been positive and these fire-safety events will be ongoing.



ESG Focus Areas – year in review

GOVERNANCE

SGCH governance underpins our ability to operate as an engaging, vibrant, sustainable and ethical workplace. Governance extends beyond people – it also includes how we manage risk, uphold ethical standards and meet regulatory requirements.

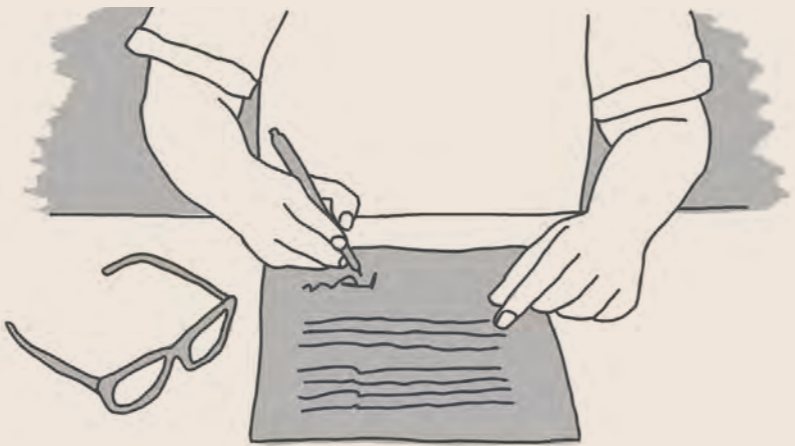
Focus Areas	Key activities	Key outcomes
Sustaining an engaged workforce (FA6)	<ul style="list-style-type: none">• Rewarding fairly and equitably: We reviewed our remuneration framework to improve transparency and equity.• Promoting safety and wellbeing:<ul style="list-style-type: none">» Enhanced our lone-worker safety app with mandatory training.» Launched our first Family and Domestic Violence Support Guide and delivered wellness sessions.» We ran mental health and safety culture surveys, with insights to guide targeted wellbeing actions.• Embedding inclusion:<ul style="list-style-type: none">» SGCH rolled out Respect@Work, LGBTIQA+ and Aboriginal cultural awareness training.» Recruited a dedicated Reconciliation Action Plan (RAP) Lead.» Received approval of our Reflect RAP.» Strengthened partnerships with Aboriginal organisations to support inclusive recruitment and training.	<ul style="list-style-type: none">• Reduced median gender pay gap to 8.0% in 2023/24 (from 10.7% in 2022/23) demonstrating continued progress toward equitable remuneration.• Reduced staff turnover at 18% (including both voluntary and involuntary exits), with voluntary exits down to 9.8% from 13.9% in FY23/24.• Safety Culture Index fell to 54.5 from 60.7, placing SGCH in the 'Maturing' category, with improvement initiatives planned in FY25/26 focusing on psychosocial safety, training and communications, and driver safety.

Sustainable business (FA7)	<ul style="list-style-type: none">• Managing organisational risk: Our Board maintained active oversight, supported by the Audit and Risk Committee, with ongoing reviews of key policies.• Conducting ethical practices:<ul style="list-style-type: none">» Submitted our Modern Slavery Statement and launched a mandatory eLearning module.» Received certificate of compliance from the Workplace Gender Equality Agency (WGEA).» Embedded ESG principles in our Supplier Code of Conduct.» Zero adverse regulatory findings.	<ul style="list-style-type: none">• 40-years strong: January 2025 marked SGCH's 40th anniversary, from a small community initiative with 25 homes to managing 7,082 homes.• National presence for the first time: with key developments in Carseldine (Queensland) and Box Hill (Victoria). Our Westmead (NSW) project is targeting late 2025 completion.• Maintained position as industry leader: retained Tier 1 Community Housing Provider status.
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Our NCAT Specialist

In 2024, SGCH appointed a specialist NSW Civil and Administrative Tribunal (NCAT) officer to strengthen our accountability mechanisms and ensure residents have effective avenues to resolve disputes with SGCH.

NCAT provides specialist tribunal services to resolve disputes fairly and according to the law, with tenancy and social housing cases initially listed for conciliation and hearing. When disputes between neighbours or between tenants and landlords cannot be resolved directly, matters are referred to NCAT, ensuring residents have access to impartial dispute resolution mechanisms. Our NCAT Specialist has expertise in the most



common dispute areas—including anti-social behaviour, repairs and rent-related concerns. Her role enables SGCH staff to confidently represent the organisation at tribunal hearings while also supporting residents’ rights to be heard and respond through due process. This specialist position demonstrates SGCH’s commitment to transparent, accountable service

delivery and residents’ access to independent dispute resolution pathways. In FY24/25, 749 NCAT cases involving SGCH were lodged: 731 were initiated by SGCH, 16 initiated by tenants. Of the 731 cases initiated by SGCH, 527 were related to rent and 81 to termination of tenancy.

Our role in combatting modern slavery

SGCH is continuing to strengthen its approach to identifying and preventing modern slavery risks across the organisation’s operations and supply chains.

In FY24/25, we refreshed our supplier questionnaire to ensure we capture clearer, more actionable information from vendors. The updated questionnaire streamlines related questions, improves response flow and provides better guidance on expectations—all of which enables our team to conduct effective internal assessments of supplier practices.

Another significant milestone this year was the rollout of mandatory modern slavery e-learning training

to all team members. This module ensures everyone working at SGCH understands what modern slavery is, recognises situations where it may occur and knows our obligations as a reporting entity. Staff feedback is that the training strikes the right balance—it’s accessible yet challenging enough to require genuine engagement with the training material.

While SGCH operates in a relatively low-risk environment thanks to our good working relationships with reputable vendors, we remain vigilant about potential exposure points, particularly in construction, property development, IT supply chains and cleaning services. Our strengthened due diligence processes, including



mandatory modern slavery clauses in contracts and enhanced supplier screening, demonstrate our ongoing commitment to ethical operations and protecting vulnerable workers throughout our supply chain.

About the ESG Reporting Standard for Australian Community Housing

The ESG Reporting Standard for Australian Community Housing (the Standard) is a comprehensive framework developed to help community housing providers transparently, consistently and comparably report on their environmental, social and governance (ESG) performance.

Established by Australian Community Housing (formerly the Community Housing Industry Association) in 2023, the Standard is designed to meet the unique challenges of the Australian community housing sector while aligning with global best practices.

Alignment with global standards

While the Standard is tailored to the Australian community housing sector, it draws significantly from the UK’s Sustainability Reporting Standard for Social Housing (SRS), which incorporates principles from various global frameworks such as:

- UN Sustainable Development Goals (SDGs)
- Sustainability Accounting Standards Board (SASB)
- Global Reporting Initiative (GRI)
- Task Force on Climate-related Financial Disclosures (TCFD).

This alignment ensures the Standard’s credibility and relevance to international standards, providing transparency that investors and lenders are increasingly demanding for ESG reporting.

The Standard is currently undergoing a review for its second draft—expected to be published in December 2025—incorporating feedback from investors, stakeholders and sector consultations. This ensures that the Standard remains responsive to the evolving expectations of investors and the broader housing sector.

Key Features and Reporting Areas (under the original/first version draft)

Themes (from the ESG Reporting Standard*)	Activities assessed under the Themes
E1 -Climate Change	GHG emissions, energy rating, energy efficiency actions, climate risk mitigations actions, energy management guidance for residents
E2 -Ecology	Greenspace, biodiversity and pollutant management
E3 -Resource Management	Building source materials, waste and water management
S1 -Affordability & Security	Tenure mix and distribution, tenant support for energy bills management
S2 -Building safety and quality	Gas safety checks and fire risk assessments
S3 -Resident Voice	Service provision, tenant satisfaction, complaints handling
S4 -Resident Support	Direct or third-party provision of support services and impact
S5 -Placemaking	Placemaking activities
G1 -Corporate and Governance	Code of governance and regulatory findings
G2 -Board and Trustees	Demographics, experience and independence of the Board
G3 -Staff Wellbeing	Salary information, gender pay gap, Reconciliation Action Plan, average staff turnover
G4 -Supply Chain	ESG factors considered in procurement, Modern Slavery

Snapshot of SGCH ESG Reporting Standard Metrics for FY24/25

Themes	Metric	Activities assessed under the Themes
E1 - Climate Change	1,233 tCO ₂ -e	total Scope 1 and 2 emissions
	100%	of newly built homes achieved average minimum of 7-star NaTHERS rating
	\$146,781	estimated annual savings for 651 homes with 7-star NaTHERs rating
	732	homes had solar PV installed
E2 - Ecology	31%	of total site area in Marrickville development dedicated to landscaping
	7	community garden sites for workshops in partnership with Community Greening
	3	new community gardens installed
E3 - Resource Management	Sept 2024	Supplier Code of Conduct was updated to consider sustainability
S1 - Affordability & Security	11,491	customers across SGCH housing portfolio
	13.3%	customers in affordable and key worker housing
	86.7%	customers in social housing
	6,964	of homes tenanted (98.3% of total homes)
	47.3%	of homes tenanted 3 – 10 years (3,297 homes)
	19.7%	of homes tenanted 10 years or more (1,373 homes)
S2 – Building Safety and Quality	100%	of SGCH managed Class 2 buildings have up-to-date Annual Fire Safety Statements
S3 - Resident Voice	16	cases captured by the NSW Civil and Administrative Tribunal in the last 12 months
	85%	overall tenant satisfaction
S4 – Resident Support	\$361,000	awarded in the Strive Scholarship program to support 386 students
	157	customers assisted through Catalyst employment and training support program
	204	digital devices distributed through DigiConnect program
	138	customers recognised through Pride of Place for maintaining homes
S5 – Placemaking	>100	community engagement activities promoting culture, wellbeing and connection
G1 – Corporate and Governance	0	adverse regulatory findings in the last 12 months
G2 – Board and Trustees	2	Directors resigned, with two already appointed in the past two financial years
	Dec 2024	Modern Slavery Statement submitted and published for 2024
	3 years	of the same external audit partner being responsible for auditing SGCH accounts
G3 – Staff Wellbeing	8%	median gender pay gap for 2023/2024
	18%	staff turnover rate
	12 weeks	of paid leave provided for all parents, regardless of gender
G4 – Supply Chain	Sept 2024	Supplier Code of Conduct was updated to consider environmental sustainability

Financial report



Summary consolidated financial statements

30 June 2025

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Our regulatory and governance framework

We operate in a regulated environment that shapes our governance approach, defines how we assure safety and quality to protect our people and our customers, steward public resources and invest sustainably in homes and communities.

The key regulatory frameworks informing SGCH’s governance architecture are the National Regulatory System for Community Housing (NRSCH), the Housing Act 1993 (Vic), the Australian Charities and Not-for-profits Commission Act 2012 (Cth) (the ACNC Act) and Governance standards and the Corporations Act 2001 (Cth). At a principles level, these regulatory regimes set requirements for:

- Accountability in service delivery, asset stewardship and forward planning that aligns with charitable objectives, responsible management and accountability to members.
- Sound financial and risk management, including appropriate risk and financial controls.
- Effective engagement with customers, the community and other stakeholders to improve customer outcomes.
- Good governance, conflicts management and delegations, along with appropriate controls around procurement and processes that encourage a ‘speak up’ culture.
- Effective planning and systems to facilitate execution on strategy.
- All entities within the SGCH Group are registered charities and are required to meet the ACNC governance standards.

Entities registered as community or registered housing providers are also required to meet the performance outcomes mandated in the NRSCH, or in the case of Victorian entities, the Performance Standards under the Housing Act 1983 (Vic). Operating entities report compliance against these standards annually.

Governance principles

The frameworks outlined opposite inform our governance approach and underpin the governance principles we apply. Our corporate governance practices are also benchmarked against the ASX Corporate Governance Council’s Principles and Recommendations, consistent with our continuous improvement approach.

Principle 1

Lay solid foundations for management and oversight

- The SGCH Board is responsible for setting the organisation’s strategic direction and monitoring performance. It undertakes its role with the objective of safeguarding the organisation’s long-term viability, ensuring resources are directed towards its stated purpose for the benefit of customers, its members, the communities in which we work and other stakeholders.
- The Board is responsible for oversight of overall customer service, including approval of customer service standards, monitoring of customer feedback and customer impact benchmarks, and is committed to ensuring the customer voice is considered during any decision making at SGCH.
- SGCH’s Group Board Charter and Governance Policy, the Charters of the Board’s Committees and the Group’s delegations policies together provide a decision-making framework for the organisation. These documents cover the role of the SGCH Group Board and its Committees, matters reserved to the SGCH Group Board, delegations from the Board to the CEO and sub-delegations from the CEO to responsible members of the Executive Leadership Team and management.
- The CEO is responsible for evaluating the performance of the executive management team each year. The People and Culture Committee of the SGCH Board annually reviews the processes for performance evaluation and succession planning for the CEO and the Executive Leadership Team. The Board reviews CEO performance annually.

Principle 2

Structure the Board to be effective and add value

- The Board is skills-based and all Board and Committee members are independent Non-executive Directors. The director skills matrix is reviewed regularly to ensure the Board has the requisite mix of expertise, skills and experience. Each year, Board performance evaluations are conducted to assess the effectiveness of the Board and its Committees, with every third year being an external review. An independent external Board review was most recently conducted in 2025. Following each review, actions are tracked against recommendations to optimise performance and ensure the Board continues to function effectively. There is an induction program for new directors and opportunities for directors to undertake education and professional development to ensure the Board remains effective.
- Four Board Committees have been established to assist the Board in executing its functions: the Audit and Risk Committee, the Property Portfolio and Investment Committee, the Safety and Sustainability Committee and the People and Culture Committee. Each Committee executes its functions in accordance with its Committee Charter, all of which are available on our website. Further details about Committee responsibilities, meetings in the reporting period and attendance are on page 76.

Principle 3	Principle 4	Principle 5
Instil a culture of acting lawfully, ethically and responsibly <ul style="list-style-type: none">— SGCH’s core values of Empowerment, Trust, Honesty, Inclusion and Creativity drive a culture of acting lawfully, ethically and responsibly, supported by its Code of Conduct and Ethics Policy and other key governance policies.— Conflict of Interest Policy and Anti-Bribery, Corruption, Gifts and Benefits Policy. All directors and employees declare any conflicts of interest on joining the organisation, and this is refreshed at least annually. Registers of conflicts of interest are maintained and updated each time a conflict of interest is notified and changed.— Registers of related party transactions and gifts are also continuously maintained and monitored at the Audit and Risk Committee and the Group Board.— Our whistleblowing policy is supported by an independent external whistleblowing service to encourage reporting and to ensure statutory protections are maintained when a whistleblowing report is made. Trend analysis of whistleblowing reports is conducted and provided to the Audit and Risk Committee and the Board to ensure effective oversight and monitoring.— Material breaches of policies are reported to the People and Culture Committee and the Audit and Risk Committee as the context requires.	Safeguarding the integrity of corporate reports <ul style="list-style-type: none">— A key function of the Audit and Risk Committee is to oversee the integrity of the Group’s financial reporting and associated processes, and to approve the audited financial statements.— The organisation’s financial statements are audited externally each year. As part of the audit process, the Group CEO and CFIO provide the Board a declaration regarding the proper maintenance of the financial records and compliance with accounting standards and provide an opinion that they represent a true and fair view of the financial performance of the SGCH Group, based on a sound system of risk management and internal controls that are operating effectively.	Make timely and balanced disclosure <ul style="list-style-type: none">— The SGCH Group complies with applicable regulatory requirements to make notifications and disclosures, and keep stakeholders and customers informed of material information.

Principle 6	Principle 7	Principle 8
Respect the rights of members <ul style="list-style-type: none">— SGCH encourages customer and member participation and feedback. Members have the opportunity to attend the Annual General Meeting and have voting rights in some circumstances. The majority of our members are customers.— Regular contact with customers is achieved via communications and updates, regular engagement by tenancy managers and the Customer Care Hub. Our website and other publications (including the Annual Report) provide detailed information about SGCH, its governance and avenues for communication with SGCH.— The Board is committed to ensuring the customer voice is always considered and that it receives customer feedback reports and assesses Management response. The Group Board Charter and Corporate Governance Policy outlines the core obligations of the Board in relation to its responsibilities to customers. The Board continuously considers ways to engage sensitively with customers and improve its understanding of customers’ lived experience. Board members undertook several site visits to properties in FY24/25 and participated in sessions with customers and customer-facing staff.— SGCH’s Customer Voice Group (formerly Tenant Coordination Panel) is an avenue for customers to provide feedback to management. It consists of up to 10 tenants from either a Local Tenant Group or from a cultural group. SGCH Customer Voice Group connects tenants with SGCH Management and other tenant groups and is guided by its Terms of Reference.— The responsibilities of the Safety and Sustainability Committee include assisting the Board in relation to customer engagement strategy and service delivery, and to assess the effectiveness of the Board’s strategy.	Recognise and manage risk <ul style="list-style-type: none">— The SGCH Group’s Audit and Risk Committee assists the SGCH Group Board to monitor the effectiveness of the Group’s systems of internal controls, risk management and compliance, and to monitor the effectiveness and integrity of the internal and external audit functions.— The Audit and Risk Committee periodically reviews the Risk Management Framework and reports to the Group Board. External reviews are also conducted periodically.— The Internal Audit function works to an audit plan approved by the Audit and Risk Committee focused on providing assurance that key processes and controls, in place to mitigate exposure to our strategic risks, are operating effectively. The Internal Audit function monitors Management’s responsiveness and actions in relation to audit findings.— The Internal Audit function has a reporting line to the Chair of the Audit and Risk Committee.— Annually the Internal Audit function, as part of the Quality Assurance and Improvement Program, performs a self-assessment and reports these findings to the Audit and Risk Committee. The effectiveness of the function is periodically reviewed by an independent assessor to ensure the function is conforming with the mandatory requirements of the Global Internal Audit Standards contained in the International Professional Practices Framework (IPPF) issued by the Institute of Internal Auditors.	Remunerate fairly and responsibly <ul style="list-style-type: none">— The People and Culture Committee’s role is to assist the Board in setting the level of remuneration for directors, the Group CEO and executive management team and it assists in the review of the SGCH Group’s remuneration strategies and frameworks.— The People and Culture Committee advises the Board on annual performance targets and annual evaluation of the Group CEO’s performance.

Corporate governance

We are committed to corporate governance that ensures transparency and accountability to our stakeholders. The Board partners with Management to set and guide the strategic direction of the organisation and oversees its activities with an appropriate level of governance and risk management.

The directors have an appropriate mix and balance of skills, expertise, experience and independence to

effectively govern the organisation for the benefit of the customers and communities we serve. We are committed to gender equality and recognise the benefits of diversity on the Board.

SGCH has met and exceeded its target of a 40:40:20 gender mix with the composition of its Board being 4:4 in 2025. SGCH regularly reviews the skills matrix of its Board to ensure alignment to strategy, sector

evolution, purpose and customer and stakeholder need. All directors are independent.

The assessment conducted in 2025 confirms the Board has experience across all necessary skills areas identified, and in-depth expertise and specialty in many of these areas. Diversity considerations in the composition of the Board is a continued priority and focus area.

Skills matrix

Comprehensive or expert understanding through either:

- at least 5 years relevant work experience or relevant qualifications

Sound understanding through either:

- at least 2 years relevant work experience
- relevant training below a tertiary level, e.g. short courses, industry conferences, seminars or in-house training

Area of experience	Anna Buduls	Simon Shakesheff	Karen Orvad	Christian Grahame	Philip Fagan-Schmidt	Tim Beresford	Lianne Buck	Alexandra O'Mara	Rajiv Viswanathan*
Non-executive Director Experience									
CEO/Senior Executive Experience									
Strategic Finance / Accounting									
Property / Housing Development / Procurement including Construction									
Government / Social Policy Development									
CHP Industry / Social Housing Management									
Information and Technology including Digital Transformation/ Information and Communications Technology/ Future focus									
Legal									
Audit & Risk									
Community Welfare including Social Impact and Practice Governance									
Asset Management									
Human Resources (WHS or Strategic HR/ Culture and Change)									
Infrastructure Investment (inc. capital raising)									
ESG - Environmental, Social and Governance									

Director Rajiv Viswanathan resigned from the SGCH Board on 27 July, 2024.

Committees

The SGCH Group has four Board governance committees that assist with the Board's duties to oversee strategic areas of business operation.

Board governance committees

<div></div> <div>Audit and Risk</div>	<div></div> <div>Property Portfolio and Investment</div>	<div></div> <div>Safety and Sustainability</div>	<div></div> <div>People and Culture</div>
<div>Lianne Buck Chair</div> <div>Oversees the integrity of the Group's financial reporting, monitors the effectiveness of the Group's systems of internal controls, risk management and compliance, as well as the effectiveness and integrity of the internal and external audit functions.</div>	<div>Simon Shakesheff Chair</div> <div>Maintains oversight and strategic guidance of resources invested in homes. This includes review and oversight of strategy and systems for investment, reviewing and recommending investment or development opportunities to the Board, monitoring the development pipeline, overseeing and monitoring strategic asset management, and long-term planning of portfolio asset management and investment. Managing environmental and sustainability initiatives and monitoring safety systems in relation to property assets are also key responsibilities under the Committee's Charter.</div>	<div>Professor Alexandra O'Mara Chair</div> <div>Monitors and reviews the organisation's approach to the health, safety and wellbeing of our employees and customers, oversees environmental, social and governance (ESG) obligations and monitors initiatives that present opportunities for social impact, with a focus on these areas. The Committee is also responsible for assessing and monitoring key risks in the areas of health, safety and wellbeing and ESG and compliance with regulatory and other obligations in these areas. The Committee assists the Board to review and monitor the effectiveness of the customer engagement and experience strategies and to ensure that the engagement strategy effectively elevates the customer voice in decision making.</div>	<div>Philip Fagan-Schmidt Chair</div> <div>Assists the Board to fulfil its statutory, corporate governance and oversight responsibilities in relation to the people and culture aspects of the organisation's activities, including overseeing the development and review of people and culture strategies, systems and processes and monitoring Board effectiveness.</div>

Group structure

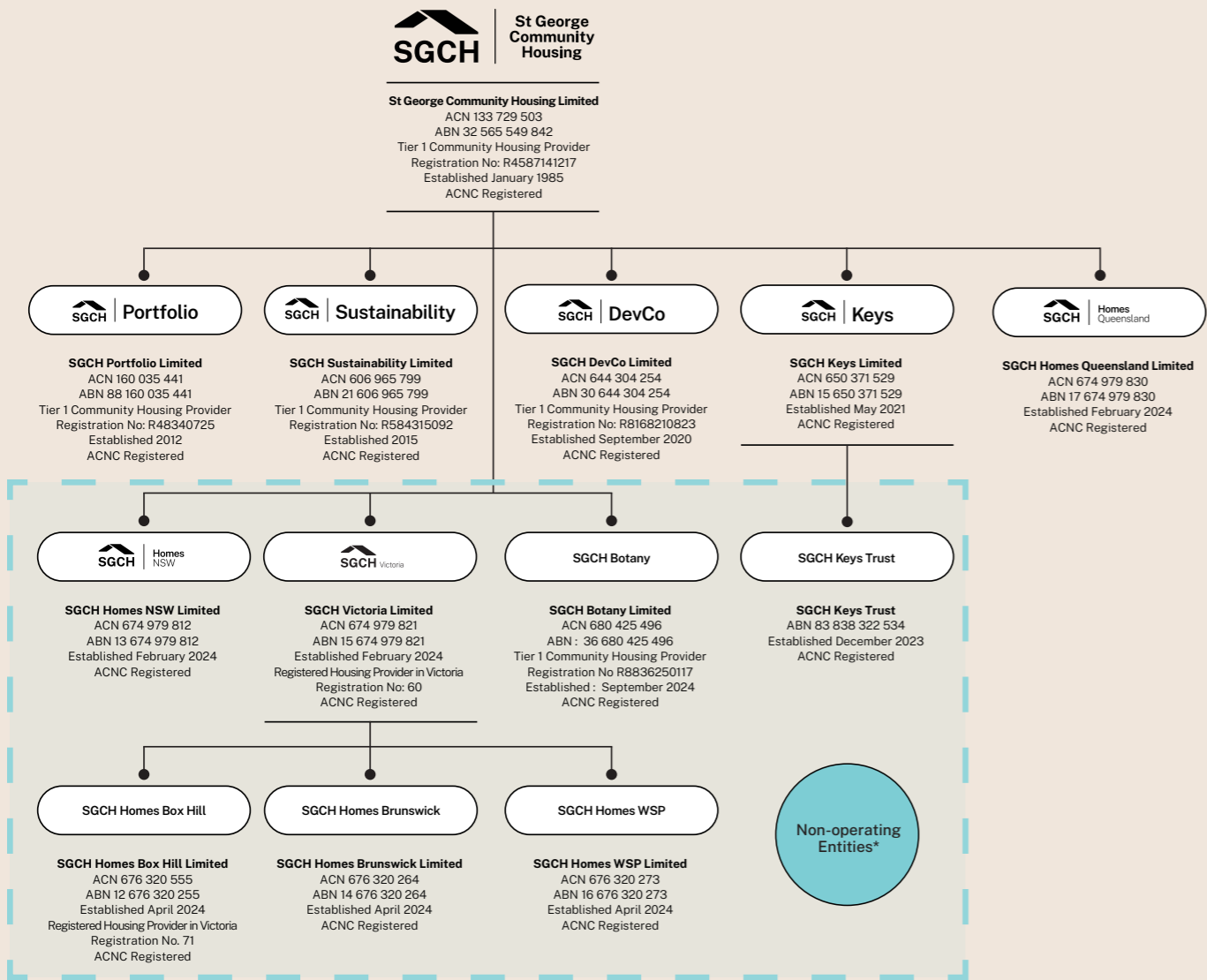
SGCH and its subsidiaries are registered with the Australian Charities and Not-for-profits Commission.

Additionally, the parent and operating subsidiaries SGCH Portfolio, SGCH Sustainability, SGCH DevCo, SGCH Botany Limited and SGCH Homes

Queensland Limited are required to meet the governance standards and the performance outcomes mandated under the National Regulatory System for Community Housing, against which it reports annually to demonstrate compliance and maintain registration as a Tier 1 community housing provider.

SGCH Victoria Limited and SGCH Box Hill Limited are registered housing providers under the Housing Act 1983 (Vic). SGCH Keys is not registered in this system and is an unconsolidated structured entity. The non-operating entities shown in the group structure diagram below have been created to facilitate the delivery of new projects.

Our group structure



*SGCH Victoria Limited and SGCH Homes Box Hill Limited entities operational post-FY24/25. SGCH Botany Limited expected to be operational late 2025.

Risk

The Board has overall responsibility for risk management, which includes regularly reviewing strategic risks, risk appetite and the risk management framework to achieve our overall strategic objectives.

We recognise the need to constantly monitor and effectively respond to risks in the context of a rapidly changing external environment including social, environmental, political and economic changes, all of which have the potential to impact our organisation.

Our risk management approach



Directors



Karen Orvad
Non-executive Director & Chair

Qualifications
GAICD, CAANZ, MBA(Exec),
BComm (Accounting)

Experience
Karen is a professional Non-executive Director and former KPMG Partner who specialises in governance, risk management and internal audit. Karen has more than 25 years’ experience working with some of the world’s most recognised brands in risk, governance, board advisory and strategic human resources. She has worked with corporate, government and not-for-profit organisations across health and human services, energy, transport, retail and financial services. Karen has held senior executive internal audit and risk roles within top ASX-listed companies in financial services and aviation. She is a Non-executive Director of Bolton Clarke and Deputy Chair of Aspect (Autism Spectrum Australia). Karen is an independent member of the NSW Treasury Audit and Risk Committee and the EnergyCo Audit and Risk Committee.

Special Responsibilities

- Chair of the Board
- Member of Audit and Risk Committee
- Member of Safety and Sustainability Committee
- Member of People and Culture Committee



Anna Buduls AO
Non-executive Director & Vice Chair

Qualifications
BA, M.Com

Experience
Anna is an experienced Non-executive Director with business, not-for-profit and government policy experience. She has worked in investment banking and has provided consulting services to private and government entities. For more than two decades she has been on both government and public company boards across a broad range of industries and sectors, including not-for-profit. She also has deep knowledge of and expertise in homelessness and with disadvantaged communities, garnered from both her government policy work and personal philanthropy. In 2003 Anna received a Centenary Medal for her community contributions. She was made an Officer of the Order of Australia in 2018 for distinguished service to the business and finance sectors through her advisory roles and as a supporter and advocate for policy development to reduce homelessness, as well as her contributions to the welfare and charity sectors.

Special Responsibilities

- Vice Chair of the Board
- Member of People and Culture Committee
- Member of Audit and Risk Committee
- Member of the Property Portfolio and Investment Committee



Simon Shakesheff
Non-executive Director

Qualifications
M.Com

Experience
Simon has more than 30 years of analysis, advisory and operational experience in finance and real estate. He spent 19 years as the head of listed real estate analysis at Macquarie Bank and JPMorgan before becoming a corporate advisor to listed real estate groups at UBS and Bank of America Merrill Lynch. He also has operational experience at Stockland Trust Group, where he was responsible for Strategy, Research and Stakeholder Relations, and was a member of the Executive Committee. Simon is currently the Chair of HomeCo Daily Needs REIT (ASX: HDN); Chair of Kiwi Property Group (NZX: KPG); Director of Ingenia Communities Group (ASX:INA); and is a Non-executive Director of Cbus Property and Assembly Funds Management. He has had a longstanding interest in housing.

Special Responsibilities

- Chair of the Property Portfolio and Investment Committee
- Member of the Audit and Risk Committee.



Philip Fagan-Schmidt PSM
Non-executive Director

Qualifications
BASW, MPA, GAICD

Experience
Philip is an experienced board Director, a housing advisor and former government senior executive. Philip served as an executive in government for 23 years in a wide range of roles across the Premier’s Department, Health, Community Services and Housing including 10 years as head of Housing SA. He has reported to and served on various boards, including those of SA Housing Trust, Australian Institute of Health and Welfare, Australian Housing and Urban Research Institute, Hutt St Centre, SGCH Group and Adelaide Workers’ Homes. Philip is a graduate and member of the Australian Institute of Company Directors. He was awarded a Queen’s Birthday Public Service Medal in 2015 for outstanding service in the area of social housing policy and practice. Today, Philip is a professional Non-executive Director and housing advisor supporting organisations in a range of program review, strategy, policy and facilitation areas.

Special Responsibilities

- Chair of People and Culture Committee
- Member of Safety and Sustainability Committee



Lianne Buck
Non-executive Director

Qualifications
GAICD, B Comm (Accounting)

Experience
Lianne is an experienced leader with more than 20 years in Australian and global markets, focusing on infrastructure and real estate. She has experience in investment management, strategy, corporate finance, business transformation and government and stakeholder management. Lianne commenced her executive career in Canada as a Chartered Accountant with KPMG before working in various roles for Macquarie Group, Westpac Banking Corporation, Hastings Funds Management and NSW Treasury Corporation. She has a Bachelor of Commerce degree from McGill University and is a graduate of the Australian Institute of Company Directors. Lianne is currently a Non-executive Director of Lendlease, Argo Investments Limited and AusNet Services. She was formerly a director of ISPT Property Group, Spark Infrastructure and Australia Pacific Airports Corporation. Lianne also serves on the Investment Committee of the St Ignatius College Bursary Fund.

Special Responsibilities

- Chair of Audit and Risk Committee
- Member of Property Portfolio and Investment Committee



Professor Alexandra O'Mara
Non-executive Director

Qualifications
BA/LLB (Hons 1), Master of Administrative Law and Policy, GAICD

Experience
Alex is an experienced portfolio Non-executive Director, Chair, Professor, Senior Advisor and lawyer who has worked across sustainability/ESG, urbanism, planning, infrastructure, policy, strategy, culture and public space. She is a Professor of Practice in Urbanism at the University of Sydney, Commissioner of the NSW Independent Planning Commission, a Non-executive Director of Tracey Brunstrom & Hammond Pty Ltd and Placemaking NSW, Chair of the White Bay Power Station Adaptive Reuse Committee, Trustee of Sydney Harbour Federation Trust and the Director and Founder of Sustainable Solutions Advisory Pty Ltd. Alex is a member of the UNSW Science Advisory Committee, Groundswell Foundation Loneliness Reference Group and ESG Advisor to O’Connor Marsden. Alex practised as a lawyer for 15 years and held senior executive roles in the NSW public sector, including five years as a Deputy Secretary heading Create NSW and then leading strategic planning, policy reform and programs relating to place, infrastructure, public space and communities.

Special Responsibilities

- Chair of Safety and Sustainability Committee
- Member of People and Culture Committee



Christian Grahame
Non-executive Director
(appointed 14 October 2024)

Qualifications
BBus (Prop), MAppFin, MBM, GAICD

Experience
Christian has over 25 years’ experience in the property industry and has held executive roles in listed and unlisted property organisations in Australia and the UK, specialising in residential and mixed-use development and operational assets and has been involved in numerous housing developments across Victoria, New South Wales, Queensland, Perth and London. His previous Board and committee roles include former Victorian President of Property Council of Australia, member of the Build to Rent Advisory Group Member of Victorian Treasury, member of the Fishermans Bend Ministerial Advisory Committee and member of the Property Advisory Board of Melbourne University. Christian is the former Chair of the National Build to Rent Roundtable for the Property Council of Australia and is Head of Living at GFM, an unlisted Australian Build to Rent and Build to Sell fund. He has a Bachelor of Business (Property), Master of Applied Finance, Master of Business Management and is a graduate of the Australian Institute of Company Directors.

- Special Responsibilities**
- Member of Safety and Sustainability Committee
 - Member of Property Portfolio and Investment Committee



Tim Beresford
Non-executive Director
(appointed 2 January 2025)

Qualifications
LLB, BEcon (Hons)

Experience
Tim has over 30 years of significant leadership experience across government, higher education, not-for profit, financial services and professional services sectors. His areas of expertise include strategy, governance, public policy, service delivery and organisational leadership. He is the Chief Executive of the Australian Financial Security Authority (AFSA). Prior to AFSA, Tim worked in a diverse range of Commonwealth Government roles spanning policy, grant administration and service delivery, notably Acting Chief Executive Officer of the Australian Trade and Investment Commission (Austrade), and First Assistant Secretary Social Policy Division in Prime Minister and Cabinet. Before Government, he held senior leadership roles at Macquarie University, Westpac and McKinsey. Tim is the immediate past Chair of The Benevolent Society and has more than 20 years working as a Non-executive Director in social enterprises.

- Special Responsibilities**
- Member of Property Portfolio and Investment Committee
 - Member of People and Culture Committee



Rajiv Viswanathan
Non-executive Director
(Resigned 27 July 2024)

Qualifications
BA LLB

Experience
Rajiv has more than 20 years of experience across the public, private and community sectors, gained in diverse roles in New York, London and Sydney. He is currently with Adamantem Capital, a private equity firm, where he co-leads the Environmental Opportunities Fund. Prior to this, he was the CEO of Indigenous Business Australia (IBA), a commercially focused statutory corporation that supports Aboriginal and Torres Strait Islander people to own their own homes, start and grow businesses and make investments. He previously worked in various roles with Macquarie Group, in business development and risk management. Prior to this, he worked as a corporate lawyer in London and Sydney. Rajiv has extensive experience across a range of commercial transactions, including establishing new businesses, acquisitions, joint ventures, investment funds and capital raising. He is an advisor to institutional investors on impact investment and is a Non-executive Director of Life Without Barriers and the First Nations Foundation.

- Special Responsibilities**
- Member of Audit and Risk Committee
 - Member of Safety and Sustainability Committee

Appointment Date
— 30/07/2021

Directors’ report

Meetings of Directors	Remuneration of the Directors	Company Secretary’s qualifications
During the financial year, 16 meetings of Directors were held. Attendance by each Director was as follows:	During the financial year the remuneration of the Directors amounted to \$260,000 (2024: \$283,000).	Claudia Certoma BEc (Hons I), LLB (Hons I), GradDip ACG, FGIA FCG (CS, CGP), Solicitor (NSW, HCA)
		Scott Langford (resigned 29 July 2024) MBA, P.GradDip Prop. Dev., FAICD, MRICS
		Joseph Achmar B. Bus., CA

	Full Board	Audit & Risk Committee	Property Portfolio & Investment Committee	People & Culture Committee	Safety & Sustainability Committee
Anna Buduls AO	15/16	3/4	4 /4	4 /4	—
Simon Shakesheff	15/16	4/4	4 /4	—	—
Karen Orvad	16 /16	4 /4	—	4 /4	4 /4
Philip Fagan-Schmidt PSM	16 /16	—	—	4 /4	4 /4
Rajiv Viswanathan	1 /1	—	—	—	—
Alexandra O'Mara	14 /16	—	—	4 /4	4 /4
Lianne Buck	16 /16	4 /4	4 /4	—	—
Christian Grahame	10 /12	—	3 /3	—	2 /2
Tim Beresford	6 /8	—	2 /2	2 /2	—

— denotes Director is not a member of the stated committee.

Directors’ report

Strategy for achieving the corporate objectives

The Group’s Strategic Plan outlines how we will increase access to safe, sustainable and affordable homes so more people can thrive via three strategic pillars, being: providing customer-centred services; creating more homes for more people; and fostering a culture and practices that help us deliver. All projects and initiatives are assessed against the achievement of these outcomes and are considered for social and financial return on investment in determining resource allocation and priority for implementation.

During the year, the Group, through leaseholds and acquisitions, delivered 225 units with another 102 units expected to be delivered before the end of the 2025 calendar year.

SGCH continued to collaborate with its capital partners in order to identify project opportunities and grow their respective portfolios. SGCH’s agreement with Pinnacle Housing Partnership Limited (PHPL), an entity affiliated with AXA Australia, is developing a 397-unit property in Westmead NSW which is targeted for completion in November 2025. Under the Management Services Agreement, SGCH will provide corporate services, development management services, and upon completion of development, tenancy and property management services on a fee-for-service basis.

SGCH Keys has, to date, acquired Affordable Housing units (Key Worker Housing) at Westmead and Parramatta NSW funded via a loan arrangement with Lighthouse Affordable Rental Investments (LARI). SGCH has a Management Services Agreement with SGCH Keys to provide tenant and asset management and other services on a fee-for-service basis.

In addition, the Group has remitted a second deposit of \$8 million on 5 December 2024 in relation to the acquisition of a single stratum lot within the Building A development of Arncliffe Central. A payment of \$21 million was also contractually settled on 31 January 2025, representing the final consideration for the acquisition of 50 Key Worker residential units located in Barangaroo.

The Group, in partnership with another community housing provider, has contractually closed negotiations with Housing Australia (HA) to begin development and commence operations in Queensland by 2028. In addition, the Group entered into a sale and purchase contract to purchase 102 completed affordable units in Box Hill, Victoria. Operations will commence prior to the end of calendar year 2025.

Future developments – short and long term objectives of the Group

SGCH is committed to being a sustainable business that creates and protects financial and non-financial value and shares the benefits with our customers, partners and the communities in which we work. Environment, Social and Governance (ESG) objectives are at the core of our strategy and how we approach the creation and protection of value for our customers, the communities we serve, our partners and stakeholders. Our strategy identifies the strategic drivers of success that will help us achieve our desired outcomes. The Group is focused on:

- offering efficient, customer-centric services;
- partnering to create opportunity with values aligned organisations;
- attracting new capital into an

affordable and social housing asset class and originating projects to create more homes;

- providing value for money asset management to ensure safe and sustainable homes are optimised for customers and capital partners;
- aligning high performing people, processes and systems; and
- consistently delivering as a partner of choice at the forefront of a thriving industry.

We are investing into our strategy by pursuing projects and initiatives which are aligned to our goals and ESG commitments in determining resource allocation and priority for implementation. We continue to develop our culture, systems, policy and processes and organisational structure to deliver stronger capabilities within the business, typified by the upgrade of our Strategic Asset Management capabilities and further investment into our digital transformation. We will continue to invest in best practice governance and risk management, including further strengthening our cybersecurity posture.

Significant events after the reporting date

The following matters arose after the reporting date:

In July 2025, the Group received a concessional loan of \$17.4 million in relation to the acquisition of a development in Arncliffe Central.

In August 2025, the Group received a donation of \$27.7 million from the City of Sydney council. The purpose of the donation is to facilitate affordable housing projects within the council area. These funds have been

allocated to the project at Botany Rd, Alexandria.

In August 2025, the Group entered into a sale and purchase contract to purchase 102 completed affordable units in Box Hill, Victoria. The total purchase price was \$52.7 million. Operations will commence prior to the end of calendar year 2025.

Other than the aforementioned, there was no matter or circumstance which has arisen since 30 June 2025 that has significantly affected, or may significantly affect, the Group’s operations, the results of those operations, or the Group’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 Group during the financial year.

Environmental issues

The Group’s operations are not regulated by any significant environmental regulation under a law of the Commonwealth or of a State or Territory. The Group is governed by environmental regulations managed by local government as applied to residential properties.

During the year, the Directors are not aware of any particular or significant environmental issues which have been raised in relation to the Group’s operations.

Indemnification and insurance for Directors, Officers or Auditors

Deeds of Indemnity have been entered into between the Company and Directors that indemnify them, to the extent permitted by law, from financial losses arising from the proper performance of their duties.

The Company has paid premiums for Directors and Officers insurance which provides cover for individual Directors and Officers, to the extent permitted by law, for liability arising out of the individuals’ wrongful act or breach of duty. The insurance policy prohibits the disclosure of amounts paid.

No contractual indemnity has been entered into during or since the end of the financial period for any person who is or has been a statutory auditor of the Group.

Proceedings on behalf of the Group

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

The Group was not a party to any such proceedings during the year.

Contributions on winding up

In the event of the Group being wound up, ordinary members are required to contribute a maximum of \$2 each. The total amount that members of the Group are liable to contribute if the Group is wound up is \$430, based on 215 current ordinary members.

Rounding off

The Company is of a kind referred to in ASIC Corporations (Rounding in Financial/Directors’ Reports) Instrument 2016/191 and in accordance with that instrument, amounts in the financial report and directors’ report have been rounded off to the nearest thousand dollars, unless otherwise stated.

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



Karen Orvad

Chair
Sydney, 10 October 2025

Discussion and analysis of the Summary Financial Statements

Basis of preparation of the Summary Financial Statements

The Summary Financial Statements are an extract from the full financial statements for the year ended 30 June 2025. The financial statements and disclosures in the Summary Financial Statements have been derived from the 2025 consolidated financial statements of St George Community Housing Limited.

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

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

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

Statement of Profit or Loss and Other Comprehensive Income

Total income increased by \$2.5 million to \$192.9 million (2024: \$190.4 million) mainly due to increases in rental revenue and government funding of \$18.0 million offsetting the decrease in donations, with a one-off receipt in the prior year from Anna Buduls, SGCH Director, of 100% of the shares of International Business Travel Pty Limited (IBT) valued at \$16.5 million.

In addition to the above, the decrease in surplus of \$12.0 million to \$62.0 million (from \$74.1 million in 2024) was mainly driven by increases in

property expenses due to higher rent and rate increases across the portfolio and increase in number of properties managed, increased staffing costs, impairment costs and higher depreciation on new offices.

Statement of Financial Position

Total assets increased by \$108.5 million to \$1,513.0 million (2024: \$1,404.4 million). The movement is mainly due to capital works added of \$35.3 million, increase in fair value of owned investment properties of \$40.5 million and increase in right of use leased investment property of \$34.8 million.

Total liabilities increased by \$46.5 million to \$671.0 million (2024: \$624.5 million). The increase is predominantly in relation to additional lease liabilities corresponding to right of use assets of \$35.7 million and the additional long-term borrowings and unearned income associated with the concessional loan of \$12.4 million.

Statement of Cash Flows

Although the Group generated positive operating cash flows of \$34.3 million, the net decrease in cash of \$22.7 million was mainly due to increased cash outflows for payments to suppliers and employees and higher spending on acquiring additional investment properties, partly offset by increased rent and government grant receipts.

Statement of Changes in Equity

During the year ended 30 June 2025, \$40.5 million was transferred to the Investment Property Reserve, which reflects the fair value gain on investment property for the year.

Summary consolidated statement of profit and loss and other comprehensive income

	Note	2025 \$000	2024 \$000
Revenue	02	151,974	133,931
Other income	03	350	16,763
Fair value gain on investment property	04	40,534	39,744
Total Income		192,858	190,438
Expenses			
Property expenses		45,832	42,795
Employee benefits expense		39,344	34,384
Depreciation expense		2,392	1,408
Professional fees		3,613	3,291
Other expenses		11,682	8,414
Fair value loss on investment property–right of use assets	04	19,290	18,172
Total expenses		122,153	108,464
Operating result		70,705	81,974
Net finance cost		8,658	7,902
Surplus for the year		62,047	74,072
Other comprehensive income for the year		—	—
Total comprehensive income for the year		62,047	74,072

The Statement of Profit or Loss and Other Comprehensive Income is to be read in conjunction with the notes to and forming part of the financial statements.

Summary consolidated statement of financial position

	Note	2025 \$000	2024 \$000
Current assets			
Cash and cash equivalents		142,634	165,339
Short-term investments		102,263	87,458
Trade and other receivables		7,298	7,631
Other current assets		20,573	18,965
Total current assets		272,768	279,393
Non-current assets			
Related party loans and receivables		1,309	1,507
Other non-current assets		1,443	1,436
Contract assets		865	928
Property, plant and equipment		10,564	5,793
Investment property	04	1,226,021	1,115,377
Total non-current assets		1,240,202	1,125,041
Total assets		1,512,970	1,404,434
Current liabilities			
Trade and other payables		14,977	13,667
Unexpended grants		856	3,992
Lease liabilities		22,273	19,234
Employee benefits		3,941	3,883
Total current liabilities		42,047	40,776
Non-current liabilities			
Long-term borrowings		475,890	473,133
Lease liabilities		143,025	110,320
Employee benefits		362	289
Unearned income		9,683	-
Total non-current liabilities		628,960	583,742
Total liabilities		671,007	624,518
Net assets		841,963	779,916
Equity			
Accumulated surplus		197,915	176,402
Investment property reserve		644,048	603,514
Total equity		841,963	779,916

The Statement of Financial Position is to be read in conjunction with the notes to and forming part of the financial statements.

Summary consolidated statement of changes in equity

	Accumulated surplus \$000	Investment property reserve \$000	Total equity \$000
Balance at 1 July 2023	142,074	563,770	705,844
Surplus for the year	74,072	—	74,072
Other comprehensive income for the year	—	—	—
Total comprehensive income for the year	74,072	—	74,072
Transfer to reserves	(39,744)	39,744	—
Balance at 30 June 2024	176,402	603,514	779,916
Surplus for the year	62,047	—	62,047
Other comprehensive income for the year	—	—	—
Total comprehensive income for the year	62,047	—	62,047
Transfer to reserves	(40,534)	40,534	—
Balance at 30 June 2025	197,915	644,048	841,963

The Statement of Changes in Equity is to be read in conjunction with the notes to and forming part of the financial statements.

Summary consolidated statement of cash flows

	2025 \$000	2024 \$000
Cash flow from operating activities		
Receipts from customers	108,893	98,212
Receipts of government grants (inclusive of GST)	40,706	34,299
Donations received	57	11,631
Interest received	11,996	10,228
Payments to suppliers and employees (inclusive of GST)	(107,197)	(96,140)
Lease payments–interest	(6,570)	(5,801)
Finance costs paid	(13,559)	(12,607)
Net cash from operating activities	34,326	39,822
Cash flow used in investing activities		
Payment for short-term investments	(14,805)	(14,100)
Proceeds on disposal of financial assets	4,960	–
Payment for property, plant and equipment	(4,814)	(1,321)
Payment for investment properties	(34,334)	(10,373)
Net cash used in investing activities	(48,993)	(25,794)
Cash flow used in financing activities		
Receipts from government bodies	12,364	–
Repayment from/(loan to) a related party	199	199
Lease payments–principal	(20,601)	(19,249)
Net cash used in financing activities	(8,038)	(19,050)
Net decrease in cash held	(22,705)	(5,022)
Cash at the beginning of the financial year	165,339	170,361
Cash at the end of the financial year	142,634	165,339

The Statement of Cash Flows is to be read in conjunction with the notes to and forming part of the financial statements.

Note 1

Basis of preparation of the Summary Financial Statements

The Summary Financial Statements have been prepared from the audited financial statements for the year ended 30 June 2025. The audited financial statements for the year ended 30 June 2025 are available on request from St George Community Housing Limited.

The financial statements are presented in Australian Dollars which is the Group’s functional and presentational currency. All financial information presented in Australian dollars has been rounded to the nearest thousand, unless otherwise indicated.

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

The accounting policies have been consistently applied to St George Community Housing Limited and are consistent with those of the preceding financial year in their entirety.



Note 2

Revenue	2025 \$000	2024 \$000
Revenue from tenants		
Rent income	104,021	94,589
Reimbursements – tenants	2,864	3,176
Total revenue from tenants	106,885	97,765
Revenue from government		
CHLP–Tenancy management and maintenance funding ⁽ⁱ⁾	12,171	11,214
SHMT–Tenancy management and maintenance funding	2,840	1,708
SAHF–Monthly services payments	17,308	14,913
National Rental Affordability Scheme Incentives	1,618	1,739
Other grants	10,013	5,523
Total revenue from government	43,950	35,097
Other revenue		
Insurance recoveries	3	–
Management fees	1,027	969
Corporate service fee	109	100
Total other revenue	1,139	1,069
Total	151,974	133,931

(i) The CHLP provides funding for tenancy management activities, the maintenance of property and a component that is intended to compensate the Group for the excess of the market rent payable to private landlords over the rent earned from tenants who occupy the leased property. In accordance with AASB 15, the funding is wholly allocated as consideration for the housing services to be delivered in accordance with the contract and is recognised as the services are delivered. In July 2018, the NSW Government announced that FACS (now DCJ) would provide a 10-year funding guarantee related to aspects of the Group’s CHLP social housing funding. The Group has not recognised this guarantee in the statement of financial position and entitlement to this funding is reassessed annually.

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Note 3

Other income	2025 \$000	2024 \$000
Donation income ⁽ⁱ⁾	57	16,591
Concessional loan discount income	193	–
Other income	100	172
Total other income	350	16,763

(i) In 2024 the Company received a one-off donation from Anna Buduls, SGCH Director, of 100% shares of International Business Travel Pty Limited (IBT) valued at \$16.5m.

03

Note 4

Investment Property	2025 \$000	2024 \$000
Investment property		
Balance at the beginning of year	988,864	938,747
Capitalised subsequent expenditure	35,341	10,373
Fair value gain on investment property	40,534	39,744
Balance at the end of the year	1,064,739	988,864
Investment property – right of use leased assets		
Balance at the beginning of year	126,513	120,300
Additions of new properties to right of use assets	66,558	35,513
De-recognition of terminated properties from right of use assets	(12,499)	(11,128)
Fair value loss of investment property -right of use assets	(19,290)	(18,172)
Balance at the end of the year	161,282	126,513
Total	1,226,021	1,115,377

Included within Investment property is a balance of \$13.9 million (2024: \$33.8 million) which relates to capital works in progress. 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 week to 10 year rolling contracts. The borrowings of the Group are secured by a registered mortgage over the Group’s investment properties.

04

Note 4

Valuation basis

The fair value of owned investment properties has been determined with reference to independent valuations performed by registered property valuation companies that hold recognised and relevant professional qualifications and have recent experience in the location and category of the investment property. The valuations are prepared in accordance with established valuation methodologies, international valuation standards and Australian Accounting Standard AASB 13 *Fair value measurements* using the market approach. Fair value is measured using the assumptions that market participants would use when pricing the asset, assuming they act in their economic best interests. The fair value measurement is based on its highest and best use. Valuation techniques that are appropriate in the circumstances and for which sufficient data are available to measure fair value, are used, maximising the use of relevant observable inputs and minimising the use of unobservable inputs.

The fair value of leased property has been determined with reference to the present market rental earning capability under the leasehold interest (including for the non-cancellable period plus any further option to renew which is likely to be exercised), net of the present value of expected lessee obligations. The discount rate used is the Group’s estimated incremental borrowing rate of 4.0%-5.66% (2024: 5.0-5.66%). For private residential property leases negotiated on market terms, the carrying amount of the right of use asset reasonably approximates the carrying amount of the lease liability at the reporting date.

04

Independent auditor’s report



Independent Auditor’s Report

To the members of St George Community Housing Limited

Opinion

We have audited the **Summary Financial Statements** of St George Community Housing Limited (the Group) as at 30 June 2025. The Summary Financial Statements and related notes are derived from the audited financial statements of St George Community Housing Limited as at and for the year ended 30 June 2025 (the Audited Financial Report).

In our opinion, the accompanying Summary Financial Statements of the Group complies with *Australian Accounting Standard 1039 Concise Financial Reports*.

The **Summary Financial Report** comprises:

- Summary consolidated statement of financial position as at 30 June 2025.
- Summary consolidated statement of profit or loss and other comprehensive income, Summary consolidated statement of changes in equity, and Summary consolidated statement of cash flows for the year then ended.
- Related notes.

The Group consists of the Company and the entities it controlled at the year end or from time to time during the financial year.

Basis for opinion

We conducted our audit in accordance with *Australian Auditing Standards*. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Our responsibilities under those standards are further described in the Auditor’s responsibilities for the audit of the Financial Report section of our report.

We are independent of the Group in accordance with the auditor independence requirements of the *ACNC Act 2012* and the ethical requirements of *the Accounting Professional and Ethical Standards Board’s APES 110 Code of Ethics for Professional Accountants* (including Independence Standards) (the Code) that are relevant to our audit of the Financial Report in Australia. We have fulfilled our other ethical responsibilities in accordance with these requirements.

Scope of the Summary Financial Statements

The Summary Financial Statements do not contain all the disclosures required by Australian Accounting Standards in the preparation of the Audited Financial Report. Reading the Summary Financial Statements and this Auditor’s Report thereon, therefore, is not a substitute for reading the Audited Financial Report and our auditor’s report thereon.

The Summary Financial Statements and the Audited Financial Report do not reflect the effects of events that occurred subsequent to the date of our auditor’s report on the Audited Financial Report.

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The Audited Financial Report and our auditor’s report thereon

We expressed an unmodified audit opinion on the Audited Financial Report in our auditor’s report dated 10 October 2025.


Responsibilities of the Directors for the Financial Statements


The Directors are responsible for:

- Preparing the Summary Financial Statements in accordance with *Australian Accounting Standards AASB 1039 Concise Financial Reports*.
- Implementing necessary internal control to enable the preparation of the Summary Financial Statements that are free from material misstatement, whether due to fraud or error.

Auditor’s responsibilities for the audit of the Summary Financial Statements

Our responsibility is to express an opinion on whether the Summary Financial Statements, in all material respects, complies with *Australian Accounting Standard AASB 1039 Concise Financial Reports* based on our procedures, which were conducted in accordance with *Australian Auditing Standard ASA 810 Engagements to Report on Summary Financial Statements*.


KPMG


Shara Learmonth
Partner
Sydney
10 October 2025

Directors' declaration

The Directors of the Group declare that the summary financial statements of St George Community Housing Limited and the entities it controlled for the financial year ended 30 June 2025, as set out on pages 72 to 98:

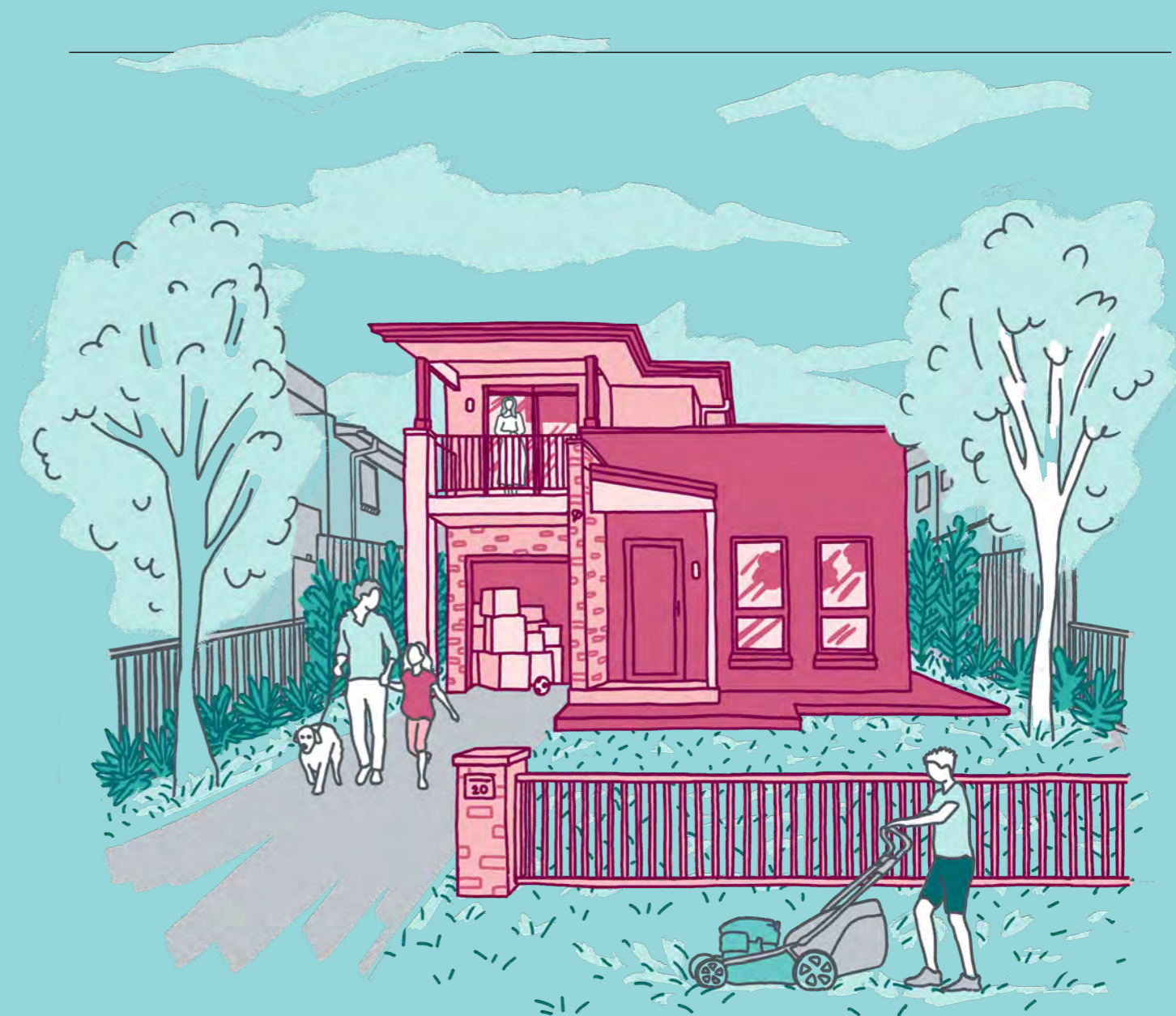
- (a) are an extract from the full financial statements for the year ended 30 June 2025 and have been derived from and are consistent with the full consolidated financial statements of St George Community Housing Limited and the entities it controlled.

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:



Karen Orvad

Chair
Sydney, 10 October 2025



St George Community Housing

About this report

Our Annual Report 2025 considers our strategy, performance and operations in the context of Environmental, Social and Governance (ESG) factors that significantly affect our efforts to create value for our customers, our partners, our team members and the communities we serve. This report is prepared by our Communications and Finance teams in collaboration with all Heads of Department. The Group Chair and Group CEO have authorised this report for publication on 27 October 2025.

Annual Report 2025

Board approved 24/10/2025

**Group Chair and Group CEO
authorised for publication 27/10/2025**

SGCH

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