

MISSION AUSTRALIA | Housing

ANNUAL REPORT 2021



Better homes in vibrant communities

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We are Mission Australia Housing

WE ARE A NATIONAL CHRISTIAN CHARITY HELPING AUSTRALIANS IN NEED MOVE TOWARDS INDEPENDENCE. OUR MISSION IS TO END HOMELESSNESS.

Our values



Compassion

We are sensitive, understanding and caring in our service of all people.



Integrity

We are honest, accountable and transparent in our work and relationships



Respect

We treat people with respect, embracing them as they are, by offering compassionate support.



Perseverance

We are dedicated to serving and helping people to overcome their challenges, no matter how hard it is.



Celebration

We readily celebrate the efforts and successes – large and small – of the people we help, our volunteers, supporters and colleagues.

'Let us not love with words or speech but with actions and in truth.' (1 John 3:18)



ACKNOWLEDGEMENT OF LAND

We acknowledge the traditional custodians of the lands throughout Australia, and we pay our respects to the Elders past, present and future for they hold the memories, the culture and dreams of the Aboriginal and Torres Strait Islander people. We recognise and respect their cultural heritage, beliefs and continual relationship with the land and we recognise the importance of the young people, who are the future leaders.

Creating Better homes in vibrant communities

MISSION AUSTRALIA'S GOAL IS TO **END HOMELESSNESS AND ENSURE PEOPLE AND COMMUNITIES CAN THRIVE.**

To help achieve this goal, Mission Australia Housing's aim is to create **better homes in vibrant communities** and to aspire to be the **Community Housing Provider of Choice** to tenants, to staff and to our partners. To achieve these aims and aspirations we have six key focusses:



Set tenants up for success



Set staff up for success



Create vibrant communities



Set partnerships up for success



Grow sustainably



Influence housing policy



Welcome from Chris Bratchford, Executive, Housing

As we move through another challenging year dominated by COVID-19, we give heartfelt thanks to our tenants, staff, stakeholders, and partners who have gone above and beyond all the challenges presented to them this year.

Perseverance is one of our values, and the past year has certainly tested that. This year, we changed the way we work and created measures to ensure our staff, tenants and communities are safe. This included trialling and testing new systems like over-the-phone inspections rather than physical property inspections, utilising social and digital media to communicate with tenants, and finding new ways of working together while distanced.

Our teams have made thousands of well-being calls to vulnerable and isolated tenants during COVID-19 to check on their safety, delivered hundreds of food hampers, boredom buster packs and provided essential Personal Protective Equipment. We have continued to facilitate maintenance programs and managed through significant restrictions and lockdowns. It has been encouraging to see our staff, contractors and partners working tirelessly through these difficult times and maintaining high levels of service to our clients.

Sydney, NSW

In July 2020, we opened a supported housing development in Kingswood with **The Hon. Gareth Ward MP** and **The Hon. Stuart Ayres MP**. The new 19 studio units are now tenanted by single women who were at risk of homelessness. Support is being provided by a range of partners including Mission Australia Community Services.

At Common Ground Sydney, our team, along with Colombo Social (a local inner-west restaurant), the City of Sydney and other partners such as Addi Road Food Pantry came together to support City of Sydney's 'Feed Sydney' project. The project required working collaboratively with multiple partners to ensure people experiencing homelessness and vulnerable Sydney residents received meals during periods of lockdowns and COVID-19 restrictions. From March 2020 to March 2021 the collaboration provided over 600,000 meals, 60,000 food hampers, and \$40,000 worth of food vouchers to vulnerable residents across Sydney.

We also continue to collaborate with the **NSW Government** and **Frasers** on **Midtown at Macquarie Park** (formerly known as Ivanhoe) that will see 950 social housing tenants and 130 affordable housing tenants housed within this modern new precinct starting in mid-2024.

Mid North Coast, NSW

In December 2020, NSW Land and Housing Corporation (LAHC) announced a second stimulus package as part of the Government's stimulus and COVID recovery plan, a tender opportunity for a Capital Works Program for select Community Housing Providers. We were successful in submitting a tender to provide much-needed upgrades and repairs to 71 Mission Australia Housing managed properties in the Coffs Harbour region, to a value of almost \$2million. Work on these homes included new bathrooms, kitchens, fences, and structural repairs that were completed in the first half of 2021.

We are on the way to completing construction on a new residential complex of 40 one-bedroom apartments in Duke St, Coffs Harbour. It is located adjacent to what will be our new Housing office at the Mission Australia Centre (MAC). The 40 units will be made available to eligible social and affordable housing applicants and 10 of the units will be for young people under a transitional supported housing program – Duke Street Youth Housing Program (DSYH). This program aims to support young people by providing education and employment opportunities and long-term independent housing.

Clarence Plains, Tasmania

We have been successful tendering through Housing Tasmania for the TAS Community Housing Growth Program (TAS CHGP). This means that more than 690 properties and tenants will be transferred over to us from State Government in November 2021 and will see our portfolio grow to over 1,250 properties in Tasmania. This program will also provide for the construction of 31 new homes in Clarence Plains.

Our partner builder in Tasmania, **Ronald Young & Co Builders** recently received one of the highest accolades in the residential building industry, receiving recognition as an exceptional professional builder at the 2020 HIA-CSR Australian Housing Awards. Ronald Young & Co Builders was named the 2020 HIA Australian Professional Medium Builder / Renovator for their commitment to building quality homes and excelling at customer service.

Promoting apprentices and career pathways for women in the building industry, Ronald Young & Co Builders continue to focus on improvement in key performance areas, leading to proven business growth over many years. We are very excited to be working with such an industry leader as we build new developments in Tasmania.

The Constellation Project

Through Mission Australia's involvement in The Constellation Project, we have been working collaboratively on some key concepts that call for systemic change to end homelessness within a generation. We continue to advocate for change to all levels of Government and with the associated building industries.

Our NHFIC loan continues to provide long-term security

In 2020 we refinanced our existing debt facilities with the National Housing Finance and Investment Corporation (NHFIC) through a twelve-year loan until 2032. This provides us with long term financial security for Mission Australia Housing to build and invest in more social and affordable housing. The \$65m facility is also used to acquire and develop additional social and affordable housing, as well as contributing funds for new

developments that will continue to build necessary community housing supply across Australia.

Looking ahead

As we continue finding our new normal, we have embraced the challenges a global pandemic brings and our team has succeeded in working and celebrating in new COVID safe ways.

As a Tier 1 Registered Housing Provider, we continue to remain focused on the future, maintaining momentum to increase the supply of social and affordable housing and advocating for more resources to support those at risk of homelessness.



A handwritten signature in black ink, appearing to read 'Chris Bratchford'.

Chris Bratchford
Executive, Mission Australia Housing

Our footprint

AS OF 30 JUNE 2021



3,128

RESIDENTIAL PROPERTIES OWNED OR MANAGED AUSTRALIA-WIDE

DWELLING TYPE



2,278
social housing dwellings

241
affordable housing dwellings



537
social housing dwellings

24
affordable housing dwellings



42
social housing dwellings



6
social housing dwellings for people living with disability



65+
Mission Australia Housing employees

5
offices across Australia

Our residents at a glance

6,057

RESIDENTS HOUSED
AUSTRALIA-WIDE

45 

average age
of residents

1.8 

average number of
residents per household

1,412 

families housed

\$205 

average weekly rent

653 

Aboriginal and/or
Torres Strait Islander
residents

1,407 

residents living
with disability

2,097 

residents aged
25-55 years

21% 

residents who
have experienced
homelessness

1,631 

female residents
over 55 years

2,170 

senior residents
over 55 years

Governance changes

Mission Australia Housing's (MAH) continued growth over the last 12 months has demonstrated a fundamental need for restructuring and foundation-building for sustained growth.

In February 2021, we reviewed our governance structures and implemented an independent Mission Australia Housing Board. This necessitated collapsing the Mission Australia Housing Committee and recruiting a new independent director to the Board.

Mission Australia Housing Governance structure



Housing Board members



Kenneth Dean
 Director
 Housing Boards
 Bcom (Hons),
 FCPA, FAICD



Ian Hammond
 Chair, Mission
 Australia
 Housing (MAH)
 & MAH (Victoria)
 BA (Hons), FCA,
 FCPA, GAICD

Effective 2 February 2022



Simon Miller*
 Chair, Mission
 Australia
 Housing (MAH)
 & MAH (Victoria)
 MBA, MPA, BA,
 MAICD

(1 February 2021 to 2
 February 2022)



**Ian D M
 Robins**
 BA (Accounting) CA,
 GAICD



Kate Heaney
 Director
 Housing Boards
 BA (ConstMgt)
 Masters (ProjMgt)

Appointed June 2021



Sally Ascroft
 General Counsel
 & Company
 Secretary
 (non-director)
 BEc, LLB, GAICD

Future changes: Kate Heaney joins the MAH Boards in June 2021. Simon Miller stepped down as Chair in February 2022, replaced by Ian Hammond.

Growth of the Housing Team

To support the growth of Housing and ensure that we are set up for continued success, we have established four core teams within the Housing business:

- Operations – Tenancy, Assets and Community Development
- New Business Integration
- Property Strategy & Delivery
- Commercial Contracts and Compliance.

The creation of a dedicated Commercial, **Contract and Compliance team (CCC)**, means that we will have the skills to develop the tools, training and frameworks needed to support our upwards trajectory and manage our regulatory and contractual obligations. Government contracts and governance requirements are increasing in complexity as are property and financing projects. The CCC team aims to add value to our frontline services, and ultimately our tenants and stakeholders.

The **Property Strategy and Delivery (PSD)** team encompass management of the Mission Australia leasehold and freehold property portfolios, strategic asset management support for Housing and development and delivery of a property strategy across Mission Australia.

In May 2021, the **Operations Team** welcomed the Community Development team into their structure. This new Operations team of Tenancy, Assets and Community Development allows for a truly integrated service delivery approach to achieving outcomes for clients and communities.

The **New Business Integration Team** is focused on identifying new business opportunities and managing major tenders and projects including stock transfers, systems integrations, and new build projects.

‘Our new Executive & General Manager structure will enable us to focus on continuing to deliver quality services to all our stakeholders whilst also setting the organisation up for continued growth and success.’

– Chris Bratchford, Executive Mission Australia Housing

Setting tenants up for success

Providing long-term housing stability and supporting women in need

Women over 55 are the fastest growing group of people entering into homelessness in Australia (The 2016 Census showed an increase of 31% increase in homelessness from 2011). Tonette was one of these women who suddenly and unexpectedly found herself with no home at the age of 56.

After a trip to visit her mother overseas, Tonette returned home to find that her husband had packed up a suitcase of her belongings and changed the locks to their family home - he dropped her off at a hotel and told her never to return.

Tonette stayed in various crisis and transitional accommodation facilities before finding a home at Common Ground. This long term, safe and secure housing helped Tonette feel that she was able to take control of her life and her future. With internet access available to her on site, Tonette was able to complete her Cert IV in Age Care at TAFE and found the location ideal for supporting the care needs of the local community.

With the stability of a permanent address, Tonette found work in the local area and has been able to commute easily to her various work locations.

Tonette was fearful of entering into homelessness again when COVID-19 began to impact her ability to work, but with the assistance and guidance of the Housing team, Tonette accessed financial assistance and rebates available to all those affected by the pandemic and remains in our affordable accommodation to this day.

With the support of her Housing Officer, Tonette has also been able to navigate how to apply for citizenship and is now excited to be an Australia citizen.

Today, Tonette feels strong and confident and looks forward to a safe and independent future, one that seemed so far away from her situation just three years ago.



Government projects such as 'Together Home' on the Mid North Coast prove a success

Vicki on the Mid North Coast was homeless for four years, spending time living in a tent, couch surfing and staying in short term motel accommodation before finding a safe and secure home with Mission Australia Housing. She now has stable accommodation and enjoys the simple pleasures many of us take for granted such as opening the fridge and grabbing the milk. She has a handwritten reminder on the fridge that says, 'How lucky are we!'

Vicki is one of hundreds of people who have found accommodation and support through the NSW Government's 'Together Home' program. The 'Together Home' program involves securing housing for rough sleepers from the private rental market and connecting them to tailored support services to address their individual needs. The NSW Government has invested a total of \$122.1 million in the program, which is expected to help 1,050 people off the street and into housing.

Despite the hardship she has endured Vicki feels she's one of the lucky ones, 'winning the lotto' with her home in Coffs Harbour. 'Getting up to use the amenities, having a bed. You need to be without it to understand... You wouldn't understand how that feels.'

'Thank you, a mega thank you! I can't even say it how I really want to say it' – Vicki speaking to NBN News

Not only has her mental and physical health improved, Vicki has also had the chance to reconnect with her family and that was integral to Vicki's health and wellbeing.



Setting staff up for success

The pandemic has changed the way we live and work, and the impacts to our mental health and wellbeing throughout this time have been significant. Key mental health services such as Lifeline, Beyond Blue and Kids Helpline have all experienced a significant increase in service demand across 2020 and 2021.

Focusing on mental health and wellbeing

Staff health and wellbeing is a priority for us at Mission Australia Housing.

Since restrictions were first introduced in March 2020, we have deployed a range of responses to support the mental health and wellbeing of our staff, from those working at home to our front-line staff who have continued to provide client-facing services throughout the pandemic.

Through the support of sector peak bodies and agencies such as **Community Housing Industry Association, PowerHousing, Australasian Housing Institute** and **Black Dog**, we have connected our staff and people leaders to a range of health and wellbeing supports and online training. We are so thankful for the support and collaboration of the Community Housing and Not for Profit sectors during this time.

We continued to brighten the days of our staff with **Monday Motivation, Wednesday Wellness** and **Friday Fun-days**. We hosted fun online events for staff like virtual trivia afternoons to boost morale and increase workplace connections and hosted regular online social get-togethers over lunch on digital platforms.

Communities in Control

Just before the second wave of COVID-19 hit Australia, three of our Community Development team members (Kudzi, Kyle, and Jesse pictured below) were lucky enough to attend the **Communities in Control** conference held in Melbourne, Victoria in May 2021.

Australia's most inspiring annual community sector gathering provided the opportunity to learn from some of the sector's most outstanding national and global representatives on the latest research and developments, like **2020 – 2021 Australian of the Year, Grace Tame** (pictured with the team below), activist and advocate for survivors of sexual assault, presented the power of turning a traumatic experience into advocacy and becoming a leader for positive change.



Setting partners up for success

Partnering with local community groups to collaborate, maximise and share resources builds stronger, sustainable communities.

Community Housing Providers (CHP) working together on the Mid North Coast, NSW

Joining forces with other Community Housing Providers in the community development space means we can better serve the communities we work in. The Mid North Coast of NSW covers an area of 11,335 square kilometres with an estimated population of more than 211,000 people. It is one of the fastest-growing and ageing populations within NSW and is where we manage almost 1,500 properties and service over 4,000 tenants across the large region.

Currently, the Mid North Coast and greater NSW is suffering from a prolonged housing crisis with a dire shortage of affordable rental accommodation and rising private rental costs.

This year we partnered with **Community Housing Limited (CHL)** and **Compass Housing** along with other local services to collaborate on community development projects, share resources and maximise our reach to the Mid North Coast community, from Forster and Taree right up to Coffs Harbour.

Through these partnerships we have already:

- Established learning networks to reduce anti-social behaviour in our communities, supported by the Alcohol and Drug Foundation youth grant.
- Developed a Mid North Coast regional cohesive therapeutic community gardening program to be led by The **Royal Botanical Gardens of Sydney** and **Cultivate NSW** across our combined housing portfolios.
- Developed a Monitoring, Evaluation and Learning Community with additional partners of **Bridge Housing, Hume Housing and CHIA**.
- Coordinated and delivered hard rubbish advocacy to **Coffs Harbour City Council**.
- Supported a Guide for Managing Waste Issues for Community Housing Providers.
- Collaborative grants were won for Senior's Festival Week, two years in a row with the **NSW Health and Coffs, Kempsey, and Bellingen Councils**.
- Established the Taree **Tenant Action Group (TAG)**, a tenant and community development staff-led reflective action collective, representing the tenants of Compass Housing, Community Housing Ltd (CHL), and Mission Australia Housing (MAH) across the greater Taree region; *working together to improve the quality of life of our tenants in Taree.*

Partnering to support Food Security at Common Ground, Sydney NSW

Connecting with other services, creating places and developing projects for everyone to engage with is a measure of success in building vibrant communities.

Common Ground is a purpose-built housing facility located in the inner Sydney area of Camperdown. The building is home to more than 104 people, 52 of whom are formerly long-term homeless and many have chronic and complex needs. It is a unique housing complex that has been part of the Camperdown community fabric since 2011.

This year we introduced **Addi Road Food Pantry**, a low cost, affordable food rescue grocery shop into the community. **Their mission is simple – to rescue food and fight hunger.** Addi Rd believes that no one should go hungry in Australia today and now rescue more than eight tonnes of food every week. They are supported by a dedicated team of volunteers, staff, partner organisations like Mission Australia Housing and business donors.

Opening their doors in a street-level shop at the front of Common Ground means that not only Common Ground residents have access to low-cost food and groceries but also the surrounding community of Camperdown including the NSW Government's public housing site next door, Johanna O'Dea. In addition, Addi Road Food Pantry also provides the community and Common Ground tenants employment and training opportunities by working in and supporting the store.



Clarence Plains, Tasmania



Building partner independence in Clarence Plains has been a seven-year journey with local community group 'One Community Together'.

A collective of residents, community groups and organisations in Clarence Plains working together on shared goals with, and for, the local community, by investing in individual strengths to create positive change together. This is **One Community Together**.

Working together in partnership and in collaboration, as a backbone support organisation since 2014, this year saw the alliance increase in strength to strength with the creation of a dedicated role through Hobart City Mission.

With this, we sadly bid farewell to our Community Development Officer, Kathryn, who moved into the One Community Development Project Officer role. However, not all is lost, as we look forward to continuing to work with Kathryn in her new role, strengthening the Clarence Plains community.



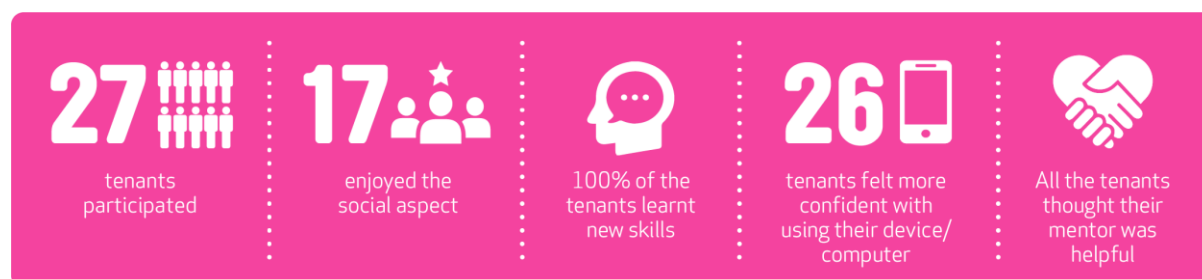
Creating vibrant communities

At Mission Australia, we work alongside communities supporting them to become stronger. Our vision is for communities that are connected, inclusive, healthy, resilient, and strong.

Community Development goes digital

Since the onset of the pandemic in 2020, we have seen that digital literacy and digital access across our communities is more important than ever, so that tenants can remain connected and informed. This year we continued our focus of supporting tenants to get online and get connected.

We partnered with **University of Technology Sydney (UTS)** to deliver a Digital Mentorship Program. Throughout the months of May and June students worked with tenants on-site at Common Ground twice a week providing digital support, where:



“Just fantastic, I learnt so much. I really enjoyed the session that I had today with a good mentor. I learned something new using my device”
(Common Ground Tenant)

Our digital literacy and access campaigns will continue across 2022 as we partner with **Optus** to support access to data through our shared **Optus ‘Donate Your Data’ campaign**, where tenants receive free data plans.

Getting Green

In Sydney, we built partnerships with **Bunnings** across a number of locations from Minchinbury to Marsden Park, Revesby to Rouse Hill and beyond. With community garden equipment and seedling donations from Bunnings, we were able to continue our work with the **Royal Botanic Gardens** who provided sustainable gardening workshops for tenants.

Our Common Ground in Camperdown is flourishing thanks to our partnership with local Aboriginal owned and led social enterprise, **Wildflower – Gardens for Good**. Wildflower employs people that face significant and complex barriers to meaningful, sustainable work, bridging the disparity of opportunity that exists across our communities like at Common

Ground, with a particular focus on Aboriginal youth and people. So far we have achieved through this program:



Collaborating with the Wildflower team at Common Ground has been an excellent opportunity to create biodiversity in our gardens, engage our community about Aboriginal land practice and boost the local economy by providing job opportunities. Mission Australia and Wildflower’s partnership strengthens communities and supports people to thrive.

Further up the highway on the Mid North Coast of NSW, seven community gardens were installed across various sites. Seeing and experiencing the benefits of a flourishing garden, our Coffs Connections tenant group members continued to successfully lead and sustain our therapeutic community gardening program throughout the COVID-19 lockdown periods with the Honourable Governor-General, His Excellency, David Hurley and Her Excellency Mrs Linda Hurley, who officiated the opening of the Barcoo Court Community Garden in Toormina in February.

Community Chaplaincy and Pastoral Care

The Community Chaplain aims to assist all members of the community by providing a positive presence that brings compassion, support, and hope to the local community. Providing a listening ear and a shoulder to lean on for anyone from a young mum to an elderly resident, this program supported nearly 80 people over 240 hours throughout the year.

In addition to one-on-one Pastoral care, the Community Chaplain partners with local faith communities and community service organisations to build stronger communities that provide a place for people to thrive. This year the Community Chaplain worked with various groups to provide support for vulnerable people during COVID isolation; a **Friendship Group** for socially isolated tenants and residents; an **Annual Hard to Skip** program that supports people to remove hard waste from their homes; a financial literacy program; a community response to family violence and a **yearly Christmas Shop** for in-need tenants with kids.

Alice’s* health hadn’t been good for some time, but then things got worse, and Alice was told she only had days to live. Shortly after this diagnosis, Alice was moved into the palliative care ward and her family started to travel in to say goodbye to their mum. Our Community Chaplain, Tim, had visited Alice over previous years and had developed a strong bond. Alice was quick to put her (adult) daughter in touch with Tim. Tim visited Alice days before her death and was able to hold her hand and talk about life and family – it was a very special time. Before he left, Tim prayed for Alice and her gathered family and then started

to make some funeral arrangements with Alice's daughter – hearing that the practical things of her passing were being sorted out gave Alice much comfort.

Sadly, Alice passed days later. Tim and Alice's daughter continued to work closely to ensure that Alice's funeral was a fitting ceremony to honour Alice's life. Tim co-led the funeral and was able to be a support for Alice's family during their time of grieving the loss of their mum. The funeral went smoothly and Alice's input into her own funeral made it a unique tribute to her life and a very special moment for all those that attended.

**Names have been changed to protect the identity of the people we help.*

Growing sustainably

In order to continue to provide outcomes positive for the existing clients and communities we serve, Mission Australia Housing's growth must be sustainable.

New homes delivered in TAS

During the year we continued to provide more homes for Tasmanians and deliver on our development obligations under the Better Housing Futures program at Clarendon Vale and Rokeby,

Key highlights:

- In September we delivered 10 x new social and affordable houses for our residents in Clarendon Vale
- Under the Community Housing Growth Program 1, we 7 x 2-bedroom units in Clarendon Vale in December.
- Under the Community Housing Growth Program 2, we commenced construction in early 2021 of a further 7 x new houses again in Clarendon Vale, due for completion November 2021.
- We also received planning approval for a residential land subdivision in Rokeby and have commenced the delivery of this project to provide for 48 lots for social and affordable housing.



Duke Street, Coffs Harbour

Funded entirely by donations with supporters contributing more than \$2 million, Coffs Harbour's new Mission Australia Centre (MAC) will be a community hub that provides local people and families with access to a variety of support services under one roof.

Supported with NSW Government's infrastructure grant to fit out our 'Community Hub' the Centre's fit-out reflects feedback from community stakeholders. Features include workshop areas, consultation rooms, culturally safe spaces & artefacts and space for a variety of community activities.

The services provided at the Mission Australia Centre will include Mission Australia's Housing team and Community Services programs including Together Home, the Family and Carers Mental Health Program, Tailored Support Coordination Program and ParentsNext. Community Chaplaincy services will be a new service offering in Coffs from 2022.

Next door, the soon to be completed residential complex is designed to suit the needs of residents and shaped to be a welcoming, positive environment with maximum fresh air and sunlight for all units. Each self-contained unit includes the latest passive energy designs with controllable solar access and natural ventilation for low energy usage. The building includes communal rooms and community gardens to foster wellbeing and connection between residents.

In response to the community's identified need for more youth housing, ten of the studio units are exclusively for young people aged 18-24 years who need a safe, secure place to call home. Support will be provided as part of this program. The remaining 30 studio units are for adults who are eligible for social and affordable housing.

The 40 new social and affordable homes fulfil Mission Australia's commitment to providing 177 new social and affordable housing dwellings in the region.

The units and the Mission Australia Centre are due for completion in early 2022.

Midtown at Macquarie Park

Formerly known as the Ivanhoe Estate, Midtown at Macquarie Park is an integrated mix of social, affordable and market housing. This mix will be spread around the eight stages to be delivered within the master plan. The master plan is based on the world's best urban planning guidelines and will provide a better housing experience for all residents.

It aligns with, and contributes to, the Future Directions for Social Housing policy of the NSW Government and its Communities Plus approach, which seeks non-government and private sector partnerships to redevelop LAHC sites. This policy emphasises the provision of additional social housing in NSW; more support and social services to help people successfully transition out of social housing; and a better social housing experience for tenants.

Influencing Housing policy

In line with Mission Australia's goal to end homelessness across Australia, we are continuously working with and advocating to leaders and governments across the country. Through our findings and policies we have worked alongside and with community housing leaders, to strengthen our sector's ability to increase Australia's housing supply for those most in need.

Parity social housing June 2021

We had four articles published in the June 2021 edition of Parity magazine, on the theme of social housing:

- A new approach to a national framework for mandatory inclusionary zoning
- An integrated model of housing and support
- Common Ground during COVID – nourishing a resilient and responsive community
- Three steps for creating thriving communities

NSW Housing strategy

We made a submission to the NSW Government on the NSW Housing strategy. Our submission highlighted the need to prioritise the supply of social and affordable housing across NSW. It highlighted the need to implement a long-term funding mechanism to increase supply, to enable the private sector to invest in social and affordable housing, and to increase the supply of supported housing models for diverse groups. Our submission also welcomed the strategy's focus on sustainability.

Federal pre-budget submission

Our pre-budget submission to the Federal Government recommended that the Government should:

- Invest in 30,000 social housing units over a four-year period under the **Social Housing Acceleration and Renovation Program (SHARP)** model.
- Activate the capacity of the **National Housing Finance and Investment Corporation (NHFIC)** to provide equity participation in affordable housing developments.
- Create a capital housing aggregator to leverage government co-investment and attract private sector investment in social and affordable housing.

Audit Office of NSW: Responses to homelessness review

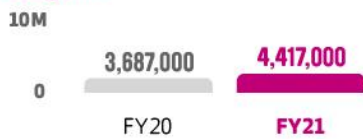
Our submission to the Audit Office of NSW recommended a long-term mechanism for funding social and affordable housing, the use of mandatory inclusionary zoning to increase the supply of social and affordable housing, and the identification and purchase of vacant or soon-to-be completed developments or government-owned properties for conversion to social or affordable housing.

Financial summary

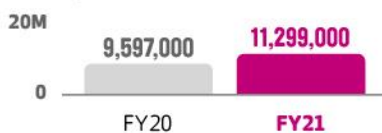
MISSION AUSTRALIA HOUSING
ABN 13 003 68 3261

Mission Australia Housing financial summary is indicative of operations across three states and a portfolio of over 3,000 properties.

Net operating surplus



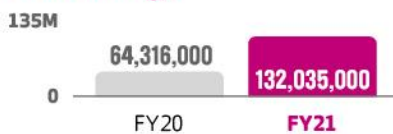
Property maintenance & upgrade expenses



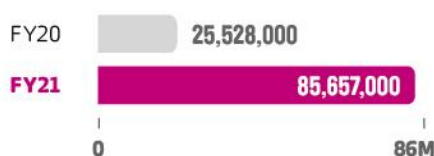
Net assets



Total external borrowings



Cash and investments



IMPORTANT INSIGHTS:

\$65M

National Housing Finance and Investment Corporation (NHFC), 12 year term until 2032

\$67.9M

MAH Group held the restricted bank balance of \$67.9 million through its subsidiary MAHPL to secure a loan to acquire 130 investment properties in tower building at Midtown, Macquarie Park Sydney.

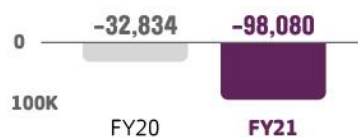
RENT 0.9%

Rent arrears achieved during 2021 COVID-19 pandemic

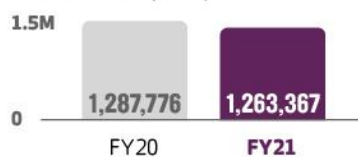
MISSION AUSTRALIA HOUSING VICTORIA ABN 57 131 036 934

Mission Australia Housing Victoria financial summary is indicative of operations in Victoria only and a portfolio of 6 properties.

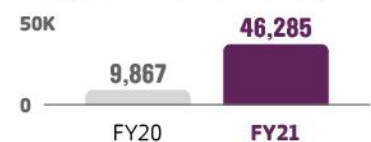
Net operating deficit / surplus (\$AUD)



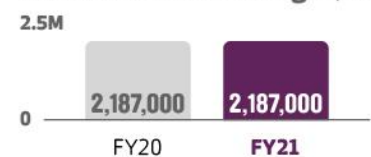
Net assets (\$AUD)



Property maintenance & upgrade expenses (\$AUD)



Total external borrowings (\$AUD)



Cash and investments



HOUSING AT A GLANCE:



3,128

residential properties owned or managed



6,057

residents housed Australia-wide



65+

full-time employees

Thank you

SINCERE THANKS TO OUR SUPPORTERS AND FUNDERS





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