ANNUAL REPORT 2020

MAREEBA COMMUNITY HOUSING COMPANY LTD

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Providing a range of affordable housing services to our community

Queensland Government

NATIONAL REGULATORY SYSTEM COMMUNITY HOUSING
REGISTERED PROVIDER

REGISTERED CHARITY
acnc.gov.au/charityregister

Directors Report

Welcome to the Annual General Meeting for 2020 of the Mareeba Community Housing Company. Thank you for attending.

This has certainly been an interesting, frustrating, exciting, and even scary time.

Covid-19 has changed many lives and the way we all are living today. This may be for the good for some as this event has made us stop and think about what we all are doing and where we are going.

In the Mareeba Community Housing Company contingency plans were immediately put into place so to enable us to cope with what is happening around us. These were to benefit our client and workforce and has proved to be a great success.

I would like to mention how proud the Board is of all our employees at your positive attitudes, acceptance, and ability to carry out your duties in these trying times. It is noticed that training, workshops, meetings etc., have continued due to Zoom, Skype, GoTo etc online.
One of the benefits of the electronic age. Our Covid-19 plans are constantly being reviewed and updated if necessary, depending on Government advice.

Well despite Covid-19, how wonderful to see that all our projects are tracking well, on time and on budget.

Ward Street Hub has now closed its door and has been handed back to its owners. The basketball court is completed and in use.

James Cook University research project completed, our website updated and our clients apparently very satisfied with the care and consideration received from members of our staff. Please keep up this wonderful effort, and this business will continue to flourish as will you.

For the future it is envisaged that projects already in the pipeline will continue to help the organisation grow, such as the purchase of further properties and additions to existing ones, so we can assist more people to be housed and become independent.

All this could not happen without the hard work of all of you and our General Manager, Patricia Goldfinch. Patricia's dedication is an inspiration to us all.

I also thank the support of my fellow Board Members and know we look forward to serving this organisation in the coming years.

Sincerely,
Helen Kindt

Report from the General Manager

2020 has been a year of growth, change and challenge resulting in the company adapting to a revised model of service delivery to meet funding outcomes, housing, and client services during the COVID 19 pandemic.

MCHC moved swiftly to reshape our operations and office structure opening indoor and outdoor spaces, embracing technology, promoting diversity, to build resilience in our workforce, tenants, and clients.

The future of our workplace will continue to evolve and the resolve of our workforce and Board of directors are testament to our community.

The introduction of Qld Human Rights Act 2019 plays a major role in our obligations and service delivery to consumers and tenants in the delivery of quality services and protection of information. The company has invested in new compliance system, software programs and information technology management the past year to provide quality reporting framework supported by data protection and resources.

New partnerships were formed in 2020 with representation at Mareeba and Atherton Tablelands Local Disaster sub management meeting during COVID 19, interviews with NIFIC and CHIA on organisational impact and Q Shelter teleconferences.

February 2020, I travelled to Brisbane with our board of directors to attend a 2-day boot camp conducted by Charity Training with a focus on fund raising, social impact, corporate sponsorship, and staff retention to boost our strategic direction. The training will influence our workplan beyond 2021 and into the future.

Workshops and online training have been well supported due to changes in face to face operations and travel limitations that included:

- Bid Management and Tender Training
- Commissioning for outcomes
- RTA webinars
- Asset management training
- Gambling assistance workshops

We were very proud to be receiptants of $10,000 grant from the Commonwealth Bank Mareeba under the Community Bank Grant Foundation. The grant will assist the company to advance our affordable housing projects.

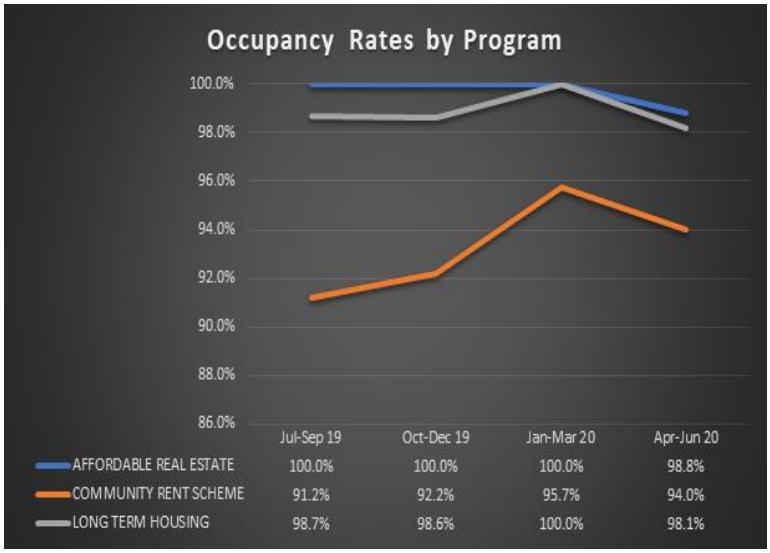
This year I would like to specifically acknowledge our staff and their dedication to the company and the communities where they reside.
They continually come up with creative ideas and projects for our tenants and clients to foster positive engagement strategies and empower them their goals.

Patricia Goldfinch

Housing and Tenancy Management

- **TRANSITIONAL HOUSING**
- **LONG TERM HOUSING**
- **AFFORDABLE HOUSING**

This year we increased our housing stock under the Transitional Housing and Long-Term Housing Programs by 5 % and achieved an outstanding record for under occupancy.

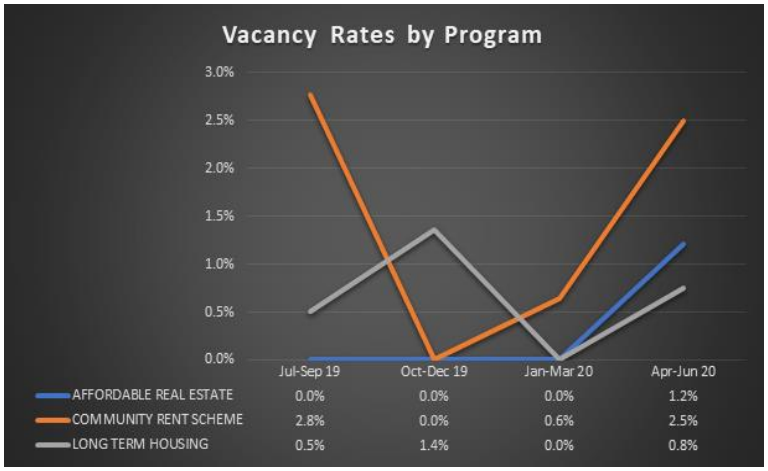


Transitional Housing numbers increased slightly to head lease additional properties during COVID 19. This has proven very difficult in the current rental market sitting at 1%.

Long-Term Program numbers increased the result of successful business proposals to the Department of Housing to deliver a local response in areas requiring intensive tenancy management.

MCHC Affordable Housing Program continues to provide our tenants with stable affordable housing and resulting in very low vacancy rates and high satisfaction rates. Interest in the concept of affordable housing is slowly gaining traction as local investors are informed of the benefit of long-term security that this model offers.

The boarding house accommodation continues to be great success for our community with the past 12 months recording 100% occupancy for our male residents. This model highlights the importance of innovation and investment from the private sector to meet the need for single persons.

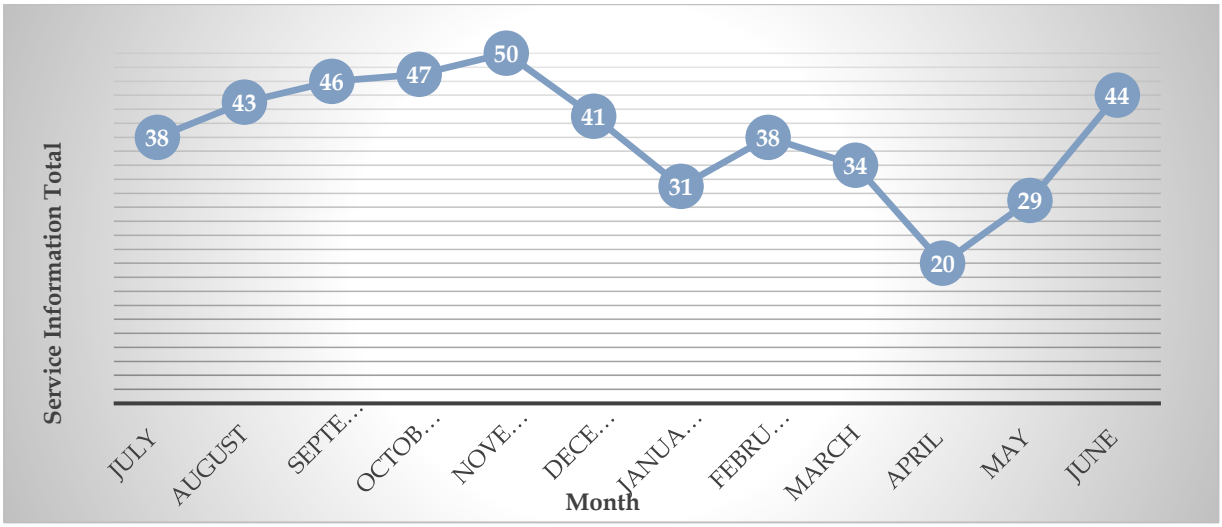


Tenancy award programs expanded across all programs and include annual gardening competition to be rolled out in the later part of 2020.

We continue to maintain a high level of standards for our properties, reporting and responding to repairs within the required timelines and very low vacancy rates across all programs.

Housing Support Services

Housing Services agency contract with the Department of Housing and Public Works Cairns region was recontacted to June 2021. The contact is strengthening our businesses to the community and increasing our capacity for providing a holistic housing and housing support service with over 461 contacts for the year.



Intensive Placement Support – Employment

The Department of Social Services employment program has completed the second year of three-year contract to end on 30/06/2021. The program continues to show a high positive community engagement focus but low long-term employment outcomes in the local community.

Todate we have engaged 23 applicants, placed 3 persons into volunteer work, 1 into permanent employment and working with 2 clients currently enrolled in higher tertiary education being Conversation Land Management and Skills for Tertiary Education Preparatory Studies.

Community outcomes from the program have assisted participants to connect with family, participate in exercise to improve their health and wellbeing, develop interviewing skills, resumes, and access the National Disability Insurance Scheme.

Projects – Research – Partnerships

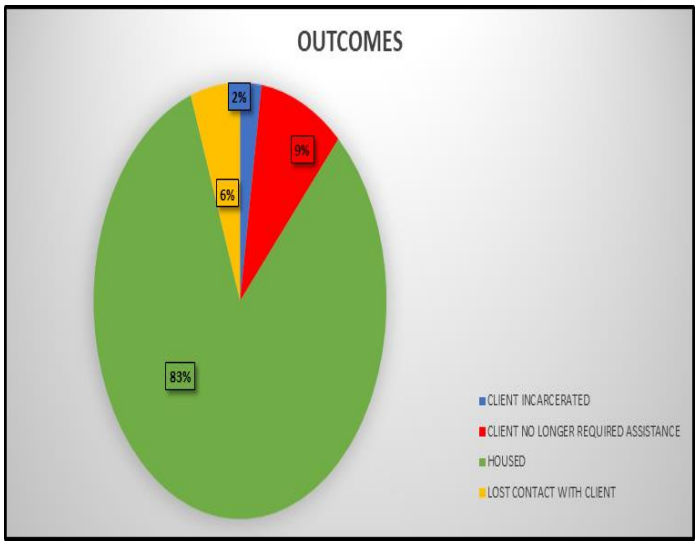
Mareeba Community Housing partnered with James Cook University Cairns to release Crisis Accommodation in Mareeba and the Atherton Tablelands Report in March 2020. Key partners in the research included Tablelands Community Housing, Radcare and St Vincent de Paul.

The key findings in the report are:

- Develop affordable housing response for the region
- Investigate technology resources to reduce homelessness for the region
- Develop additional crisis housing for our region to meet identified need
- Revive Homeless Network in Mareeba and Tablelands

The first meeting for the network is schedule for September 2020.

Homelessness Programs



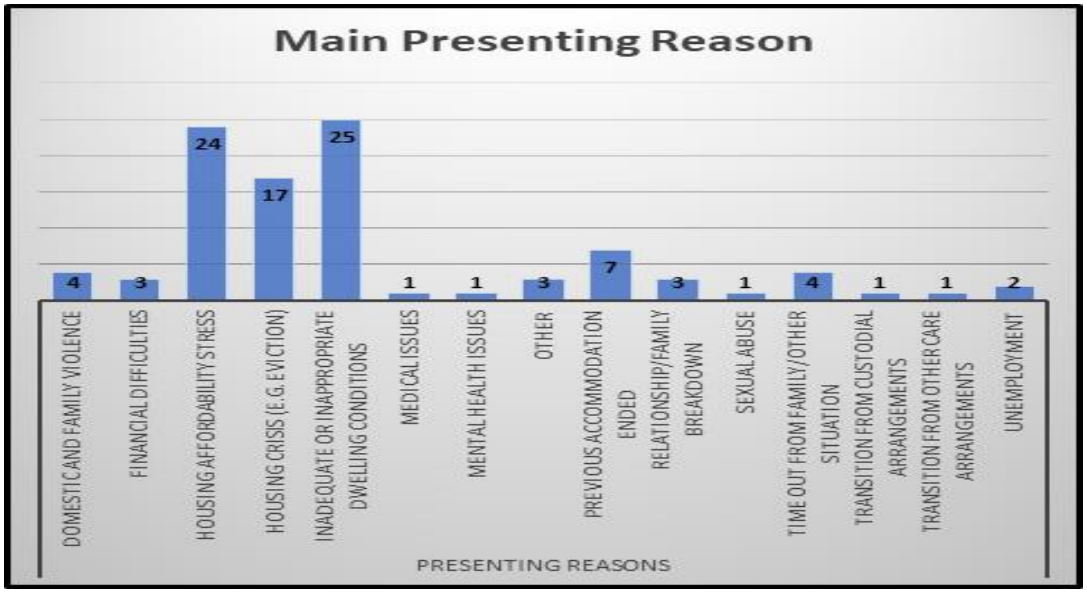
Street to Home – Building Futures
Street to Home team provided outreach and mobile support in Mareeba and the Atherton Tablelands to over the 531 clients the past year.

Presentations to our homelessness services continue to have high representation from households experiencing overcrowding, family and relationship breakdowns and high rental and living expenses.

The change of reporting and recording clients accessing our services from 01/09/2020 is expected to dramatically increase our records. All persons requiring homelessness assistance will be recorded and have case management plans in place.

We continue to see an increase in the number of single mature aged men registering for assistance, many have chronic health conditions and long history of nomadic lifestyles in our rural communities.

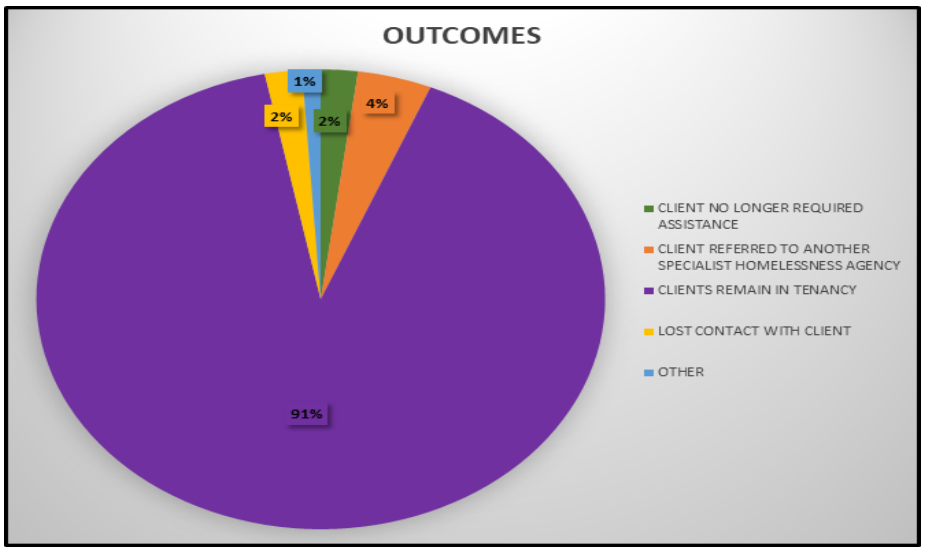
This trend is not aligned to the National status of mature age women who are the highest volume of clients in the major cities and reported in the JCU report in 2020.



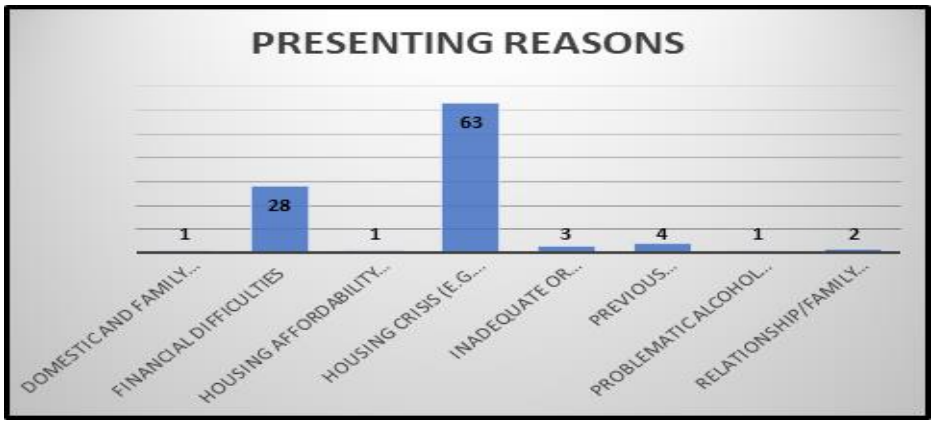
Homestay

Homestay Program is an early intervention service operating in the shires of Mareeba and Atherton Tablelands assisted in the last 12 months over 197 clients through advocacy, brokerage, and tenancy sustainment.

This service was extended to the Mossman region during COVID 19 to assist tenants and agents maintain tenancies during the pandemic, there was one specific recorded referral for COVID this year. This is a testament to the real estate agents and housing providers in our region for supporting tenants during this challenging time.



Homestay services focuses on referrals to deep dive into tenancies at risk to sustain and maintain tenancies. We offer a 3-day outreach service from our Atherton office, 5 days per week in Mareeba and during COVID 19 reached out to the Mossman area.



A key indicator to success is maintaining professional relationships with rental agents and lessors, community agencies and Qld State Housing to receive early notice of issues as they arise to assist in achieving quality tenancy outcomes.

Community Engagement

Homelessness Awareness Week

Inspirational Women

This year we were honored by two strong women sharing their journey in support of Homelessness week.

Heather (pictured above) conducted an interview on ABC local radio and Casey (pictured below) the Xpress newspaper. Both women delivered a powerful message on their personal struggle into homelessness and the changes they made to alter their lives.

Men's Group - Upcycle Project

MCHC tenants and clients undertake restoration work on discarded and donated bicycles.

The workshops enable men to come together to learn and share skills and recycle bicycles for their children or friends. These workshops are providing a safe space to talk and build new friendships.

Recycle - Upcycle Projects

MCHC employee recycle project- plastic, papers and cans raised $100 in 2020 donated to the animal refuge.

THE Mareeba Community Housing Company (MCHC) have been putting their recycling efforts to good use by donating the proceeds of their bottle recycling to the Animal Rescue Tablelands (ART). Last month Heather Ellis from the ART received a check for $100 from Bernadette Morham and Brett Pearce from MCHC.

Ward Street ½ Basketball Court Project

Is providing safe zone for children in Ward and Royes Street Mareeba. We offer our thanks to the PCYC for their support.

ARE YOU OKAY 2020 - MAREEBA GOLF COURSE

MCHC TEAM

Mareeba Community Housing welcomed two new staff members in 2020, joining our Housing Management and Homelessness Support teams. Their expertise from the real estate and job services industry will enhance our programs and services into the future.

Building diversity and skills of our workforce provide our tenants and clients with a high level of knowledge and contribute to the overall success of our operations in Mareeba and the Tablelands.

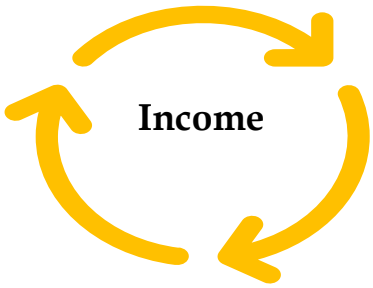
Seven employees are currently undertaking study and qualifications to enhance their roles in the following fields:

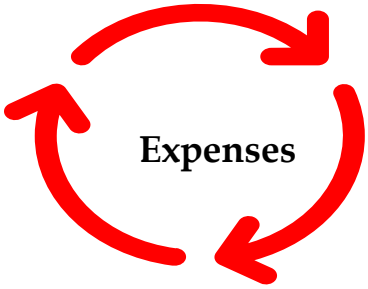
- Certificate IV Bookkeeping
- Certificate IV Business Administration
- Certificate IV Community Services
- Diploma Community Services

CONGRATULATIONS

Housing alone does not solve Homelessness
Solving Homelessness involves reestablishment of relationships and community

2019/2020 Income and expenses





71.4%
$1,616,045
Grants

19%
$426,030
Rents

2%
$43,044
Repairs

.6%
$15,691
Interest

4%
$89,025
Management fees

3%
$71,787
Other

7.4%
$168,098
Administration

5.6%
$122,178
Brokerage

6%
$132,114
Centre operating

3%
$66,160
Depreciation

55%
$1,177,783
Staff, management fee

23%
$488,434
Property expenses

Balance Sheet
As of 30 June 2020

Current assets

Cash and cash Equivalents	$439,508
Debtors	$ 8,484
Tax Assets	$ 10 ,557
Other Assets	$808,246
Total current assets	$1,266,796

Non-current assets

Property, plant equipment	$595,984
Other -right of use assets	$117,929
Total assets	$1,1980,709

Current liabilities

Payables	$ 20,205
Financial – lease liabilities	$ 36,928
Tax liabilities	$ 12,006
Provisions	$935,956
Other liabilities	$ 5,862
Total current liabilities	$1,010,957

Non-Current liabilities

Lease liabilities	$78,506
Total liabilities	$1,089,463
Net assets	**$891,246**
Equity retained earnings	**$891,246**

Income Statement Year ended 30 June 2020

Revenue

Grants	$1,616,045
Rental Income	$ 426,030
Repairs	$ 43,044
Interest	$ 15,691
Management fees	$ 89,025
Other	$ 71,787
Total Revenue	**$2,261,622**

Expenses

Administration	$138,903
Brokerage	$122,178
Centre operating	$132,114
Depreciation	$ 66,160
Management fees	$262,993
Repair/maintenance	$143,649
Rental Expenses	$344,785
Staff	$ 914,790
Special Projects	$ 29,195
Total Expenses	**$2,154,767**
Surplus/deficit	**$ 106,854**