

annual report  
2011



building for  
sustainable  
communities



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annual report  
2011

Access, Equity &  
Excellence in Delivering  
Housing Services



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# Strategic Priorities 2011-2012

## 1 To expand and grow the organisation's housing and client services in a financially sustainable way

- Development of a Regional Housing Plan
- Local Government / other partnerships for increased affordable housing supply

## 2 To ensure RHNL has the organisational structure, resources and skills to support growth and opportunity

- Corporate Sponsorship
- Strategic Philanthropic Grants opportunities
- Transition to new knowledge based system
- ICT Plan

## 3 Expand the research and evaluation capacity of the organisation

- RHNL data collection for Strategic Planning
- Analysis of RHNL data, trends, changes, service demand
- Housing First Project
- Research projects aligned with philanthropic grant opportunities

## 2011 contents



Strategic Direction	1.	Marketing Report	11.
From the Chairperson	2.	Human Recourses Report	12.
CEO Report	3.	Staff	13.
John's Story	5.	Director's Report	14.
Housing Services Report	6.	Concise Financial Reports	15.
Homelessness Services and Housing Services Report	7.	Our Supporters	18.
Judi's Story	10.		

# Strategic Direction

## 2009 - 2012



**OUR PURPOSE** Rural Housing Network Limited is committed to ending homelessness. We will work in partnership with Government, business, communities and individuals to develop and provide the full range of quality housing and homelessness services.

### OUR VALUES

#### **Valuing People**

We see all people as important members of our broader community, understanding and valuing their individuality, needs and choices.

#### **Access and Equity**

We strive to provide services that are planned and delivered fairly and consistently, in accordance with the rights and diverse needs of people.

#### **Excellence**

We work with integrity to achieve the highest standards and to deliver the best outcomes for people.

#### **Team Approach**

We believe a shared commitment and responsibility for the achievement of outcomes is critical and that success and goal achievement is optimised by group collaboration.



## Report from the Chairperson

Welcome to the Annual Report for 2010/2011 for Rural Housing Network Limited. The past year has seen significant advances by Rural Housing Network in the provision of housing and support services for people on low incomes and with significant needs.

We have seen the completion of ninety six houses and units constructed using funding from the Federal Government provided under the Nation Building Economic Stimulus & Jobs Plan. This program has expended \$20 million dollars within the local economy. In addition to achieving our aims in reducing homelessness this financial contribution to the local community has provided support to local builders and suppliers during the difficult financial circumstances of recent times. It is worth noting that the construction of these houses has been achieved on time and within budget and the staff and management of RHNL are to be congratulated on their achievements in this regard.

From the Board's perspective the ability to continue to provide such a level of new housing will be severely limited by the reduction in availability of government support for new affordable housing projects. Despite the economic downturn and the stabilisation, or in some areas, the reduction in the value of housing, affordable housing continues to remain outside the reach of many within our community. It is estimated there is a current national shortfall of approximately 500,000 dwellings available and affordable for those in the bottom 40 percent of the income distribution. Within our own region we provided some form of assistance through our various homelessness and housing support programs to approximately 5000 people this year. This is not an acceptable situation for our community.

The challenge for the Board in the year ahead is how to progress our aims without the significant government support we have enjoyed in the past.

The National Rental Affordable Scheme which provides financial incentives to organisations such as RHN Limited to build and rent dwellings is one source of funds; donations from business and philanthropic organisations are another. How we tap into these funds and how we partner with the local business community, in continuing to expand the availability of affordable housing, has occupied much of the Board's time in recent months.

The Board continues to review its effectiveness and a Board workshop was held in April 2011 to review its performance and to consider how we should address the areas where improvements were identified. The workshop was facilitated by Jill Nicholson of Advance Your Business and was preceded by a survey of Board members. The Board Action Plan which was developed at the workshop should assist the Board in moving forward as a more effective and focussed group.

The Board has also worked with the CEO over the last year to support the restructure of the organisation, which we felt was necessary to better respond to the demands that we now face.

The appointment of an Operations Manager and Team Leaders in each office will allow the CEO to take on a more strategic role in dealing with the challenges ahead. The appointment of a Marketing Manager has and will continue to assist us to pursue the ever elusive corporate and philanthropic funding that will enable us to expand our services.

The Board is currently made up of community members with a wide range of skills including finance, the law, management, and construction. I would like to thank them for their commitment and contributions to the working of the Board over the past year.

I would also like to welcome Lisa Spinelli, Catherine Prentice and Matt Sexton who have recently joined the Board, for their contributions in the areas of finance, marketing and the law. They provide a refreshing perspective to the Board's deliberations.

Board members continue to seek to expand their knowledge on governance matters and representatives have attended a range of conferences and training courses during the year. These included the Power Housing Conference and Masterclasses in Strategic Leadership. These opportunities broaden our governance understanding and, through networking with Board members and staff from similar organisations, give us better insight into the issues we all face in achieving our aims.

The achievements of the last year would not have occurred without the commitment, dedication and hard work of the RHN Limited staff and management. It was a pleasure to read the comments of the respondents to the recent client survey on their dealings with RHN Limited. The positive feedback received supports the Board's view of how well the organisation functions and the strength of our contribution to the community.

**Peter Quigley**  
Chairperson



## Report from the Chief Executive Officer

The focus of all who work for Rural Housing Network Limited (RHNL) is the achievement of outcomes for our clients and consumers that are both positive and long-lasting.

In our Purpose we say that 'RHNL is committed to ending homelessness' and that we will work in partnership to achieve this end through the provision of quality housing and homelessness services.

Specialist Homelessness Organisations within the Hume Region have a long history of good will and collaboration in the delivery of creative and innovative housing and support services. We 'join together' to provide packaged responses to people who are homeless or at risk of homelessness to ensure that, irrespective of circumstances, they have the best chance available of being housed and staying housed.

These partnerships have remained strong over 2010-11 and have grown in strength around the more vexed issues of family violence and mental illness. Slowly we are expanding our relationships to more formally include the Justice system and Centrelink who play a critical role with us in ensuring people are not rendered homeless through lack of information and assistance.

We are in receipt of funding for an Early Intervention and Prevention Program being delivered in Wodonga. We were successful in submitting a proposal to target those individuals and households under stress in the private rental market and whose ongoing tenancies were under threat. This program has been an enormously successful partnership between our agency and the Real Estate Agents in Wodonga, who have undertaken to refer early and work with us on arrangements to keep people from being evicted.

Every tenancy saved means fewer people entering the homelessness service system.

Our tag line 'Building for Sustainable Communities' refers to building our own capacity, the capacity of our consumers and of course the bricks and mortar of additional and affordable housing. Over the last year we have built some beautiful houses and units to accommodate a range of people within our communities and we have done this with a commitment to good locations, proximity to services, energy efficiency and universal design principles. Funding to us from the State and the Commonwealth Governments (as well as our own borrowings) has meant a boost to the quantum of affordable housing in our region. This activity has also brought us into close contact with local builders and developers with whom we have built constructive relationships and worked to deliver high quality housing products.

Looking forward we have no reason to rest on our laurels. Housing remains an expensive commodity and there are many households both renting privately and attempting to purchase their own homes who are paying in excess of 50% of their incomes on housing costs. This is an unacceptable situation exacerbated by the fact that we do not have enough housing to meet underlying demand and we have a serious shortage of housing that is both available and affordable to those on the lowest 40% of the income profile.

*continued over page*



It has been a great year with wonderful staff who shine even on the greyest day. My heartfelt thanks to them.

Community Housing organisations in Victoria were considered the future in terms of the growth of affordable housing. In the absence of further capital funding from either the State or Federal Governments for increased supply, Community Housing organisations' ability to leverage their assets for new housing will be sorely tested.

At Rural Housing Network we continue to look outside the square and in the year ahead we have some serious work to do.

#### **So what are we doing?**

In collaboration with DHS and the Hume Region Homelessness Network we are working on the development of a Regional Housing Plan. This will provide us with a tool, once the analysis is complete, to make good strategic decisions regarding affordable housing supply and support service requirements on an LGA basis. It may also enable us to engage more closely with Local Governments on the housing issues within their communities.

We are looking at opportunities for the purchase of well-appointed land which may lend itself to future mixed affordable housing developments.

#### **We are:**

- holding discussions with private investors for affordable housing projects;
- submitting in partnership with a provider of services to people with a disability for capital funding from the Commonwealth's Innovation Fund;
- working with Justice and Mental Health on a 'Housing First' project for the region; and
- working with DHS, Salvation Army Pathways and Homeground on the redevelopment of the Mercy Centre in Mooroopna.

Structurally we are making some changes to the organisation with the appointment of an Operations Manager, a Team Leader in Wodonga and Shepparton respectively, and replacing two Client Services Managers with one who will hold a regional position.

On the marketing front we are promoting and building the public profile of the organisation through a variety of media activities and community events. Our challenge this year is to capture Philanthropic funds for specific projects and secure corporate sponsorship

Meanwhile internally we are working consistently to improve our services to our consumers by reviewing our practices and processes, by providing staff with the training and support that they need to do their work to the best of their abilities, and to improve our administrative and IT support structures.

It has been a great year with wonderful staff who shine even on the greyest day. My heartfelt thanks to them.

To the Board my thanks for your commitment to the work that we do and for your support to me.

**Catherine Upcher**  
Chief Executive Officer

## John's Story

John came to RHN in 2011, he was in need of help. This is his story...

I came to RHN in April 2011. I was not initially looking for you guys, but needed help, so I went to the Salvation Army Op Shop, who sent me to Salvation Army Pathways.

The lady at Pathways recommended an appointment to see Lauryn at Rural Housing for some help. I was seen that day, and I know I was in a very sleep deprived state, and hadn't taken my medication for some time, with my mental health being extremely bad. On this day Lauryn assisted me with some accommodation at a Motor Inn, to which I had my first sleep in over 50 hours.

Prior to being in the Motor Inn I was living at the train station in Cobram for 10 days, sleeping rough, and had been kicked out from there, as I learnt how to turn their power on! Prior to Cobram, I was living in Office of Housing in Colac, but due to extremely bad mental health I fled this property.

I had since been back to see Lauryn, who did a referral to Mental Illness Fellowship for support, and again assisted me with accommodation in the caravan park in Nathalia. At this time I had succumbed to the fact that I would be living here for years. I didn't see that there would be any other options for me.

During this time, I was assisted by Ann from Mental Illness Fellowship, which was good, however I had to travel from Nathalia to Shepparton once a week which was

hard as I don't have transport, and was required to catch the bus, which meant a 7 hour wait to get back to the caravan park.

During my time with MIF I was allocated a THM property back in Shepparton, so between the Caravan Park (crisis accommodation) and THM it was about 6 weeks. I loved this property, and I got great support from Ann, and Rural Housing during my tenancy.

At the property, it took me about 3 weeks and I started to get some independence, and was able to leave the house and start walking around the town. I could access services, and received twice a week a visit from support, which in turn, gave me the motivation to wake up in the morning, and clean the house as I knew someone was coming. So my mental health had improved significantly.

It was normal for me in the past to not see anybody for 7 months at a time. I have also stopped drinking.

After spending 4 months in the THM property I was then offered a long term housing property through Rural Housing Network, and have moved in.

My experience with both forms of housing has been really good, and I cannot fault the process of anything. Where I am now I feel really safe, I love the property which has a fantastic kitchen. I have been branching out, attending meetings and meeting new people. I am in really close proximity to the supermarket, and other places. Being in Shepparton also means that I can access support and services, very easily.

I am very thankful of what I have received housing wise, and Lauryn can also vouch that I did not first present here demanding anything, I am just really happy I received the service I did, with no hassle or fuss from the workers.

My long term goals now, are to attend TAFE next year, to study something along the lines of caring for people as I have cared for two cancer patients in the past. Ultimately I want to secure employment, as the days are long, hence I go for walks, and try to plan my day with things to do.

I don't want to slip back into my old habits, as I am the happiest I have been in years!

# Housing Services report

2010-2011 has been a year of much building activity in the Hume Region. We have been fortunate in contracting excellent local and regional building services with whom we have developed strong relationships which will stand us in good stead for future housing development projects.

In 2010-2011 RHNL managed 315 properties, 101 long term on behalf of a range of not-for profit organisations and 214 Transitional properties on behalf of the Department of Human Services, but dedicated to homeless consumers of RHNL services.

By end of June 2011, RHNL had met its obligations under the Nation Building funding guidelines with the completion and funding acquittal of all housing projects in the region with the exception of a 6 unit development in Wodonga, held up by poor weather, but due for completion in November 2011.

In total RHNL has built ninety six units of housing across the Hume Region, using funds provided through the Nation Building Economic Stimulus and Jobs Plan (75% capital funding for each project) and with RHNL leveraging the remaining 25% via debt funding. By the end of 2010-11, RHNL held title to 173 properties.

Stage 1 (19 Units) of RHNL's commitment to the Rumbalara Aged Care project was 80% complete at 30th June 2011. The nineteen one, two and three bedroom units will house Aboriginal Elders from the local and surrounding Shepparton community. Once again inclement weather delayed the project, however RHNL and Rumbalara Aboriginal Co-operative have signed off on the Lease and Nomination Deed, and potential tenants have been identified.

We expect handover of completed units by mid October 2011. The future of Stages 2 and 3 (17 units in total) is unclear at this stage but we will continue to lobby both State and Federal government to honour our commitment to the project.

In 2011 we reviewed our contract to provide tenancy and property management services to Haven Housing and have signed a management agreement for a further three years. This is a mutually beneficial arrangement of additional community housing in our region via Haven, and a local hands-on approach from RHNL.

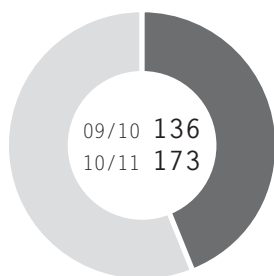
During the year we have impressed upon staff the need for us as an organisation to demonstrate that we are serious about environmental sustainability through waste reduction, the use of non-toxic products, and the adoption of energy saving and efficient practices. Some tenancy staff have undertaken training in energy efficiency and have held information sessions with tenants to encourage and educate them about the small things that make a home more energy efficient and ways in which they can reduce their energy bills. More of these sessions will be held in 2011-12.

Through Sustainability Victoria, energy efficiency audits were carried out on properties older than 20 years, where the tenant held a Health Care Card. Remediation work will be carried out in 2011-2012.

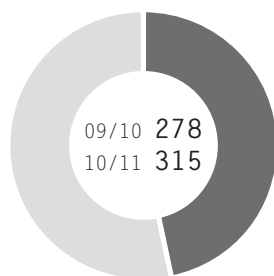
The Asset Management Plan was reviewed more rigorously in 2010-11 with property inspections undertaken on all long term properties as a means of informing our preventative, cyclical and capital works maintenance program. The Plan for 2011-2017 was approved by the Board in June 2011.

RHNL received a commitment from DHS in 2010-11 for an additional 36 Transitional properties. The majority of these have now been allocated, and after some lobbying, with establishment and ongoing property allowance funding. These additions have been very welcome and some have been specifically targeted to those eligible for 'A Place to Call Home', primarily for women and children experiencing family violence and Aboriginal people experiencing homelessness.

In 2010-11 we negotiated with Corrections Victoria to provide 4 transitional properties for 40 years in exchange for \$1m funding to purchase and/or construct 4 units of housing. Two properties have been identified for purchase in Shepparton and 1 block of land in Myrtleford, on which we will build two units, was settled in April 2011. These projects will be completed in the coming year. RHNL agreed with Corrections Victoria to provide an additional 3 transitional properties to the Konnect program until June 2012 to provide immediate housing for Aboriginal people leaving prison. Both initiatives are working well.



+ OWNED



+ MANAGED

TOTAL	TOTAL
2009/2010	2010/2011
414	488

# Homelessness and Housing

## Support Services report

### Tenant Participation

Rural Housing Network Limited (RHNL) partnered once again with the Office of Housing to provide Tenant Participation Forums across the Hume Region in 2010 – 2011.

The theme for this year's forums was 'Safety' and guest speakers included the Victoria Police, talking about personal safety and safety in the home, as well as the Country Fire Authority who spoke to tenants about avoiding fires in the home and how to respond if a fire should occur.

Once again, maintenance was a popular issue for tenants and staff from the Housing Call Centre provided a presentation to inform tenants on how the Office of Housing deals with maintenance.

The forums were well attended with over 300 tenants attending in total.

SHASP staff provided a presentation on the services we provide and how we work with the Office of Housing to sustain tenancies and achieve good outcomes for tenants.

### Partnership with Youth Services

In early 2011, RHNL staff met with representatives from Berry Street Victoria and Central Hume Support Services as well as staff from the Department of Human Services – Children, Youth and Families program to discuss the potential for a 'Lead Tenant Model' in Shepparton, Wangaratta and Wodonga.

RHNL will provide suitable THM properties to these organisations to support young people leaving care with a 'lead tenant' to support the program. The aim is to provide safe, secure accommodation for these vulnerable young people as well as the support to establish living skills in a supportive home environment.

RHNL is pleased to be working in partnership with these services and the first tenancy is due to commence in the 2011-2012 financial year.

### A Place to Call Home

Nation Building funding will provide RHNL with an additional 11 newly constructed transitional housing properties across the region to provide 'A Place to Call Home.' This program aims to provide people who have been homeless with appropriate accommodation and support services to assist them to establish and maintain their housing.

People are offered a transitional housing property for 12 months with support. If the tenancy is a success, the property is returned to public housing and the tenant remains in situ. Tenants are then offered a further two months of support once the property has been transferred to the Office of Housing to ensure that their stable housing circumstances continue.

RHNL has been funded to establish these properties and to furnish them with items of the tenant's choosing which remain with each household when their transfer to long term public housing takes place. Apart from household furniture these funds have, for example, supported tenants to set up vegetable gardens, undertake additional landscaping, build or purchase play equipment for children, and to support their craft activities.

RHNL has worked hard to establish the first six properties in this program in 2010-2011 and to ensure that the notion of 'A Place to Call Home' is the focus.

### Private Rental Advocacy Program

RHNL took over the provision of Private Rental Advocacy services in April 2011. This program provides an advocate for people living in private rental whose tenancies are at risk. The program runs in a partnership with Consumer Affairs Victoria and the Department of Justice.

Referrals for the program are received from Consumer Affairs Victoria.

*In the first 3 months of service - April- June 2011, RHNL provided advocacy services to:*

- 44 people
- 24 assists at the Victorian Civil & Administrative Tribunal
- 31 episodes of dispute resolution

Primary Reasons for people seeking assistance:

- Financial Hardship 22.73%
- A lack of understanding particularly with regard to legal issues 18.18%

### Opening Doors

RHNL participated in the initial review of Opening Doors within the region in early 2011.

Processes in relation to the allocation of Transitional Housing (THM) continue to evolve as services become more experienced in the new Opening Doors system. Shepparton and Seymour Local Area Service Networks (LASN) operate a panel of 3 service managers to allocate THM properties as they become vacant. Referrals are received by RHNL before the panel meets, then panel members assess each referral to ensure those with the highest housing and support ratings are allocated properties first.

Feedback from LASN members in these areas is that this system is working well and the decision making process is more streamlined and consistent.

Wodonga and Wangaratta LASNs continue to have all services present at allocation meetings to be involved in decision making for priority access to THM.

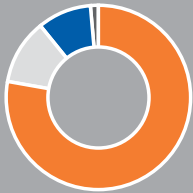
LASN meetings continue to be held quarterly to review processes, discuss issues, consider workload constraints and make changes or improvements in each LASN area.

Initial discussions have been held a number of times across the region for staff at the coalface to discuss case scenarios and clarify processes. These discussions have been appreciated by staff as they continue to adjust their practices to work within the Opening Doors Framework.

## SHASP DATA

### ADVOCACY (ADV)

TARGET 174 / ACTUAL 487  
279.89%



380	Fully Resolved	78.03%
55	Mostly Resolved	11.29%
46	Partially Resolved	9.45%
6	Not Resolved	1.23%

### ASSISTANCE TO EARLY HOUSING (AEH)

TARGET 92 / ACTUAL 121  
131.52%



65	Application Approved	53.72%
30	Not Eligible	24.79%
26	Other (usually the person chose not to proceed with application)	21.49%

### ESTABLISHING A SUCCESSFUL TENANCY (EST)

TARGET 92 / ACTUAL 78  
84.78%



44	All	56.41%
15	Most	19.23%
14	Some	17.95%
5	Not At All	4.13%

### INTERVENTION TENANCY AT RISK (IART)

TARGET 92 / ACTUAL 72  
78.26%



26	All	36.11%
24	Some	33.33%
18	Most	25%
3	Not At All	4.17%

## Homelessness Services and Housing Support Services report continued

### Social Housing Advocacy & Support Program (SHASP)

SHASP received growth funding in 2010 which allowed us to recruit additional staff. The target in "IART" increased from 52 from the previous year to 92. RHNL met 50% of the increased target. This was partly due to the time it took to recruit suitable case managers to the team. Our remaining case manager commenced with RHNL in April 2011 and we believe that with a full complement of staff in the program we will be able to meet, if not exceed, all targets in the coming year.

Staff have identified a significant number of people presenting or being referred to SHASP with hoarding issues. Cases such as these take a large amount of time for staff to build rapport with people and work towards positive change. Staff have also identified a lack of appropriate practical training in this area making it difficult for them to know how to work with people experiencing these issues.

### Homelessness Assistance Service Standards (HASS)

Rural Housing Network Limited had an extremely busy year in relation to HASS. Our Performance Improvement Plan was reduced in size to a more workable Action Plan and achievements in 2010-2011 include:

- Completing written work instructions for consumer feedback
- Revising Operational Policies
- File audits implemented across client services
- Improving privacy documentation for consumers
- Formalized system for dealing with compliments and complaints
- Skills audit completed for all staff and compulsory training list revised.
- Consumer and stakeholder surveys completed

RHNL will have its second review of the HASS standards in November 2011. Staff have worked extremely hard this year, focusing on the rights of consumers and improving our standards in terms of informing consumers of their rights and how to access their personal information.

### Prevention & Early Intervention Project (PEIP)

In 2010 we commenced the Prevention and Early Intervention Project in Wodonga. The program will run over 2 years and aims to assist at least 66 people to prevent housing breakdown or to assist those who are struggling to find private rental.

During the first 12 months of this program, RHNL has worked extremely hard to build positive working relationships with local real estate agents. This effort has led to real estate agents developing an understanding of the program and referring their tenants in need to RHNL.

It is clear that not only will the PEIP meet its target of assisting 66 people, but will exceed this number significantly. This demonstrates the need for a program such as this not only in Wodonga, but across the Hume region.

RHNL will lobby Government in 2011-2012 to continue this program into the future.

ASSISTED PEOPLE: 60

SUPPORT COMPLETED: 18

#### OUTCOMES:

Moved into Public Housing:	3
Referred to support services:	3
Private rental obtained/maintained:	5
Unable to contact:	5
Other:	2

#### PEIP BROKERAGE: NUMBER OF ASSISTS:

Rent in Advance:	30
Rent Arrears:	25
Removal/ Relocation	2
Bond	1
Total Assists	58

Total Brokerage Spent: \$23,090.81

# Homelessness Services and Housing Support Services report continued

## Partnership with Department of Justice

RHNL Initial Assessment & Planning staff continue to provide outreach services to Dhurringile and Beechworth prisons. We now provide 7 THM properties across the Hume Region for people exiting prison. The provision of properties complements the homelessness services we already provide to people in prisons in our region, by providing safe short to medium term accommodation when people are first released.

Support is provided to people via Justice funded support programs from Melbourne and locally via Corrections Victoria to assist people to establish a successful Transitional Housing tenancy and to obtain long term housing.

RHNL management meets with the Department of Justice quarterly to discuss issues, and review the effectiveness of the program. We are very pleased to offer this service in addition to our general Transitional Housing program.

## Aboriginal and Torres Strait Islander Support Program (ATSI – formerly ITAR)

RHNL is very pleased to be able to provide culturally competent services to Aboriginal people across the Hume region to assist them in sustaining their tenancies. ATSI staff have built excellent working relationships and partnerships with key support organisations, and are able to provide referrals to specialist services.

95 SUPPORT PERIODS  
75 TARGET

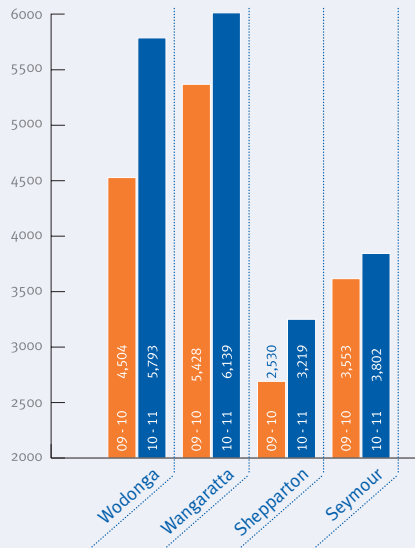
- 24.2% 4-13 weeks
- 36.8% 13-26 weeks
- 58.5% were self referrals
- 50.5% person with children
- 43.2% lone person
- 25% between 35-39 years of age
- 74% of support periods for women
- 23.6% accessed the service due to eviction or being asked to leave
- 21.3% budgeting problems
- 20.2% due to family breakdown

44 CASES COMPLETED  
75% HAD ALL SUPPORT GOALS ACHIEVED

## Initial Assessment & Planning

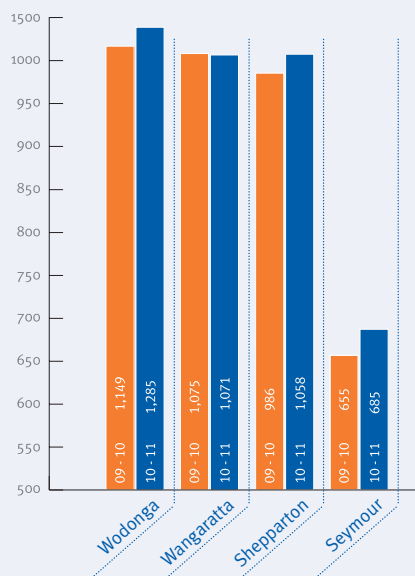
4100 CONSUMERS, OF WHICH 37.54% WERE CHILDREN, ONE OF THE MOST VULNERABLE COHORTS IN HOMELESSNESS DATA

- 1201** people assisted with HEF
- \$339,955** spent on HEF
- 40.8%** lone people
- 34.6%** single person with children
- 16.8%** between 20-24 yo (most common cohort)
- 13.5%** between 25-29 yo
- 56.6%** of adults accessing the service were women
- 43.4%** men
- 6.3%** Aboriginal or Torres Strait Islander people (compared with the National data that Aboriginal people make up 2.5% of total population according to Census 2006)
- 14.9%** contacted due to financial difficulty
- 12.7%** evicted or asked to leave
- 7.7%** family violence
- 9.0%** relationship breakdown



Total Consumer Contacts

2009 - 2010 16,015  
2010 - 2011 18,953



Total Consumers

2009 - 2010 3,865  
2010 - 2011 4,100



## Judi's Story

Judi came to RHN in 2010, she was in need of assistance. This is her story...

2010 was a particularly challenging year and still now at times I look back and wonder how I survived so much intense change and emotional turmoil. Yet survive I did, and today life is great and continues to improve.

I had been in an emotionally abusive relationship for 11 years. In 1999 I was in a car accident that resulted in a major life change. My injuries required ongoing treatment and I was unable to return to work. I began experiencing anxiety and panic attacks that then evolved into agoraphobia in 2001. Since then I have been unable to go out and certainly could not go in a car. My home became my sanctuary and comfort zone, outside of it anxiety and panic ruled my every move.

In 2010 my partner, who had gone to Queensland for work, advised me by email that our relationship was over and that he would no longer support me financially. A following email requested that I vacate his house as soon as possible, beginning a time of extreme stress and many tears. I faced being penniless and homeless. I felt completely overwhelmed.

I immediately contacted Centrelink and was advised to apply for a Disability Support Pension that was granted nearly twelve weeks later. During this time however I became increasingly anxious and struggled with all of the paperwork.

At the same time I faced the daunting task of finding somewhere else to live. I contacted RHN and explained my situation. I was initially told I was eligible for a transitional tenancy but they had nothing available, but a few days later I was dumfounded when one of the

RHNL workers contacted me about the "A Place To Call Home" (APTCH) program.

I was overjoyed at the news that I had a home to go to. With the assistance of RHN and my amazing friends I was able to move into the THM property, which was not far from where I had been living.

Moving day was incredibly intense. Due to my phobia I didn't see the property until I actually moved in but I didn't care what it was like as long as I was no longer under the control of my ex. In fact my only concern was how I was going to cope with walking past the front unit to get to the letterbox. And this is an anxiety that I am happy to say I have easily overcome.

The property is wonderful and really does feel like home.

I was supported to settle into my new property through the 12 month support provided by the APTCH Program. I continued to feel quite anxious and stressed for some months and often forgot the content of conversations with my support worker. However, she continued to assist as she listened, coordinated, discussed and guided where appropriate.

She has encouraged me in my efforts to go out and I now manage regular short walks with my dog, venturing several houses away. And in more recent weeks I have even managed to get in the car with my worker and be driven a short distance from home.

This is still stressful for me, but it is also progress that I could never have imagined 12 months ago.

RHNL concreted a small area outside my backdoor and recently raised the fence height to increase my privacy. I have purchased a gazebo and am in the process of creating an outside entertaining area, a place to sit and relax, to enjoy the sunshine and the company of good friends. I have even started work on a vegetable garden in the back yard.

When I first moved in I had limited furniture and am very grateful for the funding attached to this program as it allowed me to buy a dining table and chairs, something I have never had. Having financial security and stable accommodation has also allowed me to purchase additional furniture as well as being able to replace some very old and worn essentials such as bed linen and crockery.

I have now been in my new home for over 12 months. The property was recently handed over to the Office of Housing and thankfully I was able to stay put.

It is a daily joy and blessing for me to know that I have a permanent home where I feel safe and secure. I intend being here for a very long time.

*A Place To Call Home – It most certainly is!!*

## Marketing report

In January 2011 we appointed a Marketing Manager who quickly developed a Marketing Plan and whose activities have raised exponentially the public profile of RHNL. We have developed new signage and promotional equipment with branded marquees and pull up banners providing RHNL with greater exposure and a more professional image at public and community events. Professional photography has provided us with some excellent images for use in future advertising and RHNL publications.

An audit was undertaken of the website and the site now is regularly updated, relevant, and links to other sites and information. This has been complemented by an internal staff newsletter which keeps staff connected across the geographic divide.

RHNL has experienced heightened media coverage during the year responding to requests for comment on housing and homelessness issues.

Through advertising on a number of radio stations and in newspapers, we are now seen as the organisation to go to for information and assistance. We secured an advertisement and full page article about the organisation in the May edition of *Enterprise Magazine*, a glossy local business production with a wide circulation within the region.

Towards the end of the year we contracted *Strategic Grants* and *SMS Consulting* to assist us in exploring alternative funding sources from both the Philanthropic and Corporate sectors.

*Over the next six months we hope to achieve the following:*

- Add *Donate On-Line* to our website through: [givenow.com.au](http://givenow.com.au)
- Develop our Corporate Sponsorship package with professional design and photography

- Undertake radio interviews and further radio and newspaper / magazine advertising
- Advertising with ProBono online and the 2012 Business Direct magazine
- Complete our Corporate Sponsorship proposals and target business prospects
- Match grants opportunities with project submissions
- Hold a stand at the CHFV Conference and engage in Anti-Poverty Week activities; and
- Set up an RHNL business Facebook Page and Twitter.



# Human Resources report

"The staff at RHNL are the most helpful and caring people I have ever met. They turned my life around! Nothing could've been better in any way"

The staff of RHNL are the organisation's most important resource and every employee is a valuable and valued member of our whole team.

RHNL strives to create and maintain a productive, tolerant, fair and safe working culture which embraces change, flexibility and initiative, with ongoing opportunities for skill and knowledge development.

During 2009 -2010 we commenced a review of our employment polices, procedures and staff induction process. This was a large body of work which was mostly completed in 2010-2011.

The transition to the new Social, Community, Home Care and Disability Services Industry Award 2010, (the "Modern Award") is ongoing. Wage rates and classifications are still being sourced from the SACS Award, and we are working towards moving to the full implementation of the Modern Award by February 2012.

Fair Work Australia (FWA) handed down an interim decision in May 2011 ruling that social and community services workers are underpaid and that at least part of the reason for that underpayment is gender. In July the Federal Government announced that it would commit extra funding for pay increases arising from the equal pay case. This commitment is another major step on the path to equal pay for SACS workers in the community sector. We are awaiting a final decision from FWA and a commitment from the Victorian Government that any pay increase will be met with an increased funding commitment.

RHNL maintains a strong commitment to quality learning and development opportunities for all staff and management.

Training and professional development needs are met through attendance at relevant seminars, conferences, workshops and forums. During the year 31 staff members completed 137 various courses totaling 160 days of training.

As of June 2011 RHNL employed 44 people, an increase of seven from the previous year. This reflects the growth in activity as a result of additional program funding, our affordable housing activities, and to bringing on additional staff resources to add value to the work of the organisation.

The OH&S committee continued to review progress against the Strategic plan as required and held meetings on a bi monthly basis throughout the year.

*Key achievements included:*

- Regular hazard management audits in all offices to identify and remove potential hazards
- Ergonomic assessment for all staff with recommendations implemented
- Participation in the Worksafe Health check program by a majority of staff
- Coordination of electrical Test and Tag process in each office
- Mandatory Worksafe training for OH&S representatives for two new committee members.

The pleasing fact was that we had no time lost again this year due to accidents. Well done all!



# Our Staff at 30<sup>th</sup> June 2011

## Corporate

<b>Chief Executive Officer</b>	Catherine Upcher
<b>Executive Assistant</b>	Julie Quin

## Finance & Accounting

<b>Chief Financial Officer</b>	Brian Hargreaves
<b>Manager Financial Services</b>	Nolene Adams
<b>Finance &amp; Admin</b>	Nicole Sargeant Christina Anderson

## Human Resources

<b>Manager:</b>	Robert Kerr
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## Housing Services

<b>Manager:</b>	Leisa Hillary
<b>Tenancy Administration</b>	Kylie Sullivan Kelly Megson Trinity Lonel Hayley Holland Lisa Beaton Annette Johnstone Jayne Calvert
<b>Maintenance Co-ordinator</b>	Terry Hallinan

## Client Services

<b>Manager</b>	Celia Adams
<b>Team Leader</b>	Joanne Evans
<b>Initial Assessment &amp; Planning:</b>	Mark Nuggin      Pip Else Rebecca Silvester      Joel Board Lauren Lawford      Grete Elson Lauryn Sawtell      Sal Ngezi Rhonda Miles      Georgie McQuienn

## Client Services cont.

<b>Social Housing Advocacy &amp; Support Program</b>	Catherine Jefferies Janette Bussell Andrew Proby-Aughey Gerda Zimmerman Louise Peters Jessica Wotherspoon
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<b>Indigenous Tenants at Risk Program</b>	Wendy Beattie Violet Charles
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<b>Reception</b>	Cherie Smallwood Lisa Ramsay Karen Plum Tania Gadsden
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<b>Housing Development: Project Supervisor</b>	Mal White
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<b>Private Rental Advocacy: Prevention &amp; Early Intervention:</b>	Kylie Doig
<b>Marketing</b>	Eva Gull Di Benson

## Auspiced

<b>Hume Regional Homelessness Network</b>	Jan Armstrong
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## Contracted

<b>Project Management Assistance</b>	Paul McNamara
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# Directors Report 2011

Your directors present the financial statements of the Rural Housing Network Limited ('the Company') for the year ended 30 June 2011.

## Directors

The following persons were directors of Rural Housing Network Limited ('the Company') during the whole of the financial year and up to the date of this report unless otherwise stated:

Karen Bowley  
 Peter Quigley  
 Robert Neumayer (*Res. 24 /1/2010*)  
 Matthew Sexton  
 Phil Oates  
 Brett McClellan  
 Susanne Pains  
 Lisa Spinelli  
 Catherine Prentice  
 (*App. 27/1/2011 - Res. 27/7/2011*)

## Company secretary

The company secretary is Karen Bowley who was appointed on 7 November 2007.

## Principal activities

The principle activity of the entity during the financial year was:

To provide housing support services to disadvantaged households; broadly grouped into the following areas: Transitional Housing Services, Long Term Housing Services and Social Housing Support Services.

No significant changes in the nature of the entity's activity occurred during the financial year.

## Operating Results

The company's surplus for the year amounted to \$9,621,070 (2010:\$14,069,505). The surplus includes income from capital grants of \$8,907,026 (2010: \$13,945,217) resulting in an underlying surplus from normal operations of \$714,044 (2010: \$124,288).

## Review of operations

The reported surplus for 2010/2011 is \$9.621M which includes Capital Grants recognised as income during the financial year. The underlying surplus for the year from normal operations was \$714,044 reflecting a sound financial performance.

Funding from the Government's Nation Building and Jobs Economic Stimulus Package came to a close towards the end of the financial year as housing construction projects were completed and RHNL leveraged borrowings to meet its obligations according to the Funding Deed signed with the Director of Housing.

RHNL has significantly increased its affordable housing portfolio which has enabled us to go some way towards meeting demand in the region.

## Significant changes in the state of affairs

The Rural Housing Network Limited's asset base continues to be dominated by its rental housing portfolio which further increased during the 2010/11 year with the construction of further housing under the Government's National Building & Jobs Economic Stimulus Package.

## Matters subsequent to the end of the financial year

No matters or circumstances have arisen since the end of the financial year which significantly affected or may significantly affect the operations of the entity, the results of those operations, or the state of affairs of the entity in future financial years.

## Future Developments

The entity expects to maintain the present status and level of operations.

## Environmental regulation

The entity's operations are not regulated by any significant environmental regulation under a law of the Commonwealth or of a state or territory.

## Information on directors

### Karen Bowley

Director since 28/03/2007  
 Social Responsibilities – Secretary  
 Occupation – Lawyer

### Peter Quigley

Director since 4/06/2008  
 Social Responsibilities – Chairperson  
 Occupation - Architect

### Phil Oates

Director since 22/06/2001  
 Occupation – Retired ATO employee (30 years experience)

### Matthew Sexton

Director since 27/01/2010  
 Social Responsibilities – Treasurer  
 Occupation – Chartered Accountant

### Lisa Spinelli

Director since 29/09/2010  
 Occupation – Commercial Lawyer

### Brett McClellan

Director since 31/03/2010  
 Occupation – Project Manager

### Susanne Pains

Director since 5/11/2008  
 Occupation – Company Executive Officer

## Meetings of Directors

The number of meetings of the Company's directors held during the year ended 30 June 2011, and the number of meetings attended by each director were:

	No. Attended	No. Held *
Karen Bowley	9	11
Susanne Pains	9	11
Phil Oates	10	11
Peter Quigley	10	11
Matthew Sexton	10	11
Brett McClellan	11	11
Lisa Spinelli	9	9
Catherine Prentice	4	5
Robert Neumayer	4	5

\* reflects the number of meetings held during the time the director held office during the year.

## INDEMNIFYING OF OFFICERS OR AUDITORS

The company, as a recipient of the funding from the Department of Human Services, is entitled to free insurance protection for all business activities, including Professional Indemnity and Director's and Officers' Liability. Each of the directors are protected against liabilities for costs and expenses incurred by them in defending any legal proceedings arising out of their conduct while acting in the capacity of director of the company, other than conduct involving a wilful breach of duty in relation to the company.

## Auditors

Johnsons MME was appointed auditor in accordance with section 327 of the *Corporations Act 2001*.

Signed in accordance with a resolution of the directors.



Director  
 Peter Quigley



Director  
 Matthew Sexton

Wodonga 14 October 2011

# Concise Financial Report 2011

	2011 \$	2010 \$
<b>STATEMENT OF COMPREHENSIVE INCOME FOR THE YEAR ENDED 30 JUNE 2011</b>		
Revenue	15,892,481	19,706,982
Employee benefits expense	(2,168,048)	(1,933,773)
Depreciation and amortisation expense	(396,890)	(271,896)
Finance costs	(310,091)	(209,448)
Property expenses	(597,143)	(452,400)
Client expenses	(459,189)	(460,585)
Maintenance Expenses	(303,925)	(363,323)
Administrative and Office expenses	(643,432)	(513,708)
Rents remitted expenses	(1,343,187)	(1,226,394)
Other expenses	(49,506)	(205,950)
<b>Surplus before income tax</b>	<b>9,621,070</b>	<b>14,069,505</b>
Income tax expense	-	-
<b>Net surplus for the year</b>	<b>9,621,070</b>	<b>14,069,505</b>
<b>Other comprehensive income:</b>		
Net gain on revaluation of non-current assets	-	198,543
<b>Total comprehensive income for the year</b>	<b>9,621,070</b>	<b>14,268,048</b>

## STATEMENT OF FINANCIAL POSITION AS AT 30 JUNE 2011

<b>ASSETS</b>		
<b>Current Assets</b>		
Cash and cash equivalents	2,244,004	4,970,085
Trade and other receivables	68,816	72,344
Other assets	30,958	16,632
<b>Total Current Assets</b>	<b>2,343,778</b>	<b>5,059,061</b>
<b>Non-Current Assets</b>		
Property, plant and equipment	50,111,096	37,509,679
<b>Total Non-Current Assets</b>	<b>50,111,096</b>	<b>37,509,679</b>
<b>Total Assets</b>	<b>52,454,874</b>	<b>42,568,740</b>
<b>LIABILITIES</b>		
<b>Current Liabilities</b>		
Trade and other payables	4,155,782	6,405,174
Borrowings	30,245	2,768
Provisions	184,569	109,225
<b>Total Current Liabilities</b>	<b>4,370,596</b>	<b>6,517,167</b>
<b>Non-current liabilities</b>		
Borrowings	4,814,492	2,364,658
Provisions	100,867	139,066
<b>Total Non-Current Liabilities</b>	<b>4,915,359</b>	<b>2,503,724</b>
<b>Total Liabilities</b>	<b>9,285,955</b>	<b>9,020,891</b>
<b>Net Assets</b>	<b>43,168,919</b>	<b>33,547,849</b>
<b>EQUITY</b>		
Retained profits	42,970,376	33,349,306
Asset revaluation reserve	198,543	198,543
<b>Total Equity</b>	<b>43,168,919</b>	<b>33,547,849</b>

## STATEMENT OF CHANGES IN EQUITY FOR THE YEAR ENDED 30 JUNE 2010

	RETAINED EARNINGS \$	ASSET REVALUATION RESERVE \$	TOTAL \$
Balance at 1 July 2009	19,122,022	-	19,122,022
Change in accounting policy	3,685	-	3,685
Correction of accounting error	154,093	-	154,093
Net surplus for the year	14,069,506	-	14,069,506
<b>Other comprehensive income for the year</b>			
- Gain on revaluation of non-current assets	-	198,543	198,543
<b>Balance at 30 June 2010</b>	<b>33,349,306</b>	<b>198,543</b>	<b>33,547,849</b>
Net surplus for the year	9,621,070	-	9,621,070
<b>Other comprehensive income for the year</b>			
- Gain on revaluation of non-current assets	-	-	-
<b>Balance at 30 June 2011</b>	<b>42,970,376</b>	<b>198,543</b>	<b>43,168,919</b>

	2011 \$	2010 \$
Balance at 30 June 2010	33,349,306	33,547,849
Net surplus for the year	9,621,070	14,069,505
Other comprehensive income for the year	-	198,543
Balance at 30 June 2011	42,970,376	47,815,907

## STATEMENT OF CASH FLOW FOR THE YEAR ENDED 30 JUNE 2011

<b>Cash Flows from Operating Activities</b>		
Receipt of government grants	10,685,108	20,015,015
Receipts from Other	3,217,812	2,342,847
Payments to suppliers and employees	(5,964,880)	(4,753,262)
Interest received	167,136	181,842
Finance costs	(290,515)	(209,448)
Net cash inflow/(outflow) from operating activities	<b>7,814,661</b>	<b>17,576,994</b>
<b>Cash Flows from Investing Activities</b>		
Proceeds from sale of property, plant and equipment	20,929	35,818
Payment for property, plant and equipment	(13,038,982)	(16,059,306)
Net cash inflow/(outflow) from investing activities	<b>(13,018,053)</b>	<b>(16,023,488)</b>
<b>Cash flows from Financing Activities</b>		
Repayment of borrowings	(8,836)	-
Proceeds from borrowings	2,486,147	1,131
Net cash inflow/(outflow) from financing activities	<b>2,477,311</b>	<b>1,131</b>
Net Increase/(Decrease) in Cash Held	(2,726,081)	1,554,637
Cash at the beginning of the financial year	4,970,085	3,415,448
Cash at the End of the Financial Year	<b>2,244,004</b>	<b>4,970,085</b>

# Notes to the Financial Statements

## FOR THE YEAR ENDED 30 JUNE 2011

### Note 1. Summary of significant accounting policies

Basis of preparation of the Concise Financial Report  
The concise financial report is an extract of the full financial report for the year ended 30 June 2011. The concise financial report has been prepared in accordance with Australian Accounting Standard AASB 1039: Concise Financial Reports. The financial statements, specific disclosures and other information included in the concise financial report are derived from and are consistent with the full financial report of the Rural Housing Network Limited. The concise financial report cannot be expected to provide as detailed an understanding of the financial performance, financial position and financing and investing activities of the Rural Housing Network Limited as the full financial report. A copy of the full financial report and auditor's report will be sent to any member, free of charge, on request.

### Note 2. Revenue

	2011 \$	2010 \$
Revenue from Government Grant		
Capital grants	8,907,026	13,945,217
Recurring grants	3,871,125	3,237,076
	<u>12,778,151</u>	<u>17,182,293</u>
Other Income		
Proceeds on disposal of property, plant & equipment	20,929	35,818
Interest	167,136	181,842
Donations received	300	30,000
Rental income	2,888,476	2,265,169
Other	6,389	2,440
Recoveries	31,100	9,420
Total Other Income	<u>3,114,330</u>	<u>2,524,689</u>
Total Revenue	<u>15,892,481</u>	<u>19,706,982</u>

### Note 3. Profit

Net gains and expenses

Profit before income tax expense includes the following expenses:

Expenses

Depreciation and Amortisation		
Land and Buildings	209,800	132,563
Motor Vehicles	18,262	13,766
Plant and Equipment	45,073	44,391
Furniture, Fixture & Fittings	120,284	76,706
Building Improvements	3,471	4,470
Total Depreciation and Amortisation	<u>396,890</u>	<u>271,896</u>
Interest expense	310,091	209,448
Audit services	13,000	14,000
Property, Plant and Equipment		
Proceeds on disposal	20,929	37,618
Disposals at costs	(40,675)	(202,316)
Net gain/loss on disposals	<u>(19,746)</u>	<u>(164,698)</u>

### Note 4. Events Occurring after Reporting Date

There were no significant events occurring after the reporting date likely to impact the affairs of the Company in future.

### Note 5. Analysis of Financial Report

The discussions and analysis are provided to assist members in understanding the concise financial report. The discussion and analysis is based on the Rural Housing Network Limited financial statements and the information contained in the concise financial report has been derived from the full financial report of the Rural Housing Network Limited for the year ended 30 June 2011.

### Statement of Comprehensive Income

The reported surplus for 2010/2011 is \$9.621M which includes Capital Grants recognized as income during the financial year. Excluding capital grants income the underlying Operating Surplus for 2010/2011 is reported at \$0.714M compared to \$0.124M for the prior period. Interest Income was \$167,135 (2009/10 - \$181,840) while interest expense for the current year was \$310,091 (2009/10 - \$209,448).

Total Revenue for the reporting year was \$15.892M. Operating Income for 2010/2011 was \$6.985M, up from \$5.762M, an increase of 8.2%. Recurring government operating grants amounted to \$3.871M or 55% of operating income which as a proportion of total operating income is marginally lower. Housing Rental Income increased from \$2.265M to \$2.888M during the current year – a 14.4% increase.

Operating expenses (excluding interest expense) for 2010/2011 amounted to \$5.961M compared to \$5.428M in the previous year. Property and Maintenance expenses for the current period were \$901,000 compared to \$815,700 in 2009/2010, while depreciation expense increased from \$271,900 to \$396,900 reflecting the increase in the affordable housing portfolio of the organisation.

### Statement of Financial Position

The net asset position of Rural Housing Network Limited again showed a significant increase during the 2010/2011 financial year, increasing from \$33.548M to \$43.168M – a 28.71% increase on the prior period. This increase reflected Rural Housing Network Limited continuing to implement its affordable housing construction program under the Federal Government's Nation Building & Jobs Economic Stimulus Package and Victorian State Government funding initiatives.

The Nation Building program was rapidly drawing to a close as at the end of the financial year with seven housing units remaining to be completed.

Property, Plant and Equipment fixed assets amounted to \$50.111M at the end of the year, an increase of \$12.601M which was primarily due to housing completions. The value of housing under construction as at June 30, including 19 units for the Rumbalara Project, was \$8.071M, with the majority of this work at 'completion stage'. Freehold land of \$13.218M showed an increase of \$0.782M on 2009/2010.

Current Liabilities at the end of 2010/2011 reduced compared to the previous year from \$6.517M to \$4.371M which was primarily due to capital grants commitments being implemented and the grant being recognized as income. Amounts of other current liabilities and trade creditors were basically consistent with the prior period.

Non Current Liabilities increased to \$4.915M due to draw down of funds from borrowing facilities for Rural Housing Network Limited to meet its obligations of financing its share of the housing construction costs under the Nation Building program. Long term borrowings are secured by first registered mortgage over specified properties and by registered mortgages over all assets and undertakings of the company.

### Statement of Cash Flows

Cash balances and cash on hand as at June 30 2011 held by Rural Housing Network Limited amounted to \$2.244M which was a material reduction from June 30 2010 of \$4.970M. This reflects the capital expenditure program of the past year with \$13.039M being expended on housing construction. The receipt of Government grants totaling \$10.685M was effectively half of the previous year and reflected that during the reporting year the Nation Building program was drawing to a close. Never the less Rural Housing Network Limited has aimed to retain adequate funds on deposit and on hand to maintain sufficient liquidity to meet regular financial obligations and meet additional demands that may arise due to unexpected short term interruptions to cash flows.

During 2010/11 cash flow from long term borrowing facilities amounted to \$2.486M compared to minimal activity in sourcing funds from such arrangements in 2009/2010. As indicated above the draw down on bank loans and facilities to finance housing construction activated the requirement in the Funding Deed associated with the capital grants provided under the Nation Building Program.

Rural Housing Network Limited  
**Directors' declaration**  
 For the year ended 30 June 2011

The directors of Rural Housing Network Limited declare that the concise financial report of the Company for the year ended 30 June 2011:

- a) complies with Accounting Standard AASB 1039: Concise Financial Reports; and
- b) is an extract from the full financial report for the year ended 30 June 2011 and has been derived from and is consistent with the full financial report of the Rural Housing Network Limited.

This declaration is made in accordance with a resolution of the directors.

  
 Director  
 Peter Quigley

  
 Director  
 Matthew Sexton

Wodonga  
 14 October 2011

director's  
 declaration

independent  
 audit report



**Independent auditor's report to the members of Rural Housing Network Limited**

**Report on the concise financial report**  
 The accompanying concise financial report of Rural Housing Network Limited comprises the statement of financial position as at 30 June 2011, the statement of comprehensive income, statement of equity and statement of cash flows for the year then ended and related notes, derived from the audited financial report of Rural Housing Network Limited for the year ended 30 June 2011. The concise financial report does not contain all the disclosures required by the Australian Accounting Standards.

**Directors' responsibility for the concise financial report**  
 The directors are responsible for the preparation and presentation of the concise financial report in accordance with Accounting Standard AASB 1039 Concise Financial Reports. This responsibility includes establishing and maintaining internal controls relevant to the preparation of the concise financial report; selecting and applying appropriate accounting policies; and making accounting estimates that are reasonable in the circumstances.

**Auditor's Responsibility**  
 Our responsibility is to express an opinion on the concise financial report based on our audit procedures. We have conducted an independent audit, in accordance with Australian Auditing Standards, of the financial report of Rural Housing Network Limited for the year ended 30 June 2011. Our audit report on the financial report for the year was not subject to any modification. The Australian Auditing Standards require that we comply with relevant ethical requirements relating to audit engagements and plan and perform the audit to obtain reasonable assurance that the financial report is free from material misstatement.

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

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

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

**Auditor's opinion of the financial report**  
 In our opinion, the concise financial report of Rural Housing Network Limited for the year ended 30 June 2011 complies with Australian Accounting Standard AASB 1039 Concise Financial Reports.

  
 Johnsons MME  
 Chartered Accountants  
  
 Stephen Clarke  
 Partner

Albury  
 14 October 2011

**DONORS**

R.E. Ross Trust

**COMMUNITY PARTNERS**

Baptcare  
 Brayton Youth & Family Services  
 Central Hume Support Services  
 Cooroonya Domestic Violence Service  
 Gateway Community Health  
 Goulburn Valley Health  
 GV Community Health Service  
 Haven (formerly Loddon Mallee Housing Services)  
 HomeGround Services  
 Hume Employment Service  
 Juvenile Justice  
 Marion Community  
 Mental Illness Fellowship  
 MIND Australia  
 Mitchell Community Health Service  
 North East Health  
 Mungabareena Aboriginal Corporation  
 North East Support & Action for Youth  
 Ovens & King Community Health Service  
 Rumbalara Aboriginal Co-operative  
 Salvation Army Pathways  
 Upper Murray Centre  
 Against Sexual Assault  
 Vision Australia  
 Women's Health Goulburn North East

**FINANCIERS**

Commonwealth Bank  
 Hume Building Society  
 mecu Limited

**LEGAL SERVICES**

Harris Lieberman Solicitors  
 Clayton Utz Lawyers

**DEVELOPMENT SUPPORTERS**

Alatalo Bros  
 Baldasso Cortese  
 Burbank Homes  
 Cavalier Homes  
 GJ Gardner Homes  
 Hotondo Homes – M&S  
 Crisp  
 JG King Homes  
 Michael Mc Linden  
 Peter Hinchcliffe Valuers  
 Sapphire Sky Homes  
 Sessions Builders  
 SouthernVale Homes

**LOCAL GOVERNMENT**

Alpine Shire  
 Benalla Rural City Council  
 City of Greater Shepparton  
 City of Wodonga  
 Mansfield Shire  
 Mitchell Shire  
 Moira Shire  
 Murrindindi Shire  
 Rural City of Wangaratta

**STATE GOVERNMENT**

Department of Human Services  
 Office of Housing and Community Building  
 Housing Registrar  
 Department of Justice

**COMMONWEALTH GOVERNMENT**

Department of Families, Housing, Community Services and Indigenous Affairs (FaCSHIA)

**MEMBERS OF THE ORGANISATION**

Kerry Ashley  
 Karen Bowley  
 Peter Graham  
 Simon Hill  
 Brett Hughes  
 Craig Kelly  
 Heather Kelly  
 Corienne Krich  
 Merve Lisle  
 Sally McCarron  
 Brett McClellan  
 Michael McLinden  
 Kerry Moylan  
 Jill Nicholson  
 Michael Nuck  
 Phil Oates  
 Michele Padbury  
 Sue Paini  
 Leonard Peady  
 Peter Quigley  
 Susie Reid  
 Neil Robson  
 Mark Rumble  
 David Sessions  
 Tim Sessions  
 Matt Sexton  
 Geoff Skidmore  
 Alice Solomon  
 Lisa Spinelli  
 Margaret Thorne  
 Anne Wearne  
 Lance Werner

From the first time we went to apply for housing, we were made to feel very comfortable. We have never been in this situation before. Kept us informed, always answered our phone calls and helped us through the whole process. We would like staff to be acknowledged for their outstanding attitudes and their support

# Our Supporters

## 2010 - 2011



building for  
sustainable  
communities

[www.ruralhousing.com.au](http://www.ruralhousing.com.au)



82 High St.  
**WODONGA**

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T [02] 6055 9000  
F [02] 6056 4527

40-42 Rowan St.  
**WANGARATTA**

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