

MAREEBA COMMUNITY HOUSING COMPANY LTD



ANNUAL REPORT 2024

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BOARD OF DIRECTORS REPORT 2023-2024

On behalf of the Board of the Mareeba Community Housing Company, I bid you good evening and welcome to our Annual General Meeting.

Welcome to our newly recruited staff members, we hope you will enjoy your journey with the Company. To those members who departed for what reason, we also wish you the very best in your new adventure and please feel that will be made most welcome if you decide to drop in and say "Hi".

To our other members thank you for being part of our wonderful organisation and taking responsibility. Remember if you feel you need extra training, please discuss this with Patricia Goldfinch who will try to accommodate your needs. The Board knows that long hours are being implemented on the Company's behalf and we are extremely pleased all and thank you for your dedication in these worthwhile endeavours.

Over the past year numerous meetings, workshops and seminars have been attended by various members of the staff and the CEO, these are needed to assist the Company to keep abreast of ongoing changes to policies, rules and laws so we can remain as autonomous as we are now. The company needs to stay alert to all future changes.

We also welcome another addition to the Board, who brings with her vast housing knowledge as well as financial acumen. Another valued member.

This year has been over of change, new beginnings and happily the completion of much needed housing projects. The future holds many challenges that I am certain our amazing team will meet with zeal, knowledge and confidence. The Board appreciates your dedication and expertise, and we look forward to many years of both us and staff being committed to the Company and the many housing programs and projects planned for the future.

To the Chief Executive Officer (C.E.O.) Patricia Goldfinch, the Board thanks you for your constant support, wonderful emails, great advice and for always keeping us involved and fully informed. Most appreciated. Your competence, professionalism and dedication to your position is most commendable.

To my fellow Board members, all extremely busy businesswomen, thank you for attending meetings, reading reports and pages and pages of government jargon, you great advice and input at our regular meetings. You are appreciated.

The Company is lucky to have such community-minded people on the Board.

On behalf of all the Board members, we thank everyone involved in the Mareeba Community Housing Company and we look forward to another busy, fulfilling, exciting and rewarding year ahead.

With regards,

Helen Kindt Senior Board Director

CEO REPORT 2024

Strategic Highlights

- ❑ Partnership and QHIGI grant - build 5-bedroom unit complex completed
- ❑ Tripartite agreement DOH, MSC and MCHC - design and construct 2 x2 bedroom duplex under construction
- ❑ Community Futures Grant - Growth Readiness and Business Advisory Grants

Financial Highlights

- ❑ Statement of financial position

Operating Highlights

- ❑ Specialist Homeless Services - Two new housing support programs
- ❑ Homelessness Dashboard Project completed
- ❑ Staff professional development - training and conferences
- ❑ Staff retention and recruitment

***Progress is impossible without change, and those who cannot change their minds cannot change anything.”
– George Bernard Shaw***

Future Projects

- ❑ Increase of affordable housing properties
- ❑ Securing affordable land banks
- ❑ Application for Crisis Housing for Women and Children escaping DV

Patricia Goldfinch
CEO

CHIEF EXECUTIVE OFFICER REPORT – OPERATIONS

2024 a year of continued growth for the company both in our operations, housing projects, increased program service, location delivery and additional employees. MCHC currently employs 24 full and part-time staff working across our programs and 2 locations in June 2024.

We have a highly trained, experienced and qualified workforce that includes and recognizes life experience, and this year have included lived experience in our Specialist Homelessness Service recruitment. Providing our employees with high level of training and access to new experiences remains high on our agenda, 2024 our staff attended:

- Managing Vicarious Trauma and Sustaining Resilience
- Positive Psychology for Resilience in the Workplace
- Asset Management Seminars
- Q Shelter Regional Representatives Meeting
- The Developing Leaders Workshop Training
- Affordable Housing and Investment Summit
- Financial Literacy Education Training
- Working in the FDV Sector - Male offenders
- Supporting and Sustaining Tenancies
- RTA workshops and seminars
- AHURI Homeless Conference
- Community engagement meetings - Mareeba and Tablelands

Our Mareeba office expanded to cater for our growing workforce with newly created workspace completed in June 2025 to house our new Enhanced Outreach team. 2025 additional work will continue in our IT space with growing demand for increased internet speed and storage. Internal painting has been completed at the Mareeba office to brighten up the workspaces, while the Atherton office has been provided with additional privacy for our clients and staff with installation of internal bifold doors.

Insurances for the company are reviewed annually to cover our growing asset base, motor vehicles, buildings, landlord, furniture and fittings, employment expenses, internet and cyber security, public liability and directors' and officers' liability. Our finance manager has worked closely with our insurance brokers to provide us with the best protection and value for money.

This year we have committed to reducing the amount of paper we print and store for our financial records and systems with our Finance Manager leading the way and by June 2025 we aim to have all financial records stored electronically, this will assist our staff and company auditors in time and resources. In addition we continue to evolve with employment systems and HR playing a larger role in our operations as we strive to ensure we are meeting our obligations in this growing and changing area of legislation.

Our NRSCH compliance return was completed in March 2024, with final report released in November 2024 with the company meeting all required standards for accreditation.

Innovation and creating resources for our workplace continued this year, with the additional SHS programs being funded we have created our Assertive Outreach Resource Manual and Training Program catering to our rural landscape, with the assistance of our SHS Supervisor. I am very proud of the work Robert, and I completed to fill this void in training our new team.

I take this opportunity to acknowledge our local tradespersons who provide our company and tenants with a great service and respond to our requests in a timely manner, please accept our thanks.

Over the next 12 months we will complete our current building project in partnership with the Mareeba Shire Council and Department of Housing, I acknowledge the working relationship with both the council and department of housing management teams to deliver additional community housing to our community.

Another major highlight for this year was the Homeless Dashboard Project. This idea was first raised by MCHC in July 2022 at our Housing and Homeless Network meetings to collaborate by collecting real time data to prove the statistics on homelessness and increased rates across our community. We have developed a great resource and working with our community agencies across Tablelands can provide quality and quantitative data for future projects.

Lastly a huge note of thanks to the Board of Directors and members of the company who contributed so much to our company and this year have participated in review of our strategic plan. My corporate team who supports me to manage our workplace and our growing workforce at MCHC thank you all.

SPECIALIST HOMELESS SERVICES

Street to Home

2024 we have expanded our Street to Home program with six employees working in this program in full-time and part-time roles in Mareeba and Tablelands Shire. Our Tablelands office has increased to three staff working from our premises to provide comprehensive specialist homelessness services. The success of our team is reflected in the number of new tenancies in the past 12 months, being (81 people) with 60% in the private sector and 40% in the community sector. This is an outstanding record for our dedicated team who advocate tirelessly for their clients by building professional relationships across the business community.

Homestay and Sustaining Tenancies

Our sustaining tenancies program expanded in June 2024 to include the Douglas shire working with tenancies at risk, while the uptake of this service has been slow, we continue to deliver this service. Homestay Program as the name states continues to provide stable service working with our community to provide housing support services that is critical in this housing crisis to maintain tenancies. Combined programs at June 2024 recorded 140 support periods.

Immediate Housing Response

The Immediate Housing Response program commenced in May 2024 with one full time employee working across 3 shires, Mareeba, Tablelands and Douglas working with singles and couples who require an immediate response for housing with case management. This has been a very busy experience, and we are excited to be offering our services to Douglas Shire and working with their community.

Enhanced Outreach Program

July 2024, we signed off on contracts for Enhanced Outreach program working 7 days per week over 2 shifts to increase our service to Mareeba and Tablelands shires working with rough sleepers. Our team of six employees work closely with the Critical Response Team from the Department of Housing to engage and provide short-term accommodation while offering case management to source longer term opportunities. We are seeing a positive outcome in the short time we have been delivering this service.

HOUSING PROGRAMS – MANAGEMENT 164 UNITS OF ACCOMMODATION

Long Term Housing Program

The construction of 39 Strattman Street Mareeba units were completed in November 2024 in time for us to house our tenants before the end of the year, 3 one-bedroom units and 2 x 2-bedroom units all fully tenanted and practically located in walking distance to town. The design and construction of these units was very smooth working with our Project Manager Darren Davison and Builder Brendon Grant Homes.

Our current project management for design and construction of 2 x 2-bedroom units on behalf of the Mareeba Shire Council is under way in partnership of Darren Davison and Brendon Grant Homes due for completion in February 2025.

The MCHC Tenancy Team with three full-time employees continue to provide an excellent level of service to our tenants and property owners. In the past 12 months they have worked very hard on engaging additional trades to ensure we are able to provide and meet our timelines for repairs and maintenance, asset management and capital works programs.

All properties under management at the company have met level 3, 4 and 5 standards outlined under the NRSCH.

Transitional Housing Program

Mareeba Community Housing has worked hard in the past 12 months to hold and increase our number of head leased properties in the current market with increased rental prices and a tightly contested market. The advertising campaign for additional properties has continued through the year with an additional 2 properties sourced from the private sector.

Affordable Housing Program

This year we have worked tirelessly to access grants to increase our affordable housing program and expansion to include housing for families impacted by family and domestic violence. The experience that included working with grant writer to provide a high-quality submission was not successful this year, I would like to acknowledge the pro bono work by Darren Davison and Humac Design on this submission.

COMMUNITY ENGAGEMENT - PROJECTS



Homelessness Week 2024

This year our strategy with the permission and support of local businesses was to place posters in prominent spaces to provoke concepts and conversations about homelessness. The posters were placed across locations in Mareeba and the Tablelands for Homelessness Week 2024.

Out of sight out of mind?

We offer our thanks to those businesses who supported our initiative.

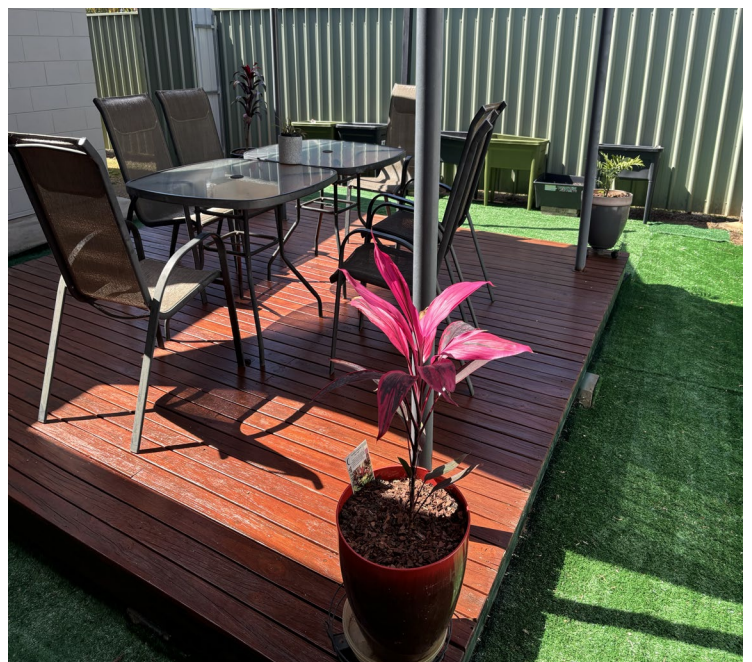


MCHC Staff Community Recycling Project 2024

Mareeba Friends of the Hospital Foundation

MCHC Men's Group Project

Revamp our office outdoor seating area providing great space to meet and relax



BUILDING PROJECTS 2023-2024



39 Strattman Street Mareeba - 5-unit complex
completed November 2023

39 Strattman Street Mareeba building
social housing for our community



60 Doyle Street Mareeba, MCHC project
management 2 x 2-bedroom duplex for
MSC

MCHC FINANCIAL POSITION STATEMENT

PROFIT AND LOSS 2024

ACCOUNT	ACTUAL
AFFORDABLE REAL ESTATE	\$ 124,424
CRS PROGRAM	\$ 453,971
CAPITAL GRANTS -BUILDING	\$ 994,226
LONG TERM HOUSING PROGRAM	\$ 361,070
MCHC CORPORATE ACCOUNT	\$ 600,712
MSC AGED HOUSING PROGRAM	\$1,247,566
SPECIALIST HOMELESS PROGRAMS	\$2,867,101
TOTAL INCOME	\$6,649,069
ADMINISTRATION EXPENSES	\$ 191,340
EMPLOYMENT EXPENSES	\$1,660,301
MSC EXPENSES AND CAPITAL WORKS PROVISION	\$ 1,247,566
CAPITAL GRANTS BUILDING EXPENSES	\$ 5,000
MOTOR VEHICLE EXPENSES	\$ 6,148
RENT AND REPAIR EXPENSES	\$ 1,223,605
PROGRAM - BROKERAGE EXPENSES	\$ 173,644
TOTAL EXPENSES	\$4,507,604
NET RESULT	\$2,141,465

BALANCE SHEET 2024

CURRENT ASSETS	\$3,787,616
NON CURRENT ASSETS	\$3,151,119
TOTAL ASSETS	\$6,938,735
CURRENT LIABILITIES	\$ 2,582,695
NON CURRENT LIABILITIES	\$ 995,940
TOTAL LIABILITIES	\$3,578,635
NETT ASSETS	\$3,360,100