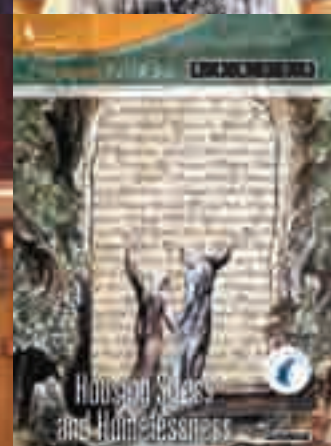
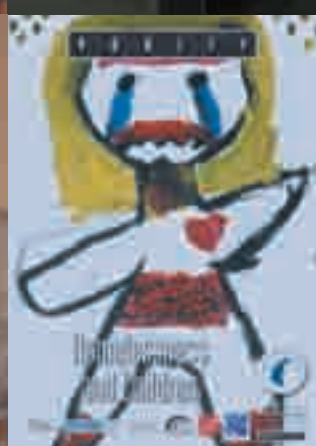


ANNUAL REPORT 2010-2011





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ABOUT THE COUNCIL TO HOMELESS PERSONS

The Council to Homeless Persons (CHP) has been advocating and working on behalf of the homelessness service sector and Victorians experiencing homelessness since 1972.

Mission

Our mission is to work towards ending homelessness through leadership in policy, advocacy, sector development and consumer participation.

We seek to do this by:

- Educating the wider community on the causes and solutions to homelessness;
- Leading state and national policy development;
- Providing individual and systemic advocacy;
- Promoting consumer participation;
- Representing and assisting homelessness organisations on sector-related issues;
- Developing strategic relationships to ensure the interests of people experiencing; or at risk of homelessness are addressed across all sectors; and
- Promoting, facilitating and disseminating research, evaluation and continuous quality improvement in collaboration with others.

Vision

Our vision is for:

- Homelessness to be seen as a whole of community responsibility;
- Significant increases in responses to decrease homelessness;
- A positive approach to addressing homelessness through community education, the media and community leaders;
- All human service sectors including education, health, corrections and others, taking responsibility for preventing and ending homelessness; and
- A solutions-focused and optimistic approach to tackling homelessness by governments and key stakeholders consistent with CHP's agenda.

Values

To achieve this vision, CHP is a robust organisation with valued staff and strong relationships with all its constituents including service providers, governments and other key stakeholders.

We value:

- The voice of and input from people who have experienced homelessness and the agencies that work with them;
- Evidence-based advocacy;
- Working collaboratively with our stakeholders;
- Transparency in decision-making;
- Policies and programs that affirm and uphold human rights;
- Innovation, diversity and quality in programs and responses, and
- Courtesy and respect in all our activities.



Our People

Board of Directors (Current)

- Michael Perusco Chairperson
- Jane Barnes Vice Chairperson
- Alan Wilson Treasurer
- Jason Rostant
- Graham Reynolds
- James Farrell
- Stephen Nash
- Shaun Cannon
- Sue Carlile
- Shelley Mallett
- Theresa Swanborough
- Ian Coverdale

2010

- Maureen Buck*
- Tony McCosker*

Current Staff

- Jenny Smith Chief Executive Officer
- Sarah Kahn Manager Policy and Communications Unit
- Annie Paliwal Homelessness Advocacy Service (HAS) Manager
- Lynette Deakes Acting Office Manager
- Noel Murray Publications Coordinator
- Sue Fitzpatrick Acting Communications and Policy Officer
- Karen Sherry Sector Accreditation Project Officer
- Angela Kyriakopoulos HAS Advocate
- Cassandra Bawden Peer Education and Support Program Team Leader
- Anne Cabrié Administration Officer
- Akke Halme Bookkeeper

Past Staff 2010/11

- Michelle Burrell Chief Executive Officer*
- Kathy Stuttard Office Manager*
- Kerrie Jackson Peer Education and Support Program Team leader*
- Jane Lazzari Policy Officer*
- Diana Wolfe Media and Communications Coordinator*
- Sandra Milne Sector Development Officer*

Peer Education and Support Program Volunteers

- Giulia Bastoni
- Gene Symons
- Vicky Vacondios
- Russell Kelly
- Leon Stuart

PESP Graduates

- Allan Martin
- David Montgomery
- Simon Peavey



CHAIRPERSON'S REPORT

Michael Perusco

Following last year's Annual General Meeting, six new people were appointed to the Board of the Council to Homeless Persons: Jason Rostant from Western Region Health, Ian Coverdale from Red Cross, Graham Reynolds from Anglicare, James Farrell from the Public Interest Law Clearing House (PILCH), Stephen Nash from HomeGround and Shaun Cannon who has a background in philanthropy.

Over the past 12 months these new members have made a significant contribution to the governance of CHP, bringing with them much energy and enthusiasm.

It is very encouraging to have this level of interest in joining the Board among our members. In particular, these new members bring with them a range of expertise from different sectors, both to the Board deliberations and more broadly, to the challenge of addressing homelessness in a more integrated way.

I would like to thank the Board as a whole for their work during the year, and particularly the Vice Chair Jane Barnes for her support and advice.

At last year's Annual General Meeting (AGM) we farewelled two longstanding Board members, Tony McCosker and Maureen Buck. Both Tony and Maureen had been on the Board for many years and played a significant role in the development of CHP. I sincerely thank them for their extensive contribution.

Another longstanding Board member, Alan Wilson has advised of his intention to resign at this year's AGM. Alan has given generously to the Board over the years, most recently as Treasurer and he has fulfilled this important role extremely well.

Shortly after last year's AGM, Michelle Burrell resigned from her position as CEO and Natalie Savin stepped in as Interim CEO while the Board undertook a recruitment process. Sarah Kahn also played a critical role during this time and I thank her for her continued commitment and contribution to the organisation.

Following the recruitment process, Jenny Smith was appointed in June 2011. Jenny has had a long and distinguished career in general and mental health, most recently at St Vincent's Hospital. She has also worked in community health and the Mental Health Branch in the former Department of Human Services.

The Board and I look forward to working with Jenny and we are excited about the skills and experience she brings to the role.

At present, the Board is embarking on a Strategic Planning process. The plan will be finished in early 2012 and will govern the organisation's direction for the following three years.

This is an important process that will involve our key stakeholders, most importantly our members and those who experience homelessness.

It is a critical time in which to develop this plan. The Federal and State Government continue to see homelessness as a key policy issue and we must maximise the opportunity this presents.

In conclusion, I would like to thank all of CHP's members for their important contribution to CHP's mission of preventing and ending homelessness in Victoria.



CHIEF EXECUTIVE OFFICER'S REPORT

Jenny Smith

The Council to Homeless Persons (CHP) has been providing leadership in Victoria's Specialist Homelessness Service System (SHSS) for the last 39 years. It is with a respect for this history and an excitement about the future possibilities, that I joined CHP in the middle of 2011. I have felt very welcomed; by the Board, the staff, the sector, government, and by our many partners in delivering services, and in advocating for the responses required to end homelessness.

It is pleasing that CHP leads the country in playing an active role in responding to consumer complaints through the *Homelessness Advocacy Service (HAS)*. This is one of the ways that CHP stays in touch with the more than 150 services and over 500 programs in Victoria's Specialist Homelessness Service sector. CHP's HAS team (Anne Paliwal, Angela Kyriakopoulos and Cassandra Bawden) pride themselves on undertaking this role in a manner that promotes successful consumer outcomes. The team works to increase awareness of our responsibilities under the Homelessness Assistance Service Standards (HASS), the Consumer Charter of Rights and Responsibilities (CCRR), and the Victorian Charter of Human Rights. The HAS responded to 2,200 complaints from consumers last year and in partnership with consumers and services, achieved successful outcomes for over 75 per cent of these complaints, as well as achieving a significant reduction in referrals for legal intervention.

The Commonwealth Department of Families, Housing, Community Services and Indigenous Affairs (FaHCSIA) is currently considering the type of complaints mechanism that should be established as it introduces the new National Quality Framework. Victoria has shown leadership nationally in putting into place the rights-based HAS, and CHP will need to monitor this national development closely to ensure that any innovation in this area complements and supports the Victorian service.

I am delighted with the mature and innovative consumer participation program developed and provided by CHP. The *Peer Education and Support Program (PESP)* had a very active year sharing its expertise across the service and other sectors in over 60 forums.

The PESP is a statewide program, which trains and mentors people who have experienced homelessness to be able to share this expertise in a compelling way with the SHSS and other sectors, all levels of government and the community. This training and experience not only provides employment opportunities for the PESP members, it provides the sector with the most powerful tool for engaging stakeholders in the important challenge of ending homelessness in Victoria.

This year has seen consumer participation at CHP take another big step forward with Cass Bawden, a PESP Graduate, being appointed to the PESP Team Leader role. Cass, together with the PESP team of Gene Symons, Russell Kelly, Giulia Bastoni, Vicky Vacondios, Allan Martin, David Montgomery and Simon Peavey, has not just maintained the high PESP standard, but continued to extend the range and depth of their influence on the community's perception of homelessness in Victoria.

Noel Murray as usual, hasn't missed a beat in producing eleven editions of our national publication *Parity*. In the last year, *Parity* has focused on homelessness around the country including



CHP Jenny Smith and PESPS at the CHP/RDNS Consumer Participation event held at the Richmond Town Hall

housing stress, the needs of particular groups (Indigenous people, young people leaving care, women, children), and on innovative service responses (Queensland's services, Street to Home, Pets and Service Integration). CHP appreciates the level of support *Parity* receives across the country.

This year, the Department of Human Services has supported CHP to continue its role in providing training on continuous quality improvement in close partnership with Domestic Violence Victoria. Karen Sherry has facilitated workshops and training across the sector, with 95 per cent of the sector gaining accreditation under the Homelessness Assistance Standards. Over the course of the year, CHP has contributed a sector perspective to DHS in its development of the One DHS Standards and in relation to the Australian Government's National Quality Framework.

CHP has played this active role in policy and capacity building under the skilled, energetic and passionate leadership of Sarah Kahn, who has brought her expertise from her experience with the National Alliance to End Homelessness in Washington DC.

The *It takes a home ... to end homelessness* campaign represented a collaboration between community service providers, state peak bodies, social justice organisations and people who have experienced homelessness to seek bipartisan commitments in the lead-up to last year's Federal and State Elections. CHP also engaged as a partner in the development of the previous state government's *A Better Place: Victorian Homelessness 2020 Strategy*.

CHP has continued to canvass and contribute the sector's view in responding to many submissions including the Housing Establishment Fund (HEF) Project, ABS Homelessness Statistics Reference Group, and the Victorian State Government's Inquiries into Human Rights and also the participation of Senior Victorians.

I am pleased to acknowledge Sandy Milne, Kerrie Jackson, Kathy Stuttard, Diana Wolfe and Jane Lazarri who have left CHP in the past year. Many thanks also go to Lynette Deakes and Anne Cabrie for their contribution.

In the coming year, CHP looks forward to working with Minister Lovell, the Department of Human Services, the Specialist Homelessness Services (SHS) sector and across sectors to implement the *Homelessness Action Plan*. The Plan is anticipated to furnish a number of additional innovative services across Victoria and engage the sector in providing the evidence for the housing and support to be provided by the specialist homelessness sector service system into the future.

As CHP considers its strategic settings for the next few years, I will continue to visit services and service providers across the state to increase my understanding of our current resources and those required to end homelessness in Victoria.

Also in 2012, CHP will have its 40th birthday! CHP looks forward to celebrating this milestone with you in the coming year.

Homelessness Research in Australia: Stepping Back, Looking Forward



By Shelley Mallett,
General Manager
Research and Service
Development at Hanover
Welfare Services

Stepping Back

Over the last decade, a seismic shift in understanding has occurred in the Australian

homelessness sector about the causes, consequences of, and solutions to homelessness.

For example, where debate about solutions was once polarised around the relative importance of support versus housing provision, arguably we have now reached a loose consensus. Timely access to suitable, affordable housing is widely accepted as a critical first step to solving homelessness – critical for families, young people, single adults and older people alike.

Support is important too, but not just to access or secure housing. We now know that some but not all homeless populations also need support to keep housing over the long term. However, we are less certain and agreed on how access to affordable housing can best be achieved. And we are divided about what forms of support are essential and when and where it should be delivered for different homeless sub-populations to keep their housing.

Progress has also been made in our understanding of the causes of homelessness. For example, we now accept that family violence, personal and familial mental illness, drug and alcohol misuse are key familial and individual level causes of homelessness. However, there is less agreement – or perhaps understanding – about the role of education, employment and training in the people's varying pathways into and out of homelessness, or the impact of poor health on these pathways.

And while the sector commonly acknowledges the role of structural issues such as poverty, disadvantage or social exclusion in creating and/or perpetuating homelessness, we still do not know how structural and individual level causes interact. In short, while our understanding of homelessness has developed, more critical questions have also emerged.

We remain uncertain and divided about what policy levers and service delivery models will have the greatest impact in preventing or limiting homelessness for key segments of the population. Part of the problem, and its solution, rests with the evidence base.

Until very recently there had been little investment in homelessness research and evaluation in Australia. A limited pool of researchers, consultants and service providers has largely relied on small opportunistic grants from trusts, governments, nationally competitive grants (ARC, NHMRC) and some of the larger community sector agencies.

OPINIONS ... THREE PERSPECTIVES ON THE FUTURE OF HOMELESSNESS

As a feature of this Annual Report, CHP is delighted that three researchers accepted our invitation to share their views about the current state of play, and the future of our specialist homelessness sector. Shelley Mallett has focused on research, Heather Holst on the service system and David McKenzie on youth policy.

Much of this research profiled urban homeless populations, their problems and experiences. Research on Indigenous, rural or remote populations was scant.

There had been an emphasis on small-scale point in time rather than longitudinal studies, almost no policy or cost effectiveness research and few robust service evaluations. Also, while useful to a point, the National Data Collection Agency (NDCA) service data has focused on output rather than outcome measurement providing little or no evidence about what service interventions works for homeless people.

Arguably our understanding of what constituted homelessness research compounded these problems. Most of what counted as 'homelessness' research focused on homelessness as the problem under investigation rather than a key consequence or outcome of other social issues such as unemployment, health problems, housing affordability, family breakdown or gendered violence.

As a result, homelessness researchers have developed or participated in relatively few multi-disciplinary and multi-sector or multi-issue studies that may, for example, analyse and report on factors that predict housing and homelessness outcomes for key groups (e.g. those with mental illness exiting prison, unemployed) over time. This has limited our capacity to demonstrate how other issues (e.g. disability) and other service delivery systems (e.g. mental health, justice, disability) are implicated in homelessness outcomes for key groups.

All this is beginning to change.

Looking Forward

Funding has been the key to this change. The injection of \$11.4 million over four years (2009–2013), into the development and implementation of the FaHCSIA National Homelessness Research Agenda has been critical. This resulted in *Journeys Home*, the first national longitudinal study of homelessness adults as well as 15 project grants and nearly 30 partnership grants.

The research has been developed and delivered by new, multi-disciplinary consortiums of university and not for profit based researchers and service providers with expertise in and beyond housing and homelessness. As such, it has built research capacity and expertise through new research collaborations. Most importantly, it has seeded research in the field where significant gaps existed – service evaluations (e.g. integrated service models, toolkits), exploratory research on new or invisible groups (e.g. people with non-psychiatric disability, homeless fathers, older people), or under-explored issues (e.g. employment, outcomes measurement).

The findings of this research will become available over the next 12–24 months. As this occurs it will be important to review what we have learnt to determine what lines of inquiry are critical to pursue over the next decade. With this work we have the beginning of a much-needed program of research around homelessness and not an end.

Looking to the future, there remain some fundamental issues that need to be addressed by researchers and government alike to maximise the benefit of current and future investment in homelessness research for policy and practice development. Four issues stand out.

Nationally consistent measures

First and foremost, we need to agree on and promote the use of nationally consistent housing and homelessness measures

that can be included in a wide range of national surveys as well as state and territory service datasets (e.g. justice, child protection, drug and alcohol, etc.). Ideally these measures would be comparable to those used cross-nationally, especially in Europe and the U.S., facilitating cross-national comparison in different policy and social contexts.

It will also allow us to examine and compare the housing and homelessness circumstances and outcomes of key populations, ideally over time. To do this we require some conceptual work around the definition of homelessness, housing insecurity or precariousness that informs the development of such measures. Debate and collaboration between the housing and homelessness research sectors will be critical to this work.

Maximise use of existing datasets

Secondly, we need to better utilise existing, robust national datasets to build our understanding of the issues that lead to and perpetuate homelessness. To date the sector has relied on ABS-derived Counting the Homeless data and NDCA service data, largely overlooking national datasets such as Centrelink and the Centrelink longitudinal data set, Reconnect, the ABS Survey of Income and Housing and General Social Survey, among many others.

Prioritise robust service evaluations

Thirdly, we need to prioritise investment (through government, business, trusts and nationally competitive grant schemes) in high quality evaluations of nationally significant programs and service models that include cost effectiveness studies. A number immediately stand out.

For example, we need robust evaluations of integrated housing and service models, including Common Ground, youth foyers and some recent community/social housing initiatives for particular cohorts and people with mental illness, disability, or ageing. A comparative evaluation of the homelessness employment support delivered through the Job Services Australia (JSA) and Disability Employment service (DES) is also critical. To do these evaluations we will need to utilise researchers with expertise in complex evaluation methods.

Resource homelessness services to use their service data

The Federal Government has recently developed and implemented a new and much improved service data collection known as SHIP. If we are to maximise the benefits of this data, small and resource-poor homelessness agencies need to be supported to enter, access and report on it. This is not only critical for ensuring the quality of this most important service dataset, it is also vital to drive service delivery reform.

In conclusion, homelessness research has never been in a better place in Australia. Knowledge and expertise are growing and with them the capacity to develop an evidence base that can address outstanding policy and practice questions about the causes, consequence and solutions to homelessness.

But we are only just getting started!



The Future of Homelessness Service Delivery

The major issues facing homelessness services and future policy and program options



**By Dr Heather Holst,
General Manager,
Client Services,
HomeGround Services**

To be asked to write about such a broad topic gets you thinking, and it seems to me that there are some significant themes at the base of all our work: working together against a tendency to

isolation; developing new responses; drawing in consumer experience; the demand for services; the significance of housing; and leadership.

The *Opening Doors* reform has assisted homelessness service delivery in Victoria to operate more as a system oriented around the person who is homeless. It is far from perfect, and not every area has developed their responses as much as others have, but it is a solid base structure that just was not there before.

Nevertheless, the tendency to fragmentation definitely remains one of our challenges. Prior to *Opening Doors*, we had come to a point where cooperation between agencies was so limited, and few agencies were large and varied enough to offer a complete package of assistance 'in house' that it was only the most persistent and lucky who were receiving help. The programs offering supportive housing to people sleeping rough are a great addition in being able to go out to the most disengaged and vulnerable people, and combine well with the more coherent access arrangements for people who are able to approach a service. Many places as well as inner Melbourne could use such a program.

It is no wonder that this situation of fragmentation and disconnection had emerged a few decades after most organisations began delivering homelessness services. The current service providers originate out of a huge range of places and ideas, and while this lends itself to strong local relevance, it certainly does not make a linked-up system easy to form and maintain. Some agencies are big, some small, some have roots in the nineteenth-century charities, others in the human rights, de-colonisation and women's movements of the 1970s and 1980s, some specialise in young people or Indigenous people, others are generalist, most of us are pretty sure we are the best at what we do – we are a disparate lot loosely bound together by the type of funding we receive.

If we can keep working on the challenge of connecting up, we can also make the most of our ability to innovate as individual agencies or groups of providers. That we are seeing significant innovation in permanent supportive housing, the family violence emphasis on keeping the victim in their homes and the Creating Connections reforms of the youth sector is pretty encouraging.

Other sectors look to the universities for research and development, or to venture capital, but the homelessness sector pieces it together from voluntary effort, fundraising, time-limited philanthropic grants and sometimes slightly desperate lobbying of government to fund new approaches. You can stake a lot on

a good idea and fail to get backing now that government directs what it will purchase rather than having much scope for responding to proposals. We hope the new Homelessness Action Plan marks something of a return to the opportunity to get a good idea funded.

There is another challenge that we could certainly meet, but have so far largely failed to answer – drawing on the advice of people who have experienced homelessness. Other sectors can teach us something about this, there are some good examples already under way in our own sector and many people who have been homeless are generous in their willingness to help. We all need to find ways to put this experience at the centre of our services if we are to know how to respond to homelessness.

The biggest and much more difficult challenges will continue to be levels of demand for services and the supply of affordable housing with which to respond. The recent release by the ABS of the homelessness prevalence figures puts the national figure of people experiencing an episode of homelessness in 2010 at a minimum of 300,000 and estimates that most of the 40 per cent who sought assistance approached a housing agency.¹

While deinstitutionalisation certainly made homelessness increase in size, the state of the Australian housing market and its legislative underpinnings are the other big factors that have pushed more people over the edge of affordability and security of tenure into homelessness.

Nation Building provided a welcome although temporary boost, but it would take quite a few more years of the same amount of houses to get through even the current waiting lists. We can keep pointing out the link with housing supply and hopefully obtaining more social housing, but the amount of money tied up in Australian houses makes that very hard to crack.

The introduction of Housing First approaches is very exciting but we will need to keep the firm link to housing to further develop this work. There is another challenge that sits behind this fact – the difficulty of workers and agencies remaining optimistic that they really can end homelessness when the demand for services just seems to keep flooding in and the available resources are so scarce.

All this will take leadership, by which I mean peak bodies and regional networks that can work closely with all the sector agencies, researchers and people who have been homeless to develop solutions to these tough challenges. I also mean government working openly with the funded sector and consumers to design programs based on the evidence of what works and funding them on the evidence of where the demand is greatest.

This is possible and not particularly complicated. The mechanisms are now in place through the *Opening Doors* work. My hope is that enough of us understand that we can keep working together and although this may be hard at times, it is really the only way.

Footnote

1. Australian Bureau of Statistics, *Cat. No. 4159.0 – General Social Survey: Summary Results, Australia, 2010.*

The Future of Youth Homelessness



**By Associate Professor
David MacKenzie,
Swinburne Institute,
Swinburne University**

In Australia, 'youth homelessness' has had a higher policy priority than in other Western countries. Discovered as a social problem in the late 1970s, during the 1980s there was a huge amount of

community advocacy and activism, followed by the capstone Human Rights and Equal Opportunity Commission (HREOC) inquiry into youth homelessness led by Commissioner Brian Burdekin. The HREOC report *Our Homeless Children* (1989) was a hard-hitting, wide-ranging compilation of evidence and policy ideas and it had a major public impact. Brian Burdekin deserves a great deal of credit for his contribution to making 'youth homelessness' into a community issue in Australia. The Hawke and Keating governments responded by stepping up funding for youth services during the early 1990s.

The Government changed in 1996. The Howard Government continued to support the Supported Accommodation Assistance Program (SAAP), but the real value of homelessness funding slowly declined over the next decade. However, John Howard did initiate a Prime Ministerial Taskforce on Youth Homelessness that eventually became the Reconnect Program. By 2003, at 100 sites, Reconnect was deployed to work with young people and their families and address incipient homelessness. This was an important initiative.

In 2007, homelessness became an election issue, at least in the sense that Kevin Rudd promised his government would address homelessness. After an unimpressive Green Paper, extensive community consultations informed the development of the White Paper, *The Road Home* that was finally published in December 2008. The core strategic goal was halving homelessness by 2020. The framework covered prevention and early intervention (Turning off the tap), new investment in the homelessness service system (Improving and expanding services) and housing and support for people trapped in homelessness (Breaking the Cycle). Minister Tanya Plibersek announced significant new money for homelessness, the first serious investment since 1996, and described this as "a down payment on the 12-year reform agenda outlined in the White Paper". *The Road Home* is undoubtedly the best homelessness policy document produced by any Western country. It was an auspicious beginning.

A balance sheet of the past three years must acknowledge the positive achievements, but the lack of a national action plan following the White Paper has been a major failing. A national action plan was abandoned because it was not deemed necessary under the new Council of Australian Governments (COAG) arrangements.

The GFC produced more than \$6 billion for social housing but there is doubt about how much access was afforded to homeless youth. Funding for youth foyers is positive but it tends to be

building-focused rather than on the packaging of support.

A lot of new money was pushed out to fund housing and homelessness models 'borrowed' from overseas, which increasingly looks like money not so well spent. Funding for a significant expansion of 'early intervention' via Reconnect and Home Advice disappeared into the National Affordable Housing Agreement (NAHA) bucket. Effectively, nothing has been done to expand early intervention thus 'turning off the tap', despite evidence that early intervention measurably reduced youth homelessness between 2001 and 2006.

Then, there are the revisions of the homelessness definition and counting rules being pushed through, at the behest of COAG according to the ABS. New homelessness figures are going to be produced before complex methodological issues have been resolved. A mountain of methodological issues still remains. Nonetheless, the ABS deliberations may slash the number of homeless youth from about 20,000 to 5000, which – if this happens – would be against advice from experts and protests from the homelessness sector. It is difficult to envisage major new initiatives for homeless youth getting up through Treasury if the statistics are mired in controversy and the problem has been statistically downsized.

Questions are being asked about what to expect from the next Federal Government. In terms of the other side of politics, this is difficult to answer because Tony Abbott has said relatively little about homelessness. But in 2010, when asked whether he supported the goal of halving homelessness, Abbott did comment. His biblical aside from the Gospel of Matthew quoting Jesus Christ: "the poor you have with you always" caused a blip of media controversy. However, he made other comments that an incoming Liberal Government might well step up the response to homelessness, by saying: "... we want to lift the number of people that we can accommodate if necessary, that we are going to boost the kinds of services, which tackle the issues that might lead to homelessness. That's what I'd be more inclined to do rather than say we will abolish homelessness, [or] that we will halve homelessness." So where does the conservative side of politics stand? At this point it is difficult to really know.

Nonetheless, homelessness still remains basically a bipartisan issue, despite the current hothouse atmosphere in Canberra. No parliamentarian on either side thinks any young Australians should be homeless. Historically, both sides of politics have contributed some important initiatives, but both have let the community down as well. The Government made a good start but has not followed through in a robust planned way. The Opposition is the source of contradictory messages, and is yet to give any sign that homelessness will be a policy priority.

So, what do homeless young Australians have to look forward to beyond what is currently available to them? Reviewing the Government's record and the Opposition's apparent lack of interest, the answer is at present uncertain. Yet Australia is the one Western country that could actually reduce homelessness along the lines of the White Paper targets. The question is whether those representing us remain committed to following through to the 2020 target or at least continue acting to address this difficult social issue.



CHP POLICY AND COMMUNICATIONS UNIT

Sector Development

CHP continued to support the sector in developing best-practice responses to prevent and end homelessness in Victoria. Over 2010–11, CHP supported the sector in continuous quality improvement and education on practice, to improve outcomes for people who experience homelessness.

Leading continuous quality improvement

Supporting the sector to evaluate and improve services through the Homelessness Assistance Service Standards is a top priority. Achieving and maintaining accreditation gives organisations, including our own, the opportunity to reflect upon and improve practices. By the middle of last year over 95 per cent of the homelessness sector had gained accreditation.

Now in 2010–11 we are reaping the benefits of our quality-focused efforts. Organisations have more robust governance structures and improved policy and programs, which has resulted in better outcomes for people experiencing homelessness. Throughout the year CHP hosted over 13 sector quality workshops and peer support initiatives and briefings, as well as conducting meetings in regional Victoria and metropolitan Melbourne.

Building knowledge through training and education

Keeping up-to-date on evidence-based practices is essential for delivering successful solutions to homelessness. CHP hosted over a dozen workshops, training sessions and forums to build our knowledge base for ending homelessness.

CHP supported capacity building through workshops on measuring outcomes, quality improvement, and practitioner-specific training courses. This year CHP also hosted four forums in conjunction with the launch of *Parity* magazine where presenters and participants shared innovations in preventing and ending homelessness from Australia and overseas.

Policy and Communications

Solving the problem of homelessness is within reach, but will take a sustained commitment from all levels of government, the community and philanthropic and private sectors to provide ALL Victorians with access to a safe affordable home, with connections to good healthcare, community and a sufficient income.

To gain the tools and resources that are necessary for ending homelessness, CHP works very closely with people who have experienced homelessness, other peak body organisations, expert academics and the sector to develop policy and research, and to advocate on key policy issues.

Developing policy and research

This year CHP facilitated key policy debates through coordinating sector-wide consultations, contributing to state and national policy inquiries and homelessness research.

CHP hosted four major statewide consultations to ensure key policy initiatives incorporated the sector's practice wisdom, as well as first-hand experiences from consumers.

CHP also played a role in developing the previous government's *A Better Place: Victorian Homelessness 2020 Strategy* and in developing the current government's *Homelessness Action Plan*. Following the release of the *Homelessness 2020 Strategy* in September 2010, CHP also convened nine briefings across

Victoria, which informed CHP's policy priorities for the *Victoria's Homelessness Action Plan*, released October 2011.

Homelessness is one of the largest challenges facing our communities today. CHP remains committed to improving the information that is available for tackling homelessness by participating in critical research initiatives. In 2010–11 we joined national and statewide advisory boards for research on mental health, family violence, homelessness statistics and homelessness among culturally and linguistically diverse communities.

Elevating homelessness on the public agenda – advocacy and communications

CHP builds community and political support for ending homelessness through advocacy and strategic communications with policy makers, the media and key stakeholders.

Several online and printed periodicals were produced in 2010–11 to provide the sector with up-to-date news and to assist policy leaders in making informed decisions with information on homelessness-related research and practice.

The national publication, *Parity* continues to be the most consistent and comprehensive Australian journal on policy, program and practice changes in the homelessness and wider social housing sectors. Ten editions were distributed to over 579 subscribers throughout the year.

CHP's online publications have grown significantly in popularity with over 800 subscribers now registered. This represents an increase of 300 subscribers since the online periodical was



CHP CEO Jenny Smith and Wintringham CEO Bryan Lipmann with Senator Jacinta Collins who launched the June "Meeting the Needs of the elderly Homeless" Edition of *Parity* at the Housing for the Aged Action Group Ageing on the Edge: Older Australians at risk of homelessness Conference.

launched in February 2010.

CHP is also a leading voice through year-round media outreach and coordinated sector-wide campaigns. Leading up to the Victorian State Election in 2010, CHP collaborated with community service providers, state peak bodies, social justice organisations and people who have experienced homelessness to launch the *It takes a home... to end homelessness* campaign. Over 500 supporters joined the campaign to call for a bipartisan commitment to preventing and ending homelessness in Victoria.

Parity: Resourcing the Sector Through Partnerships and Collaboration

By Noel Murray, Parity Editor

Parity is the national publication of the Council to Homeless Persons. It has been published continuously since 1988 making it one of the longest lasting publications in the human services sector.

Parity in many ways serves as a "journal of record" for the policy, program and practice changes that take place in the homelessness and wider social housing sectors. It is unique in that it attempts to include not just a part of, but all the stakeholders involved in the ongoing understanding of and response to homelessness.

The principle objective of *Parity* is to resource those working in the homelessness and related sectors, in the academy and in government, so that they can more effectively respond to homelessness.

Each edition of *Parity* is devoted to the in-depth examination and discussion of a specific theme or issue within the wider discourse of homelessness.

Partnership and Collaboration

The eleven editions produced in 2010–2011 were made possible thanks to effective partnerships with both state and national governments, mainstream services, national welfare organisations, specialist homelessness services, advocacy bodies and especially those organisations and bodies that sponsored or co-sponsored particular editions.

Parity Sponsors in 2010–2011 included:

The Australian, Victorian, New South Wales, South Australian and Queensland Governments, Salvation Army Eastcare, The Office of the Child Safety Commissioner, QCOSS, Micah, Gold Coast Homelessness Network, Horizon Ltd, Mission Australia (Queensland), Shelter Queensland, Tenants Union of Queensland, Ozcare, Brisbane Housing Company, Homelessness Australia, HomeGround Services, Good Shepherd, Merri Housing Services, Berry Street, Salvation Army, WEAC, Wintringham, the RSPCA, Catholic Community Services, St Vincent de Paul, The Housing for the Aged Action Group, Mission Australia (National), The Australasian Housing Institute.

Acknowledgements

First and foremost, all those who have contributed to *Parity* need to be thanked for their time, effort and the quality of their contributions.

Secondly, the many sponsors of *Parity* need to know that without their support and assistance the publication would not be possible and many thanks to our colleagues at Artifishal Studios and TEK Print, who always go above and beyond.



CHP HOMELESSNESS ADVOCACY SERVICE (HAS)

Supporting Clients

While CHP is on the verge of turning 40, 2010–2011 marked the coming of age of the Homelessness Advocacy Service (HAS), which has been providing a consumer-focused service for the last 18 years!

HAS is a statewide service supporting consumers who have a complaint about any Victorian government-funded homelessness service. Our role is to ensure that the issues are clearly articulated, taken seriously, and are responded to in a timely manner, and in accordance with relevant standards and legislation. HAS advocacy is based on the premise that consumer feedback and complaints are opportunities for services to make continuous quality improvements.

What are CCRR and VCRR?

Complaints raised through HAS are measured against the Homelessness Assistance Service Standards (HASS), the Consumer Charter of Rights and Responsibilities (CCRR) and the Victorian Charter of Rights and Responsibilities (VCRR). Since the introduction of these standards and rights, there has been a marked reduction of complaint escalation and legal referrals. Resolving complaints at a local level reduces the stress of the person making the complaint, minimises disruption to service provision, provides opportunities for service improvement, and minimises costs to both the Specialist Homelessness Service System (SHSS) and the community more generally.

In 2010–11:

- 2,199 complaints were assisted by HAS. Of these 1,170 were new complaints;
- The issues raised most frequently were: a lack of respect (2,199), lack of support (2,199), and a judgemental attitude (1,765). Other concerns included: breach of privacy (757), bullying (362), discrimination (192), not being informed of rights (179), and withholding information (129).
- 95% of the issues raised were resolved at the local level of the local Specialist Homelessness Service (SHSS).
- 60 SHSS and allied sector presentations were provided on advocacy, rights and effective complaint mechanisms.

Growing consumer participation in service development and policy making

The Peer Education Support Program (PESP) is a statewide volunteer program made up of six to eight people who have all experienced homelessness. The diverse backgrounds and experiences of individual PESP members make it clear that homelessness is not a homogenous experience, and that a 'one size fits all' approach to addressing homelessness will not be effective.

The Peer Educators provide a consumer perspective and the benefit of their experience directly to CHP, the Specialist Homelessness Service and allied sectors, all levels of government and the community. This is done through partnerships between agencies and consumers – bridging the traditional chasms between those people who are directly affected by homelessness and policy makers.

Following an intensive eight-week induction and training, PESP members are provided with ongoing training and support over a two-year period. PESP members then provide a range

of services including:

- Public speaking
- Conducting peer interview and focus groups
- Media commentary
- Presentations at conferences and seminars
- Expert advice about program development and delivery
- Community education to debunk negative stereotypes of homelessness, and
- Advice on systems change.

Central to the PESP model are individual development plans aimed at maximising opportunities for each team member to achieve personal and vocational goals for the future. After two years of voluntary service in PESP, individuals graduate from the program. Sixteen people have graduated from PESP, five have returned to study, 14 have undertaken further training and nine have gained employment, most within the area of homelessness. Five PESP Graduates are currently engaged in PESP activities such as PESP training and mentoring.

A highlight of 2010–11 was the PESP input to an information session on homelessness for 29 Magistrates at the Judicial College of Melbourne. One of the five PESP members present identified two Magistrates in attendance who had on separate occasions sentenced her to prison. This presented an unusual opportunity to 'turn the tables' and directly inform those in power about issues facing people directly affected by homelessness in the justice system. Following the session, the Chief Magistrate directed a significant change in the referral practices of housing workers in the judicial system by seeking to avoid the referral of people leaving prison into inappropriate accommodation.

Feedback on PESP 2010–2011

"Everyone really liked the whole program and said how interesting and informative it was, but David's presentation stood out. Numerous staff members, both men and women, have told me that they were moved to tears by his talk. I think it gave everyone pause to think.

Not only did David speak from the heart about his experiences but I think that everyone was so impressed by his honesty and generosity of spirit and his expressed desire to help others avoid the problems he has experienced." Manager, City Library

"Russell was an outstanding advocate for Homeless Youth and the students were mesmerised by him. Although they had been

looking at issues of homelessness intermittently as part of our Living and Learning project, the opportunity to speak to Russell about his experiences really opened their eyes.

I will be recommending that the school invite a PESP presenter as part of the Living and Learning project in future years. I think all schools would benefit from PESP insights. It is only a pity that I did not find out about the PESP earlier." Bayside College

"On behalf of the Judicial College of Victoria, and the 19 Judicial Officers who attended the recent program: 'Trends in Victorian Society', I would like to thank you and your wonderful team of PESP members and graduates, for creating the panel discussion on 'Homelessness and Poverty'.

The workshop was a tremendous success and there is no doubt that the discussion on homelessness was an absolutely integral part of that. It was spine-tingling and the Judicial Officers were uniformly moved. The generous and direct way in which the panelists shared their stories and insights was truly impressive. Please pass on our sincere thanks to Allan, Leon, Giulia, Vicky, Gene and Simon.

Participants were asked to complete an evaluation form at the close of the program. The workshop received an overall rating of 97.93% – a brilliant result, and the panel discussion specifically received some highly complimentary comments, including:

Amazing insight into homelessness, the different reasons that people fall into homelessness and how they deal with what they are dealt. Thank you for sharing.

Appreciated the openness of the participants in sharing their stories.

Insights necessary for us to have, generously given.

Good to hear – striking information. Challenges preconceived ideas."

The Judicial College of Victoria

"Just a quick message to say a huge thanks to Allan. I have had nothing but excellent feedback from his presentation. Can't thank him enough and the information he provided which was enlightening and left a huge impact on the forum attendees."

Barwon Prison

"Last night went really well, we're really pleased. Leon created so much warmth in the room when he spoke; the people all really loved his style and his honesty."

St Vincent de Paul's CEO Sleepout

Through a Child's Eyes: A forum on children and homelessness

In partnership with DHS and the Statewide Children's Resource Program, CHP hosted Victoria's inaugural statewide forum on children and homelessness, Through a Child's Eyes, on 11 May 2011.

This one-day training and professional development forum was well attended by almost 250 delegates including community service providers, researchers and state government representatives who have a vested interest in improving responses to homelessness for children and their families.

The forum featured a number of experts on children and homelessness including the Honourable Mary Wooldridge, Minister for Mental Health, Women's Affairs and Community Services, Gill Callister, Secretary, Department of Human Services, the Honourable Alastair Nicholson, former Chief Justice of the Family Court of Australia and Bernie Geary, Victoria's Child Safety Commissioner.

Conference workshops included several critical topics for improving policy and practice related to homelessness among children and their families.

Appendices

List of policy submissions 2010–11

Submission to the Australian Government: Senate Standing Committee on Legal and Constitutional Affairs, October 2010
Inquiry into Human Rights (Parliamentary Scrutiny) Bill 2010 and the Human Rights (Parliamentary Scrutiny) (Consequential Provisions) Bill 2010

Submission to the Australian Government: Social Inclusion Board, September 2010
Social Inclusion Board Inquiry into 'Breaking the cycle of disadvantage'

Submission to the Department of Human Services, January 2010
Housing Establishment Fund (HEF) Project

Submission to the Yarra Ranges Shire Council, January 2011
Objection to the introduction of the *General Provisions Local Law 2010*, proposal to potentially criminalise sleeping in cars

Submission to the Victorian Government, April 2011
Developing a ten-year plan to end homelessness in Victoria

Submission to the Australian Department of Families, Housing, Community Services and Indigenous Affairs, May 2011

National Quality Framework to support quality services for people experiencing homelessness: options paper

Submission to the Victorian Department of Human Services, November 2010
Response to the One DHS Standards

Submission to the Victorian Department of Human Services, February 2011 and June 2011
Responses to the 'Evidence Guide' for the One DHS Standards

Submission to the Australian Bureau of Statistics, June 2011
ABS Methodological Review of Counting the Homeless, 2006

Submission to the Victorian Scrutiny and Acts of Regulations Committee, June 2011

Review of Victoria's Charter of Human Rights and Responsibilities

Submission to the Family and Community Development Committee, August 2011

Inquiry into opportunities for participation by senior Victorians

Forums and Committee Memberships 2010–11

ABS Homelessness Statistics Reference Group

Centre for Multicultural Youth (CMY) Working Group

Centrelink Homelessness Working Group

Children's Resource Coordinators Network

Consumer Affairs Victoria Working Together Forum

Council for Homeless Persons Australia

DHS Common Housing Register Advisory Group

DHS Workforce Knowledgebase Reference Group

Pay Equity Implementation Group

Family Violence Stakeholders reference Group

Homelessness Communicators Network

Human Services Partnership Implementation Committee

Housing Establishment Fund (HEF) Review Reference Group

Lord Mayor's Charitable Foundation, Melbourne's Road Home Alliance

National Youth Coalition for Housing

Office of the Community Sector Workforce Development Group

Office of Child Safety Commissioner, Linking Services for Young People Reference Group

Opening Doors Evaluation Working Group

Opening Doors Implementation Reference Group

RMIT Youth Work Program Advisory Group

Regional Homelessness Network

Sector Quality Forum

StreetSmart Grant Allocation Panel

Victorian Peaks Network

Victorian Psychiatric Transcultural Unit and Multicultural Mental Health Australia Research Reference Group

Youth Affairs Council Victoria, Policy Advisory Group

Youth Refuge Coordinators Network

Parity Editions 2010–2011

2010

July: *Leaving Care and Homelessness*

August: *Responding to Homelessness in Queensland*

September: *National Homelessness Conference*

October: *Integrating the Response to Homelessness*

November: *Homelessness and Dispossession*

December: *Women and Homelessness*

2011

February: *Street to Home: Taking the First Steps*

March: *Children and Homelessness*

April: *Housing Stress and Homelessness*

May: *Pets and Homelessness*

June: *Preventing Elderly Homelessness*

PESP Activities and Achievements 2010–2011

2199 clients were assisted by HAS. Of these 1170 were new contacts

60 specialist homelessness, housing and allied sector presentations on advocacy, rights and effective complaint mechanisms

32 peer focus groups and interviews facilitated

Statewide consumer consultations on the National Quality Framework

Implementation of a process for all CHP submissions and policy positions to be reviewed by PESP and consumers before adoption as policy

9 Consumer articles in *Parity* magazine

6 BRIT Statewide training on social housing and consumer participation

Consolidation of individual development plans for the PESP Graduates aimed at maximising opportunities for each Graduate to achieve personal and vocational goals for the future

6 Media interviews including *The Age* newspaper, ABC radio and the Nine Network News

Over 140 network meetings were attended

Shortlisting of PESP Graduate Allan Martin for the Australian Human Rights Award

Ongoing partnerships/networks

CBD Health and Homelessness Committee

Melbourne Metropolitan Rooming House Group

Yarra Housing and Homelessness Network

Where the Heart is RDNS festival

StreetSmart Grants Panel

HomeGround Disability Advisory Group

North West LASN

Opening Doors Implementation Reference Group

City of Melbourne Homelessness Strategy and Research Projects

City of Melbourne Street Count Project

COUNCIL TO HOMELESS PERSONS

(a company limited by guarantee)
ABN 20 005 475 007

FINANCIAL STATEMENTS

for the year ended 30th June 2011

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FINANCIAL REPORTS AND AUDITOR'S STATEMENT

DIRECTORS' REPORT

The Directors submit this Report on the Council for the financial year ended 30th June 2011.

1. Directors

The names of directors in office at any time during or since the end of the financial year are:

Jane Barnes	Tony McCosker
Maureen Buck	Stephen Nash
Shaun Cannon	Michael Perusco
Sue Carlile	Graham Reynolds
Ian Coverdale	Jason Rostant
James Farrell	Theresa Swanborough
Shelley Mallett	Alan Wilson

Directors have been in office since the start of the financial year to the date of this report unless otherwise stated.

2. Meetings of Directors

During the financial year 11 meetings of directors were held.

Attendances were:

	Number Eligible to Attend	Number Attended	Retired or Resigned	Appointed
Jane Barnes	11	8		
Maureen Buck	5	4	Retired 8/12/2010	
Shaun Cannon	6	5		8/12/2010
Sue Carlile	11	8		
Ian Coverdale	6	5		8/12/2010
James Farrell	6	4		8/12/2010
Shelley Mallett	11	7	Leave of Absence for 2	
Tony McCosker	5	5	Retired 8/12/2010	
Stephen Nash	6	2		20/12/2010
Michael Perusco	11	10		
Graham Reynolds	6	6		8/12/2010
Jason Rostant	6	5		8/12/2010
Theresa Swanborough	11	8		
Alan Wilson	11	8		

3. Principal Activities

The principal and continuing activities of the Council in the course of the financial year were to provide support, resources and assistance to homeless people and people vulnerable to homelessness in Victoria by:

- Identifying and addressing causes of homelessness;
- Providing support, assistance and advocacy services for the homeless and people at risk of homelessness in their dealings with government and non-profit housing authorities;
- Promoting and fostering the participation of people with experience of homelessness in the development and improvement of homelessness assistance service delivery, the development and implementation of policies and programs to address homelessness, and research, debate and education about homelessness;
- Promoting and contributing to the development and implementation of policies and programs to address homelessness;
- Promoting and fostering the development and improvement of homelessness assistance service delivery;
- Promoting and contributing to research, debate and education about homelessness;
- Promoting and fostering cooperation, collaboration and communication within and between homelessness assistance services;

- Acting as the peak industry and advocacy body for homelessness assistance services in Victoria;
- Doing all other things which are necessary or expedient to further the objects of the Council.
- There were no significant changes in the nature of those activities during the financial year.

4. Dividends

The Council's Constitution expressly prohibits the distribution of any surplus to the members of the Council and accordingly, no dividend shall be paid.

5. Auditor's Independence Declaration

The lead auditor's independence declaration for the year ended 30 June 2011 has been received and can be found on page 20 of the Financial Statements.

6. Information on Directors

The details of directors in office at the date of this report are:

Name	Qualifications/Experience
Jane Barnes	General Manager, Salvation Army Adult Services BA (Rec)
Shaun Cannon	CEO, Principles for Social Investment, BA (Hons) PhD
Sue Carlile	CEO, Family Access Network QICSA Reviewer and qualified in Social Sciences Youth Work and Family Therapy
Ian Coverdale	National Manager, Social Inclusions Programs – Australian Red Cross, BCom, BSW, Grad Dip, Organisational Change & Consulting
James Farrell	Manager/Principal Lawyer, PILCH Homeless Persons' Legal Clinic BCom LLB (Hons), GDLP, GDHR LLM
Shelley Mallett	General Manager, Research and Service Development Hanover Welfare Services, PhD (Anthropology) BA (Hons) Sociology, B App Sci (Speech Pathology)
Stephen Nash	CEO, Homeground, Assoc Dip Welfare Studies, Grad Cert Housing Management and Policy, M App Science (Innovation and Services Management)
Michael Perusco	CEO, Sacred Heart Mission, B Bus CA
Graham Reynolds	General Manager, Parish Partnerships and Community Development Anglicare Victoria, BA Th Schol, Dip Catering and Hotel Management
Jason Rostant	Executive Manager, Community Engagement, Planning and Development – Western Region Health Centre, BSW
Theresa Swanborough	Client Service Manager, Homeless Persons Program RDNS Reg. Nurse DIV 1
Alan Wilson	CEO, Quantum Support Services, F.A.I.C.D FAIM

Signed at Melbourne, in accordance with a resolution of the Board of Directors.



Michael Perusco
Director (President)



Alan Wilson
Director (Treasurer)

Dated: this 3 October 2011
Melbourne

STATEMENT OF FINANCIAL POSITION

as at 30th June 2011

	Note	2011 \$	2010 \$
Current Assets			
Cash and cash equivalents	4	2,151,660	2,267,674
Trade and other receivables	5	55,599	53,761
Other assets	6	2,401	5,307
Total Current Assets		2,209,660	2,326,742
Non-Current Assets			
Plant and equipment	7	26,679	35,146
Total Non-Current Assets		26,679	35,146
Total Assets		2,236,339	2,361,888
Current Liabilities			
Trade and other payables	8	157,955	159,419
Short term provisions	9	37,208	48,002
Unexpended grants	1(f) 10	438,041	494,070
Total Current Liabilities		633,204	701,491
Non-Current Liabilities			
Long term provisions	9	23,100	13,763
Total Non-Current Liabilities		23,100	13,763
Total Liabilities		656,304	715,254
Net Assets		1,580,035	1,646,634
Equity			
Capital Reserve	11	456,063	456,063
Retained earnings		1,123,972	1,190,571
Total Equity		1,580,035	1,646,634

STATEMENT OF CASH FLOWS

for the year ended 30th June 2011

	Note	2011 \$	2010 \$
Cash Flows from Operating Activities			
Receipts in the course of operations		1,897,415	1,798,261
Interest received		76,421	112,483
Payments to suppliers and employees		(2,067,990)	(1,513,418)
Net cash provided by/ (used in) operating activities	12(ii)	(94,154)	397,326
Cash Flows from Investing Activities			
Purchase of plant and equipment		(3,403)	(17,437)
Net cash used in investing activities		(3,403)	(17,437)
Net increase/(decrease) in cash and cash equivalents		(116,014)	(111,591)
Cash and cash equivalents at beginning of year		2,267,674	2,379,265
Cash and cash equivalents at end of year	12(i)	2,151,660	2,267,674

The Statement of Financial Position and Statement of Cash Flows should be read in conjunction with the accompanying Notes to and forming part of the financial statements.

PROFIT AND LOSS STATEMENT

for the year ended 30th June 2010

	Note	2011 \$	2010 \$
Income			
Grants received and expended		1,084,171	1,541,438
Interest received		108,217	82,627
Subscriptions		64,729	74,207
Sponsorship – <i>Parity</i>		191,272	136,058
Sundry receipts		41,922	85,094
Total Income		1,490,311	1,919,424
Less Expenditure			
Accounting and bookkeeping fees		33,658	36,817
Accreditation & Best Practice		—	23,437
Annual leave provision		(10,794)	1,545
Auditors' remuneration		3,940	6,790
Bank fees		2,534	3,628
Special project expenditure		228,893	227,818
Conference and forum expenses		43,965	79,157
Doubtful Debts Provision		6,000	—
Depreciation		11,870	12,764
Fringe Benefits Tax		6,218	8,012
Insurance		1,156	1,612
Interest expense		—	—
Legal fees		3,550	720
Library		24	947
Light & power		7,863	6,699
Long service leave provision		9,337	(8,562)
Meetings		1,415	1,203
Motor vehicle expenses		7,692	14,803
Equipment & vehicle lease		29,060	35,067
Other expenses		65,214	95,197
Postage		24,526	19,573
Rent and outgoings		90,272	87,728
Salaries and wages		726,744	953,369
Software and computer expenses		19,035	22,986
Staff training		11,525	6,934
Stationery and printing		133,936	138,445
Superannuation		63,234	87,092
Telephone		18,542	21,157
Travel		6,252	14,816
Workcover		11,249	12,056
Total Expenditure		1,556,910	1,911,810
Surplus for the year before Significant items		(66,599)	7,614
Add/(Less) Significant Items		—	—
Net Surplus(Loss) for year		(66,599)	7,614

The Profit and Loss Statement should be read in conjunction with the accompanying Notes to and forming part of the financial statements.

INDEPENDENT AUDITOR'S REPORT

to the Members of the Council to Homeless Persons

Report on the Financial Report

We have audited the accompanying financial report, being a special purpose financial report, of Council to Homeless Persons Ltd, which comprises the Statement of Financial Position as at 30 June 2011, and the Statement of Comprehensive Income, Statement of Changes in Equity and Statement of Cash Flows for the year then ended, a Summary of Significant Accounting Policies, other Explanatory Notes and the Directors' Declaration.

Director's Responsibility for the Financial Report

The directors of the Council are responsible for the preparation and fair presentation of the financial report in accordance with Australian Accounting Standards (including the Australian Accounting Interpretations) and the Corporations Act 2001. This responsibility includes designing, implementing and maintaining internal control relevant to the preparation and fair presentation of the financial statements that is free from material misstatement, whether due to fraud or error; 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 financial statements based on our audit. We conducted our audit in accordance with Australian Auditing Standards. These Auditing Standards require that we comply with relevant ethical requirements relating to audit engagements and plan and perform the audit to obtain reasonable assurance whether the financial report is free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial statements. The procedures selected depend on the auditor's judgment, including the assessment of the risks of material misstatement of the financial statements, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation and fair presentation of the financial report in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Council's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by the directors, as well as evaluating the overall presentation of the financial statements.

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

Independence

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

Auditor's Opinion

In our opinion, the financial statements present fairly, in all material respects the financial position of Council to Homeless Persons as of 30 June 2010, and its financial performance and cash flows for the year then ended in accordance with the *Corporations Act 2001* and the Australian Accounting Standards (including Australian Accounting Interpretations).



Sean Denham

Sean Denham & Associates
Dated: this 6 October 2011
Suite 1, 707 Mt Alexander Road, Moonee Ponds Vic 3039

AUDITOR'S INDEPENDENCE DECLARATION

Under Section 307c of the Corporations Act 2001 to the Directors of Council to Homeless Persons

I declare that, to the best of my knowledge and belief, during the year ended 30 June 2011 there have been:

- (i) no contraventions of the auditor independence requirements as set out in the Corporations Act 2001 in relation to the audit; and
- (ii) no contraventions of any applicable code of professional conduct in relation to the audit.



Sean Denham

Sean Denham & Associates
Dated: this 6 October 2011
Suite 1, 707 Mt Alexander Road, Moonee Ponds Vic 3039



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