

# Annual Report 2020–21

# Contents

Executive Report	1
Policy and Communications — The 'Top 10' for 2020-21	6
Consumer Programs and Capacity Building — The 'Top 10' for 2020-21	12
<i>Parity</i>	17
Our people	18
Financial Reports and Auditor's Statement	20
Independent Auditor's Report	22
Auditor's Independence Declaration	23

## About Council to Homeless Persons

Council to Homeless Persons (CHP) was established in 1972 as a public company limited by guarantee. It is the peak Victorian body representing organisations and individuals with an interest in and commitment to ending homelessness.

CHP envisions an end to homelessness in Victoria.

### Mission

CHP works to end homelessness through leadership in policy, advocacy, capacity building and consumer participation.

### Guiding principles

CHP is driven by underlying principles that give focus to its belief that homelessness is unacceptable, avoidable and within our reach to resolve. To that end, we will:

- Provide leadership in preventing and ending homelessness by developing, supporting and promoting evidence-based research, policy and practice
  - Maximise effective consumer engagement in the development of homelessness policy and practice development
- Build the capacity of CHP members, and the homelessness and broader service sectors to achieve the best outcomes for people who experience homelessness
  - Influence as strategically and effectively as possible to achieve our mission
    - Galvanise cross-sector collaboration to strengthen a shared commitment to ending homelessness.

# Executive Report

## Cathy Humphrey, Chair and Jenny Smith, CEO

Our SHS sector  
is surely made  
of tough stuff!



Again and again pushed to the point of breaking, our sector has kept on keeping on, through this second year of pandemic lock downs.

The funding response to the pandemic from Victoria's state government and the Department of Families, Fairness and Housing (DFFH)/ Homes Victoria, has consistently led the country — by a long way. Appropriately extensive funding has flowed from government for emergency accommodation as a public health response to lock downs and infections.

But the slog of getting people without a home into hotels, the strain of trying to keep everyone living in a hotel safe, and the heart break of again asking people to leave at the end of lock down, has taken a toll — not only on impacted clients, but also on our sector.

For 1,845 households, the receipt of a *From Homeless to a Home* (H2H) package has been a wonderful development; the very recent additional announcement of the extension of H2H to up to another 250 families with children, is more than welcome - yet the pressure of putting it all into place so quickly, has landed hard.

The knowledge that the unprecedented \$5.3 billion of state government funded social housing is on its way over four years, is important.

The development of the *Ten-Year Social and Affordable Housing Strategy for Victoria*, stokes our hopes that this will be more than a one-off stimulus investment, and means a real pipeline of social housing and hence a more secure future for more of the most vulnerable in our community.

The pandemic has seen the most significant injection of additional funding into our sector since the National Partnership Agreement on Homelessness (NPAH) more than a decade ago - this time it has been a state, not a federal effort. A dedicated, largely long term and stable workforce has turned itself inside out



to respond to the challenges presented by the hotel focussed work and the introduction of H2H. H2H builds on NPAH initiatives like Common Ground and Street to Home, or agency lead innovation like J2SI; as well as

on *Rough Sleeping Action Plan* (RSAP) assertive outreach and permanent supportive housing resources. These have allowed our sector to extend beyond our traditional patch of crisis and transitional responses, consolidating our role in working with people who get social housing – to keep that housing long-term.

However, demands for additional workforce have emerged right across the human services. For example, attractive propositions to enter



the family violence and mental health workforces have flowed from the implementation of the recommendations of both Royal Commissions. Our health system has incentivised every available worker to play a part

in responding to the pandemic. In that type of context, it is no wonder that we are struggling. It is also the case that there is a great deal more workforce development needed, that is long overdue for our sector.

And just as our sector has kept on, so has your peak body CHP.

CHP was delighted to (finally) take on delivering the longstanding SHS Training Calendar from January 2021. Led by Ian Gough



— Trish Hackney-Westmore, Andrew Edgar and Christy Hackney-Westmore, collectively immediately took on the COVID-19 context, and proceeded to inhabit the on-line, establishing

the SHS Learning Hub. Andrew Edgar has been unstinting in his support of the whole of CHP to function online during the pandemic. While the immediate SHS Learning Hub offering has to some extent necessarily reprised the 'greatest hits', the SHS Competency Framework is being held in mind and an array of e-learning opportunities are already available. With the support of DFFH/ Homes Victoria, a great deal of relevant curriculum development has happened and more is underway.



We are all hearing more and more about the COVID-19 inspired 'Great Resign', and unfortunately CHP is no exception. While working from home with very few weeks in the office has had its advantages, there have also been negative impacts.

We were the fortunate beneficiaries of Lisa Morgan's energetic contributions to our capacity building and Working for Victoria work, but have said au revoir as she took



up a family violence sector leadership role close to home. We have farewelled Trish Hackney-Westmore (Capacity Building Coordinator) after seven years (this stint). Trish has made many wonderful contributions to CHP's policy and capacity building work. She will always be part of CHP's DNA. We have welcomed Simon Okely to CHP's capacity building efforts.

Sian Mulgrew commenced in the role of Senior Practitioner. Sian continued the national roll out of Homelessness Australia's (HA)



Housing First training nationally with funding from Melbourne's hugely supportive Lord Mayor's Charitable Foundation. Together with Rosie Dodd on time limited secondment from Launch Housing, they developed CHP's capacity building support to the H2H roll out. We have now farewelled Sian just a year later, to the joys of parenthood.

Angela Kyriakopoulos has worked so hard online and on the phone as our Homelessness Advocacy Service (HAS), to support as many people as possible through all the lock downs and related system changes. Ange has provided so much support for so many, and throughout it all kept CHP more informed about the range of client experiences.

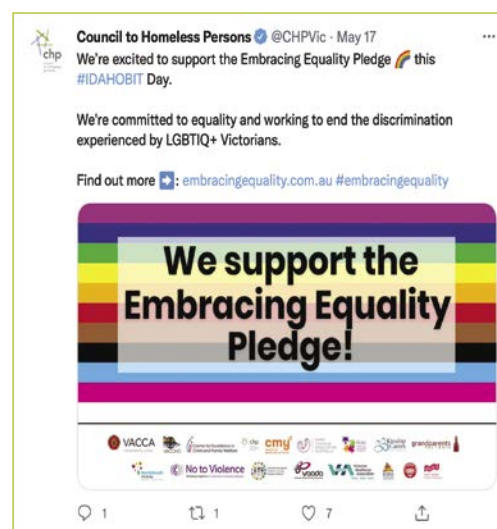


The pandemic has not proved an easy time for our Peer Education and Support Program (PESP), as pressures on the sector mounted, some work continued but much did not. Cassandra Corrone and Ian Gough have been there in support. The current group of Amanda Bingham, Andrew Withall, Catherine Tran, Lisa Townsend, Matthew Stuart and Phoebe Watson will continue for another year. PESP graduates continuing to work with us this year were Allan Martin, David Montgomery, Jacqui Gibson, Vicky Vacondios, Joal Presincula, Christine Thirkell, Trevor Brown, John Kenney, Jody Letts, Jason Russell, Davide Alberti, Elvis Martin, Helen Mathews, Luis Herrera and Nigel Pernu.

Kate Colvin as deputy CEO has allowed Jenny to take some leave, as well as continued as the Spokesperson for the national Everybody's Home Campaign (EBH). Andrea Maksimovic has continued as Campaign Manager courtesy of the outstanding philanthropic and sector support for this vital campaign, and also been a valuable part of the CHP team. Damien Patterson continues to produce the highest of quality policy for both CHP and for Homelessness Australia (HA) and led our efforts in the reforms to the Residential Tenancies Act (RTA) and broader sector LGBTIQ plus advocacy. Lucy Burnage has been putting our best digital presence forward including managing the project of delivering CHP's new web site (soon to be unveiled). We farewelled Aliya Ahmed from the role of Senior Media Adviser and welcomed Kye White who has worked hard to maintain our media presence.

We are very happy to have Lanie Harris with us very part time in support of the Victorian Homelessness Media Awards funded by the Lord Mayor's Charitable Foundation. Noel Murray continues his loaves and fishes work of producing ten quality editions of *Parity* each year and managed some semblance of taking long service leave this year jumping over and diving under various lock downs.

Jenny Smith has also contributed to our national presence as Chair of HA. The rescue of the Equal Remuneration Order (ERO) funding to the sector, in partnership with ACOSS and the ASU, was perhaps the most important focus for the year. The role played by Homelessness New South Wales (HNSW) and its members as well as our own was vital to this outcome.





The private/public partnership of the National Affordable Housing Alliance (NAHA) continues to work on developing a platform reflecting the shared territory of the necessity of growing affordable

and social housing across our country.

The Chair of HA has maintained HA's associate membership of the Housing First Europe Hub.

Leonie Kenny stayed on to assist CHP to support DFFH to complete the roll out across

the sector of 143.7 entry level positions for six months funded by Department of Justice Precincts and Regions (DJPR) through Working for Victoria. The CEO continues to work with DFFH to conjure up a workable

model for a second phase of DJPR funding to effectively fill existing vacancies.

Jenny Smith continues to co-chair the Ministerial Homelessness Advisory Committee with Sherri Bruinhout, Executive Director, Housing Pathways and Outcomes, Homes Victoria/ DFFH and Jenny remains hopeful that the Ten-Year Social and Affordable Housing Strategy for Victoria could yet include some form of homelessness plan.

After just shy of a decade at CHP, Lynette Deakes our Office Manager decided

that it was time for a change and pulled the plug. Lynette established all of the office systems that have held us in such good stead over those years and seamlessly managed

all of the relationships that allow CHP to put its best foot forward.

We have welcomed Kelly Shaw to the Office Manager role, and she has immediately set about taking all of our administration functions to the next level.

The work of CHP's accountant Nilgun Welense and bookkeeper Jilly Li is growing in this context, and they continue to adapt our financial systems in line with the many developments.



CHP has continued to be blessed with pro bono legal support from Stewart Grieve and Georgia Whiteside at Johnson Winter Slattery (JWS). JWS also support HA as needed.

CHP was considering whether-or-not to move from Stanley Street as the lease expired at the point of the pandemic outbreak. CHP has happily stayed put, but very much appreciated the pro bono support again provided by Steve Kingston and Ed Fanning of Charter Keck Cramer in considering the options.



Susan Inglis has given freely of her time for some years now in providing the high-quality Team Leader training to the sector. With Susan's meticulous input, this training will now be a mix of elearning and face to face training.

Cathy Humphrey (Sacred Heart Mission) has almost completed her final year as a Director and very supportive Chair on CHP's Board. After a decade of





'being there' in so many ways for CHP, this year Cathy successfully led CHP's development of a Risk Appetite Statement which you can find on our web site.



Our Deputy Chair Lucy Adams (Victoria Legal Aid) chaired and galvanized the work of our Governance Committee, including driving CHP's focus on increasing diversity and inclusion in governance and beyond.

CHP's Treasurer Michael Deschepper (Wintringham) also concludes a decade on the Board and of Chairing CHP's



Finance and Audit Committee. Michael has been responsible for guiding CHP's financial health, as well as CHP's financial accountability processes that are routinely applauded by the Auditor.

Cathy and Michael are stepping down from the Board consistent with the maximum terms for Board members associated with good governance.

We are also losing from the Board Morgan Lee Cataldo who has a demanding role at Berry St; Bevan Warner (Launch Housing) who is a generous supporter of CHP; and Shane Austin (Salvation Army), a great contributor who is heading to a new role in South Australia. CHP remains committed to diversifying the Board and retaining within the Board Director skill set, the experience of not having a home.

The strength of CHP's Board continues with Celia Adams (BeyondHousing), Lucy Adams, Jane Barnes (Wintringham), Wayne Merritt (Melbourne City Mission), Jenny Samms (Consulting), Jo Swift (Kids Under Cover) and Heidi Tucker (Anchor).

For the first time this year, CHP has participated in the Observership Program and has benefited from the presence of David Porter from Macquarie Capital in Board meetings and as a member of the Finance and Audit Committee.

It is unlikely that 2022 will be any less torrid. CHP will continue to be focussed on supporting the SHS to be as well positioned as possible to seize any further opportunities the future may bring.



# Policy and Communications

## The 'Top 10' for 2020–21

The Policy and Communications team aims to build community commitment to end homelessness and to influence government to deliver the reforms and funding needed to end homelessness.

### In 2020–21 we achieved:

#### 1. Strengthening support for people staying in hotels

2020 saw the start of the COVID-19 pandemic, and enormous change in homelessness service delivery. As the pandemic began in

Australia in March 2020, the Victorian Government committed new resources to provide emergency accommodation to anyone who was homeless and unsheltered, or in marginal accommodation, like crowded rooming houses. Almost overnight, the sector was charged with the enormous task of 'bringing people in' to hotels and other emergency options around the State. What was initially intended as a short-term fix was ultimately extended over months.

The hotel effort provided thousands of people with safe accommodation, and respite from a winter of homelessness, but also presented enormous challenges. Many people

struggled to manage life in lockdown in a small hotel room. Issues arose in hotels accommodating large numbers of people experiencing homelessness. Access points suddenly had an enormous additional workload managing a constantly increasing number of people needing emergency accommodation. And case management staff were stretched across their existing caseloads, as well as thousands of new and highly vulnerable people needing support while staying in hotels.

Throughout this turbulent time, CHP worked to connect the dots and dialogue between the sector and government, and advocate for changes to better manage the unfolding crisis. Together with the sector, this advocacy resulted in increased investment in support



to better respond to people in hotels. 143.7 EFT were funded through the *Working for Victoria* initiative, providing additional staff capacity. Many of these workers have since transitioned to permanent roles in the homelessness sector. New support capacity also included health workers and security in 'hot spot' hotels, additional investment in staffing at access points, and resourcing to the Homelessness Emergency Response Teams, or HEARTS.

These new commitments strengthened the sector's capacity to deliver the emergency hotel response, but ultimately, it was the enormous commitment, heart and resilience of the homelessness sector and workforce that achieved an unprecedented response to people without homes.

## 2. The biggest housing investment

In November 2020, the advocacy of many years came to fruition with the Victorian Government's commitment to an historic \$5.3 billion *Big Housing Build*. The *Big Housing Build* is a four-year funding commitment to build 12,300 social and affordable housing properties. The Government also committed to a ten-year social housing growth strategy, with rolling four year plans, and established a new agency, *Homes Victoria*, to oversee the whole social (public and community) housing program.



As 2021 has unfolded, the first stages of the *Big Housing Build* have been delivered, with spot purchased homes already allocated, and new rapid housing construction initiatives underway.



The *Big Housing Build* includes:

- 9,300 new social housing homes — including replacing 1,100 old public housing units
- 2,000 homes targeted to Victorians living with mental illness
- 10 per cent of net social housing growth to be targeted to Aboriginal Victorians, of which a significant proportion will be delivered by Aboriginal Community Controlled Organisations
- around 1,000 homes for victim survivors of domestic and family violence
- 2,900 new affordable and low-cost homes for low-to-moderate income earners.

This enormous achievement was a testament to a fantastic campaign effort across our homelessness sector as well as the collaborative effort from the joint housing peaks calling for more social housing.



## 3. Housing and support to end homelessness

Throughout the hotel response, CHP called for the provision of permanent homes and support to people staying in emergency accommodation, many of whom had had repeat experiences of homelessness and/or were highly vulnerable. This advocacy built on previous campaigns calling for an expanded capacity to provide permanent supportive housing to people with complex needs.

We were delighted when this advocacy succeeded, and in February 2021, the \$150 million *From Homelessness to a Home* (H2H) initiative was launched, providing housing and support packages to 1,845 households with complex needs who had been staying in emergency accommodation during COVID-19.



While bringing a huge new program on board in the midst of a pandemic, with a regional rental crisis in full swing, has required new leaps in flexibility and innovation from a sector that had already jumped high, H2H has delivered enormous benefit. People who have been in and out of crisis over years, with multiple interactions with homelessness services, the justice system, and health and AOD services, are now in secure housing. Additional Housing First resources are being embedded in the homelessness service system. And new partnerships

are strengthening and refining the model to best meet the needs of participants.

#### 4. Improved services and more supported housing



After many months of advocacy about the critical importance of housing for both the prevention of mental ill-health, and people's recovery, Council to Homeless Persons was pleased to see the Royal Commission into Victoria's Mental Health System report released in March 2021 with strong recommendations around housing and homelessness.

These included a recommendation to provide multidisciplinary support alongside the 2,000 new social housing properties allocated to people with mental illness as part of Victoria's Big Housing Build, so these properties can become supported housing — filling a service gap that has resulted in many people cycling in and out of acute mental health care and homelessness.

In addition to the 2,000 properties previously announced, the Royal Commission called for a further 500 new

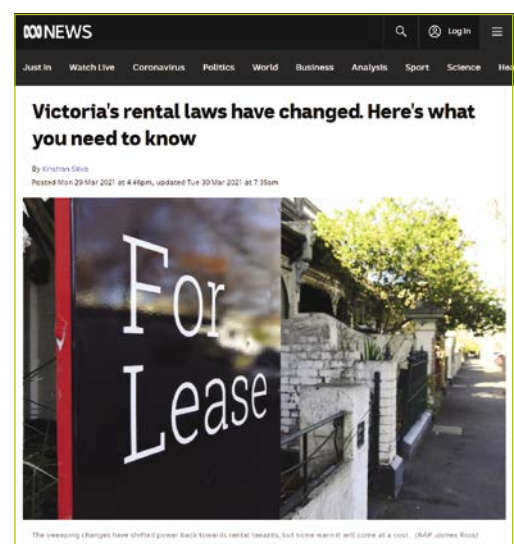
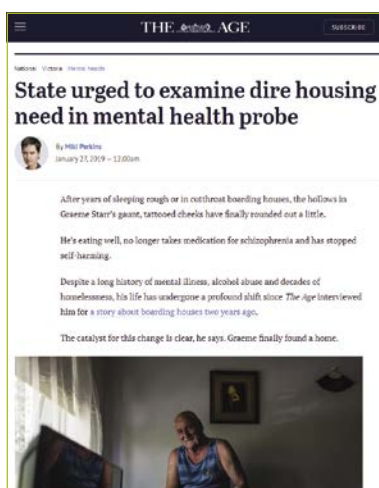
medium-term supported housing places for young people with mental illness and housing instability or homelessness. A raft of other measures from the Royal Commission will significantly improve services for people experiencing homelessness and mental illness

These positive results followed coordinated advocacy across the homelessness and mental health sectors, including a CHP messaging guide for health and community services to use in their submissions to the Royal Commission, and a series of media stories around the high rate of homelessness among people experiencing mental illness, and increasing number of exits from mental health care to homelessness. The response from the sector was fantastic, with many consistently messaged and well-informed submissions made to the Royal Commission articulating the need for housing and support.

#### 5. Stronger protections for renters

The new *Victorian Residential Tenancies Act* came into force in March 2021 bringing in more protections against evictions, including the ability for VCAT to reject an eviction because a tenant has unmet support needs, strong protections for victim-survivors of family violence, and other improvements. The advocacy that resulted in the new Act was in previous years, but in 2020-21 we focussed our advocacy on the regulations that will underpin the new Act — and achieved significant further wins to the eviction process and to minimum standards.

For years the 'notice to vacate' (eviction letter) has read like the final step in the process — leading the recipient to believe it meant they were to be evicted and had to



move out. We called for the letter to be rewritten to remove that inference, make it clear that a renter doesn't have to leave on the listed date, and puts a renter's rights at the forefront of the notice.

Together with our partners in the tenant's rights sector, we also called for the regulations to include a high standard for mandated minimum standards for rental properties and were pleased that the final standards were higher than we had anticipated, included several suggestions first proposed by CHP. A positive outcome was also won after advocacy to prohibit landlords from asking questions of applicants that have typically been used to discriminate against people experiencing homelessness.

These and other protections achieved through the regulations will make evictions rarer, properties for low-income households better, and access to housing for people without homes easier.

## 6. Keeping homes for women and children fleeing violence in focus

Continued advocacy in 2020-21 to highlight the importance of access to housing for women and children fleeing violence resulted in continued funding of the Private Rental Assistance Program and Flexible Support Packages in the State Budget, and to a focus on housing in both the Family Violence Implementation Monitor Report, and the Victorian Government's Rolling Action Plan.

Our Submission to the Implementation Monitor, and media activity, drew attention to the gap that still exists, between the aspiration of the Royal Commission to

end homelessness for women fleeing violence and the current reality. While the Big Housing Build will provide more homes to respond to this need, it remains an issue that will require continued focus.

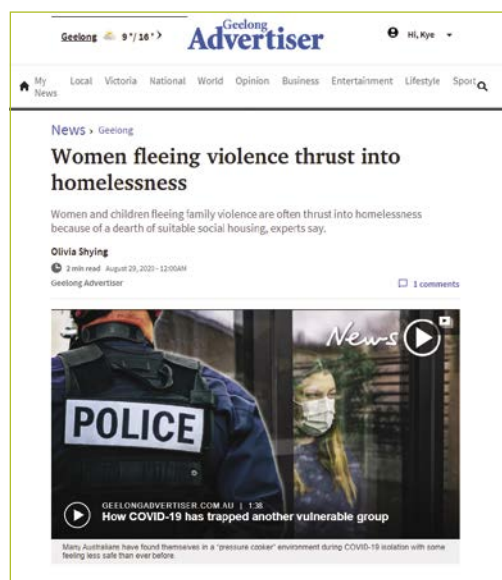
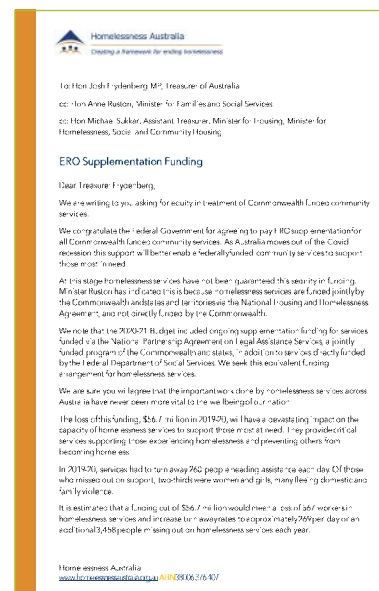
## 7. Maintaining fair funding

The homelessness sector faced off two major threats to homelessness funding this year: the federal defunding of *Equal Remuneration Order (ERO) Supplementation* on 30 June 2021, and inadequate community sector indexation from the Victorian Government. Each threatened to significantly reduce homelessness resources available to people in need.

Council to Homeless Persons collaborated closely with Homelessness NSW and the Australian Service Union on the ERO funding campaign. We lobbied the Ministers responsible, wrote a letter signed by more than 170 organisations nationally to Treasurer Josh Frydenberg, generated media about the impact of cuts, and encouraged the sector to raise their concerns.

The issue was taken up in Senate Estimates and won a commitment from the Federal Government to continue funding for a further two years.

CHP also worked with VCOSS and other partners to head off a Victorian Government plan to limit July 2021 indexation of community sector services, including homelessness services, to 1.5 per cent — and succeeded in increasing indexation to 2.0 per cent. Advocacy is ongoing to secure a fairer and more transparent process of indexing funding, that better reflects increases in cost.



## 8. Youth homelessness on the agenda

In 2020–21, CHP increased its advocacy focus on youth homelessness. We developed a major paper outlining the reforms and new investments needed to address youth homelessness and included this in our Submission to the Victorian Government's Youth Strategy Consultation. We called for new investments in youth homelessness prevention workers and housing and support for young people in the State Budget 2021–22, called for the Government's 10-year housing strategy to include youth specific housing models, and we laid the ground work for a longer term campaign on youth housing models providing affordable housing and ongoing support. This work continues into 2021–22.

## 9. Maintaining the pressure on the Federal Government

In 2020–21, CHP worked through Homelessness Australia, the *Everybody's Home* campaign, and the National Affordable Housing Alliance (NAHA) to keep up the pressure on the Federal Government to deliver more social housing investment and homelessness resources,

Homelessness Australia led Homelessness Week with media highlighting how funding for social housing and homelessness has declined once population growth and inflation are taken into account, and hosted the Homelessness Week launch with the Minister for Housing and Homelessness, the Opposition and Greens spokespersons and the ABC's Patricia Karvelas.

Homelessness Australia has also played an important role keeping the most vulnerable households in focus in the National Affordable Housing Alliance (NAHA), which brings together housing,



homelessness and welfare peak bodies with the property and superannuation industries to develop policy and lobby government.

In 2020–21, *Everybody's Home* has significantly increased its media profile and supporter base. In September 2020, more than 300 organisations signed a letter to the Treasurer calling for social housing to be included in the stimulus. This message was then reinforced in the *Double Return: how investing in social housing can address the growing homelessness crisis and boost Australia's economic recovery* report commissioned from Equity Economics.

In 2021, *Everybody's Home* backed the call for housing for women and children fleeing family violence, publishing the *Nowhere to Go* report: and coordinating more than 200 organisations to sign the *Statement on Housing for Women's Safety*.

## 10. Homelessness in the public eye

Whenever anyone recalls 2020–21, the COVID-19 pandemic will be the first thing to come to mind. So, it should come as no surprise CHP's media work throughout the year centred on advocating for people without homes or experiencing housing stress, who were at greatest risk from the health impacts of COVID-19 and the economic impact of lockdowns. Over the past year, CHP's media advocacy work led to over 750 stories, in print, online, radio, and television media outlets.

CHP led the sector in calling for ongoing support and long term housing for people who were placed in hotels.

We raised concerns about the risks of COVID-19 for people living in overcrowded housing and rooming houses.

As Australia began to emerge from the first wave of lockdowns, and the financial support that had kept many people in housing was wound back, we supported the *#RaiseTheRateForGood* campaign to call for a permanent increase to JobSeeker and for ongoing funding for the state government's Private Rental Assistance Program.




## Second wave COVID-19 fears for Victorians living in overcrowded housing, share and rooming houses

JIM MALO REPORTER | JUN 13, 2020

Any second wave of the coronavirus pandemic could disproportionately harm Victorians living in share houses, rooming houses and overcrowded accommodation, experts have warned.

Difficulties with social distancing mean that if one member of a crowded household gets sick, it becomes hard to stop the spread to other members of a household, Swinburne University Centre for Urban Transitions senior research fellow Angela Spinney says.

"If you're crowded and someone coughs, it's much more likely to land on you," Dr Spinney said. "Public housing started because of people realising in the UK and other places that they had to do something about cholera and typhoid outbreaks which can be caused by overcrowding."



Plabour Chidhambaram outside a public housing tower. Photo: Stephen Mokacze


## 'You hear screaming at night': Plea to find homes for hotel homeless

By Bianca Hall  
July 5, 2020 - 11:47pm

For our free coronavirus pandemic coverage, visit our news.

About 2000 homeless people who have been put up in hotels across Victoria during the coronavirus outbreak face the prospect of having to return to the streets later this month without a state government lifeline.

The Andrews government moved about 4000 homeless people into hotel accommodation around the state amid concerns the deadly virus would sweep through vulnerable rough sleepers.




Melbourne man Paul Dan says the uncertainty of the hotel accommodation scheme is wearing on him. (AAP/REUTERS)

About 2000 people, including children, remain in subsidised hotel rooms.

## Calls to housing and homeless services spike as rental moratorium ends

By Lingyan Fong on ABC

Homelessness groups say the "perfect storm" they have been predicting for months is coming to fruition. State and territory moratoriums on rent increases and evictions came to an end last month, but all



We called for, and then celebrated the *Big Housing Build* commitment.

CHP and Homelessness Australia placed public pressure on the government to reverse course on planned cuts to ERO Supplementation funding, headlined by an interview with ABC Radio's RN Breakfast.

When the pandemic sent Australia's housing market into overdrive, with rents and house prices skyrocketing, and vacancy rates falling, CHP and Homelessness Australia were a prominent voice throughout the year calling for more Federal Government investment in social housing, stories that were covered in the *Geelong Advertiser*, *News.com.au*, *2GB*, and many more.

And we maintained pressure on the Federal Government, providing the background data that resulted in robust questions about declining investment in social housing to Federal Housing Minister Sukkar.


Our interventions in the traditional media were bolstered by our social media messaging to raise awareness of issues faced by people without a home.

As the Federal Government ceased a range of COVID-19 protections and supports, we published content to highlight how changes were impacting (and were likely to further impact) the Victorian community. We expanded understanding of youth homelessness via our work on the Victorian Youth Strategy and youth-related events. We called for investments in the delayed 2020-21 Federal and State Budgets, and responded to them, and we used social media

## Coronavirus: 'Chronic shortage of social housing' in Victoria

The horror COVID-19 lockdown of nine Melbourne public housing towers has highlighted the state's severe shortage of social housing, with about 100,000 people languishing on waiting lists.

Samantha Landy  
2 min read July 7, 2020 - 10:04AM Herald Sun




to build support for investment in social housing, the *#RaisetheRate* campaign, and to stop proposed cuts to the Specialist Homelessness Sector.

Throughout the year, we used social media to maximise the impact of online events through live-tweeting key ideas and insights. This including the CHP Parliamentary Inquiry into Homelessness event, *Parity* edition launches, the National Homelessness Conference, and more. During Homelessness Week 2021, we ran a social media campaign, *What is home?* in which PESP members discussed what home meant to them, via a series of short videos.

Our profile continued to grow, with the @CHPvic Twitter account reaching 5,218 followers by the end of June 2021 and an average of 2.1K impressions per day across the year. Our Facebook community increased by almost 10 per cent to 2,626 followers.

In 2020-21, CHP also continued our strategic project to improve the quality of reporting on homelessness, the *Victorian Homelessness Media Awards*. Supported by the Lord Mayors Charitable Foundation, in 2021, the media awards continued to attract excellent submissions from print, broadcast and online journalists, highlighting reporting on homelessness that addressed the structural issues, represented people without homes with respect and dignity, and called Government to account.



Jenny Smith  
on RN Breakfast  
with Fran Kelly

# Consumer Programs and Capacity Building The 'Top 10' for 2020–21

The Consumer and Capacity Building Program includes our consumer-focused programs, the Homelessness Advocacy Service (HAS) and the Peer Education Support Program (PESP), as well as our work building capacity in the Specialist Homelessness Sector (SHS).

## In 2020–21 we achieved:

### 1. Great outcomes for vulnerable Victorians

HAS aims to protect and advocate for the rights of people who don't have a home or at risk of not having a home.

In 2020–21, HAS provided support to 1,067 people. This represented nearly a threefold increase in demand for HAS services from the previous financial year, a reflection of the impact of the COVID-19 crisis on vulnerable and at-risk Victorians.

PESP and CHP  
celebrating XMAS  
in 2020



The top four supports requested were advocacy (38 per cent), support with informal complaints (34 per cent), eviction prevention (14 per cent) and tenancy support and (12 per cent).

HAS clients present from diverse communities. In 2020–21, 51 per cent of consumers were women, 88 per cent were singles without children, nine per cent were single parents, 13 per cent were from culturally and linguistically diverse backgrounds, and 19 per cent were Aboriginal or Torres Strait Islander people.

In 2020–21, we again saw high numbers of HAS consumers living in private unstaffed rooming houses, with 35 per cent of clients in this accommodation. Others were rough sleeping and in marginal accommodation settings such as caravan parks and couch surfing.

### 2. A strong and engaged PESP team

PESP is a volunteer consumer participation program with a team of people with the experience of not having a home who are passionate about making a difference. The PESP team works to influence policy and practice development, provide community education, and promote consumer participation.

In February 2020 we recruited a new PESP team and appointed Andrew Withall, Amanda Bingham, Lisa Townsend,

Matthew Stuart, Phoebe Watson and Catherine Tran. The new team commenced at a very challenging time as it coincided with start of the COVID-19 crisis. The impact was immediate as they could only do one face to face induction training session, with the remainder of their training all online. This made building connections with teammates and CHP a challenge.

The COVID-19 crisis also meant that engagements had to be delivered online, which had its challenges and further reduced opportunities to build connections. Despite these challenges the team demonstrated their dedication to ending homelessness by pivoting to delivering engagements online and building the skills to do so successfully.

The PESP Graduates have continued to contribute to the work of CHP. In 2020–2021 Elvis Martin, Helen Matthews, Luis Herrera, Nigel Pernu, Christine Thirkell, Trevor Brown, John Kenney, Jody Letts, Jason Russell, Jacqui Gibson, Joal Presincula, Vicky Vacondios and David Montgomery all participated in events, training and consultations as graduates. And like the current PESP team, the active graduates have demonstrated terrific flexibility and commitment to pivot to an online environment

We thank all active graduates and the current PESP team for their hard work, flexibility, contribution to CHP and commitment to ending homelessness.

### 3. Consumer influence on policy

PESP plays an important role influencing policy at organisational, system and government levels. One way it does this is membership of advisory, network and project groups. In 2020–21 the networks PESP were members of included:

- Ministerial Advisory Committee
- Justice Access Advisory Group
- Rough Sleeper project meeting
- SHS Transition Plan Executive Advisory Group
- Melbourne Metropolitan Rooming House Group
- Common Ground Best Practice Project
- Melbourne Service Coordination Project — Executive Partnership Group



*PESP and Noel working on the Lived Experience Parity edition*

- Victorian Indigenous Statewide Homelessness Network
- SHS Transition Plan EAG
- CBD Homelessness Network meeting
- SVHM Pathways Home Governance Group.

PESP also influenced the development of policy by providing feedback and input to a range of submissions CHP delivered in 2020–2021 and continuing to contribute articles for *Parity*.

### 4. Consumer impact on community attitudes

In 2020–2021, PESP participated in 232 activities, including government consultations, delivering training, presentations and panel participation, research interviews, *Parity* articles, media interviews, peer mentoring and homelessness experience tours. These included:

- 24 government and sector consultations
- Eight media interviews
- Participating in 36 steering committees and advisory group meetings
- Co delivered or contributed to 94 training sessions
- 45 presentations and panel discussions delivered to a broad range of stakeholders, including government, allied sectors and community.

These activities were hosted by a broad range of organisations, including community organisations, both within and outside the homelessness sector, as well as government, media, and corporates.

The team was also a key element of training CHP delivered in 2020–21, providing vital insights and making sure the voice of lived experience continues to underpin our capacity building activities.

PESP was significantly impacted by the COVID-19 crisis, with engagements dropping off sharply from March 2020. PESP team members report struggling with missing face to face, in person contact. However, they are a very resilient group, have remained engaged and continued to make a terrific contribution to CHP.

The Consumer and Capacity Building Programs and PESP teams have worked hard to pivot to a post COVID-19 environment, with a focus on developing new, innovative ways to deliver PESP engagements and capacity building activities online.

One example involved the delivery of the City of Melbourne funded Walk in My Shoes project that aimed to build the understanding of Victoria Police officers about issues faced by people without a home and to encourage mutual understanding.

The COVID-19 crisis meant we had to develop an alternative model to face-to-face delivery. To this end we developed an online model that involved a combination of multimedia (Google earth and video), live presentations from PESP members and facilitated conversations with participants via the Microsoft Teams platform.

With PESP, we delivered five sessions to Victoria Police and Transit officers from the East and West Melbourne stations. The project was very successful, and Victoria Police have flagged an interest in expanding the project to police stations across Victoria.

## 5. Implementation of the SHS Transition Plan

The *SHS Transition Plan* was formally launched at the CHP Future-Ready Homelessness Forum on 8 October 2018. The Plan, which sets the priorities for the SHS over 2018-22, is available on the dedicated *SHS Transition Plan* page (under the Policy tab) on the CHP website. The page includes a range of resources and information about specific goals.

The 15 goals, and the related plan deliverables, were directly informed by an extensive consultation process in 2017-18, involving sector forums across the state, focus groups, targeted sector interviews, consumer consultations and online surveys.

This fantastic sector support for and engagement with the Plan has continued in 2020-21 with strong engagement from the sector in the implementation of the

Plan's goals and related deliverables. There are many examples of this strong sector engagement, including:

- Membership of the Executive Advisory Group and the Organisational and Workforce working groups that are guiding the implementation of the Plan.
- Sector consultations informing the development of an Aboriginal Cultural Competency framework for the SHS.

In the SHIP Champions working group that is supporting the implementation of the Build data provision and sharing protocols and share and use data to inform SHS practice goals.

In partnership with the sector significant progress has been made against many of the Plan's goals. This work has been made possible with DFFH/ Homes Victoria funding that was provided to support the sector to implement the *SHS Transition Plan* in partnership with DFFH/ Homes Victoria.

A highlight has been the work to action the *Develop a SHS Workforce Development Strategy* goal. CHP engaged Precision Consultancy to develop the strategy. The *SHS Workforce Development Strategy* was formally launched at the CHP annual general meeting in November 2020. CHP would like to warmly thank Rosalie Flynn from Precision Consultancy for her work on the project and sector stakeholders for their engagement and support.

To further support actioning the *Develop a SHS Workforce Development Strategy* goal, the Workforce Pathways goal, and elements of the *SHS Workforce Development Strategy*, CHP engaged the Future Social Service Institute (now Workforce Innovation and Development Institute — WIDI) and consultants Sandie de Wolf with Kris Honey to deliver targeted projects.

WIDI are delivering the Common Workforce Data Set Project, which involves a proposal to design and test a common, consistent and robust workforce dataset across the SHS.

Sandie de Wolf and Kris Honey are delivering a project to identify and implement strategies to attract, develop and retain a competent SHS workforce.

In 2020-21, good progress was also made on other *SHS Transition Plan* goals. This included the *Promote Aboriginal and Torres Strait Islander Self-determination* goal. To progress this goal, CHP engaged Jenny Samms Consulting to develop an Aboriginal

Cultural Competency framework for the SHS. That work is close to completion and will be show cased at the forthcoming Victorian Homelessness Conference.

Another action to progress the *Promote Aboriginal and Torres Strait Islander Self-determination* goal is working with the Centre for Cultural Competence Australia (CCCA), a majority Aboriginal owned consulting and cultural training organisation, to deliver Aboriginal and Torres Strait Islander Cultural Competence training to the SHS.

The first stage involved purchasing three hundred licences for the CCCA intensive eLearning course that CHP has offered to the SHS at a subsidised rate. The next stage will involve follow up in depth face-to-face training delivered by CCCA. The blended model supports a learning environment where learners can go beyond raising awareness and developing knowledge to building cultural competency.

## 6. Stronger sector capacity through training

In the first half of 2020–21 CHP delivered high quality training to over 500 SHS workers including:

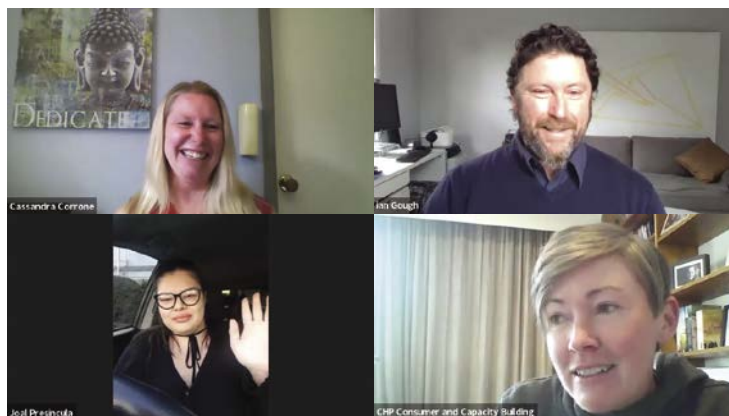
- SHS Induction Program for new workers employed under the Working for Victoria scheme
- NDIS Eligibility and Access
- MARAM and Information Sharing schemes information sessions
- Working with young people experiencing distress and resistance
- Assertive outreach and effective engagement.

From 1 January 2021, CHP has been funded by DHHS to deliver the SHS Learning Program. The SHS Learning Program has three elements:

- Live training sessions
- Self-directed eLearning courses
- Blended self-directed eLearning and live training sessions.

In the second half of 2020–21 CHP delivered live online training to over 400 workers in the SHS through the SHS Learning Program. Examples included:

- Emotional Intelligence for Managers (Scott Dutton)
- Introduction to SHIP and Advanced SHIP (AIHW)



Joal, Cass,  
Trish and Ian  
building capacity

- Difficult + Necessary Conversations (Scott Dutton)
- Self-care (MOAT: Mental Health Services)
- Case Management Practice (Kerry Marshall)
- Promoting Recovery Understanding Complex Trauma & Trauma Informed Practice (Erin Holloway, Lighthouse Foundation)
- Mental Health First Aid (Cathy Norris)

CHP would like to warm thank all of the trainers who delivered taking through the SHS Learning Program.

CHP also commenced building eLearning courses for learners to access on the SHS Learning Hub, including:

- LGBTIQ+ Inclusive Practice (a partnership with Jac Tomlins and Cal Andrews who led this Lord Mayor's Charitable Foundation funded project)
- SHS Team Leadership
- Introduction to the Statewide Children's Resource and Brokerage Programs
- Introduction to Housing First: Principles and Practice

In February 2021, we engaged a specialist eLearning consultancy, Pop Education, to support the development and implementation of the SHS Learning Program and build several eLearning courses for the program.

One of the eLearning courses Pop worked on is an adaption of the three-day SHS Team Leadership training developed and delivered for CHP by the philanthropic organisation Woman Working Wonders. The eLearn course is very strong and we look forward to making it available to the sector. We would like to warmly thank Pop Education and Susan Inglis from Woman Working Wonders for their work on this project.



PESP member Nigel,  
with his new car

## 7. Increased sector capacity to engage with MARAMIS

On 27 September 2018, a wide range of organisations and services were prescribed under the *Family Violence Information Sharing Scheme*, the *Child Information Sharing Scheme* and the *Family Violence Multi-Agency Risk Assessment and Risk Management Framework* (MARAM) reforms, including homelessness organisations and services.

CHP has been funded by Family Safety Victoria to support the SHS to understand its legislative obligations stemming from these reforms, as well as helping the SHS understand the intent of the reforms and to build capacity to embed good practice in their utilisation. To this end CHP has delivered information sessions about the reforms, kept the sector informed about relevant training opportunities, contextualised Family Safety Victoria's resources, developed new resources and worked collaboratively with other grant recipients to develop resources.

## 8. Support to the Victorian Indigenous Statewide Homelessness Network

In 2020–21, CHP worked collaboratively with the Victorian Indigenous Statewide Homelessness Network to respond to Aboriginal homelessness by:

- staff and PESP members attending the VISHN state-wide conference 26–27 February 2021
- providing training around good practice in completing online Victorian Housing Register applications
- supporting agencies through training and advice around collecting and analysing SHIP data.

## 9. Stronger sector capacity to collect and analyse homelessness data

CHP continued to support the development of a pro-data culture in the SHS in 2020–21 by:

- coordinating the SHIP champions initiative
- supporting DHHS releases of the Victorian Data Collection
- sitting on AIHW's Housing and Homelessness Dashboard Expert Reference Group and the Specialist Homelessness Services User Advisory Group
- representing the sector on DHHS' Homelessness Reporting Advisory Group.

## 10. Capacity to develop peer support for resettlement after homelessness

In 2019–20, CHP received funding support from the Lord Mayors Charitable Foundation and City of Melbourne Innovate grant to design and deliver the Peer Support Resettlement Project, a replicable model of peer support for people who have secured permanent housing after a period of not having a home.

The peer worker role was based on the Intentional Peer Support practice model, which is underpinned by four principles: connection, worldview, mutuality and 'moving towards' goals.

A key aim of the project was to build SHS support for peer worker roles, increase the number of peer workers employed in the sector and ultimately to see the employment of peer workers across the sector as common practice.

There has been some success already in this regard. On the back of the success of the project, the Department of Health and Human Services funded the Salvation Army, Launch Housing and Sacred Heart Mission for a continuation of the peer support worker roles in post homelessness support programs.

In addition, CHP received funding to provide support to peer workers in the sector and to SHS organisations employing peer workers. This support includes convening regular communities of practice for peer workers and their managers and peer supervision facilitated by Intentional Peer Support Australia.

CHP applauds this investment in peer support and hopes it is the beginning of the SHS embracing peer support as a valuable and important discipline.



# Parity

## 2020

### July

#### *Meeting the Needs of Homeless Veterans*

Sponsors: Salvation Army, Launch Housing  
Virtual launch via Zoom on Friday August 7th

### August

#### *Supporting and Sustaining Tenancies in Community Housing*

Sponsors: Unison, CHIA Vic, Community Housing Ltd, Housing First, South Port Community Housing, Bridge Housing, CHIA, Havelock Housing

### September

#### *Implementing the Royal Commission into Domestic and Family Violence*

Sponsors: Victorian Government through Minister for the Prevention of Family Violence, Minister for Women, Minister for Youth; DV VIC/DVRC, McAuley Community Services for Women, Infoxchange, No To Violence

### October

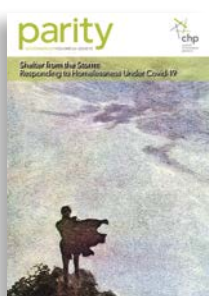
#### *Homelessness and Older Women*

Sponsors: Wintringham, Housing for the Aged Action Group, Homelessness NSW, Mercy Foundation, YWCA ACT, Women's Council for Domestic and Family Violence Services Western Australia, WPI, Women's Housing Ltd, Older Women's Network NSW, Infoxchange

### November

#### *Shelter from the Storm: Responding to Homelessness Under COVID-19*

Sponsors: Victorian Government through the Department of Health and Human Services, Infoxchange, The New South Wales Government and Mission Australia



## 2021

### February

#### *A New Direction Home: The Future of Leaving Care*

Sponsors: Berry Street, Anglicare Victoria, The Commission for Children and Young People  
Virtual Launch via Zoom Thursday March 11th

### March

#### *A Room of One's Own: Reforming Rooming and Boarding Houses*

Sponsors: Shelter NSW, Consumer Affairs Victoria, Newtown Neighbourhood Centre, Tenants Victoria, Tenants Union of NSW, Homeless Law Justice Connect, St Patricks Western Australia, Housing Choices Western Australia

### April

#### *The Future of Youth Housing*

Sponsors: Melbourne City Mission, Hope Street Youth and Family Services, The Queensland Youth Housing Coalition, YFoundations, Brisbane Youth Services, Kids Under Cover, Gold Coast Youth Services  
Virtual Launch via Zoom Friday May 15th.

### May

#### *In the Heart of the City: Responding to Homelessness in the Capital Cities*

Sponsors: The Council for Capital City Lord Mayors, Launch Housing, cohealth

### June

#### *Where to Now for Social Housing?*

Sponsors: Mission Australia, St Vincent de Paul National Council, Uniting VicTas.



# Our people





## Board of Directors

Celia Adams  
 Lucy Adams *Vice Chairperson*  
 Shane Austin  
 Jane Barnes  
 Morgan Cataldo  
 Michael Deschepper *Treasurer*  
 Cathy Humphrey *Chairperson*  
 Wayne Merritt  
 David Porter *Observer*  
 Jenny Samms  
 Jo Swift  
 Heidi Tucker  
 Bevan Warner

## CHP Staff 2020-2021

Lucy Burnage *Digital Communications Officer*  
 Kate Colvin *Manager Policy and Communications*  
 Cassandra Corrone *Team Leader, Peer Education Support Program (PESP)*  
 Lynette Deakes *Office Manager†*  
 Rosie Dodd *Housing First Specialist*  
 Andrew Edgar *SHS Learning Program Coordinator*  
 Ian Gough *Manager Consumer and Capacity Building Programs*  
 Christy Hackney-Westmore *SHS Learning Program Support Officer*  
 Trish Hackney-Westmore *Capacity Building Coordinator†*  
 Lanie Harris *Media Awards Coordinator*  
 Leonie Kenny *Senior Practitioner†*  
 Angela Kyriakopoulos *Homelessness Advocacy Service (HAS) Advocate*  
 Jillie Ly *Bookkeeper*  
 Andrea Maksimovic *Everybody's Home Campaign Coordinator*  
 Sian Mulgrew *Senior Practitioner*  
 Noel Murray *Parity Editor*  
 Simon Okely *Capacity Building Officer*  
 Damien Patterson *Policy and Advocacy Officer*  
 Kelly Shaw *Office Manager*  
 Jenny Smith *Chief Executive Officer*  
 Nilgun Welense *Accountant*  
 Kye White *Senior Media Advisor*

## Peer Education Support Program (PESP) volunteers

Amanda Bingham\*  
 Matthew Stuart\*  
 Lisa Townsend\*  
 Catherine Tran\*  
 Phoebe Watson\*  
 Andrew Withall\*

## Active graduates

Davide Alberti  
 Trevor Brown\*  
 Jacqui Gibson\*  
 Luis Herrera  
 John Kenney\*  
 Jody Letts\*  
 Allan Martin\*  
 Elvis Martin  
 Helen Matthews  
 David Montgomery\*  
 Nigel Pernu  
 Joal Presincula\*  
 Jason Russell\*  
 Christine Thirkell\*  
 Vicky Vacondios\*

\* not pictured

† left CHP this year



# Financial Reports and Auditor's Statement

Council to Homeless Persons (a company limited by guarantee) ABN 20 005 475 007  
Financial Statements for the year ended 30th June 2021

## Directors' Report

Your directors present this report on the Council to Homeless Persons for the financial year ended 30th June 2021.

### 1. Directors

The names of each person who has been a director during the year and to the date of this report are:

Celia Adams	Morgan Cataldo	Wayne Merritt
Lucy Adams	Michael Deschepper	Jenny Samms
Shane Austin	Cathy Humphrey	Jo Swift
Jane Barnes	Bevan Warner	Heidi Tucker

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

The number of meetings of Directors held during the year, and the number of meetings attended by each Director, are as follows:

	Eligible to Attend	Number Attended
Celia Adams	6	6
Lucy Adams	6	6
Shane Austin	6	5
Jane Barnes	6	6
Morgan Cataldo	6	3
Michael Deschepper	6	5
Cathy Humphrey	6	6
Wayne Merritt	6	6
Jenny Samms	6	6
Jo Swift	6	6
Heidi Tucker	6	6
Bevan Warner	6	4

### 3. Information On Directors

The details of Directors in office at any time during or since the end of the year are:

Celia Adams	Chief Executive Officer, Beyond Housing, Bachelor of Arts (Sociology), Adv. Dip Government (Management), GAICD
Lucy Adams	Strategic Advocacy and Policy Manager, Civil Justice, Access and Equity Victoria Legal Aid., BA, LLB (Hons)
Shane Austin	State Manager Homelessness Vic & Social Mission, Co-ordinator Vic The Salvation Army Australia, Master Business Law (Monash); BaAppSci (MedRad) RMIT; GradDip CS; MAICD
Jane Barnes	Chief of Staff Wintringham, Bachelor of Arts (Recreation)
Morgan Cataldo	Senior Management Youth Engagement, Berry Street, Associate Degree Applied Social Science
Michael Deschepper	Deputy Chief Executive Officer, Wintringham, B BUS (Hons) RMIT; Member Institute of Chartered Accountants Australia and New Zealand; Harvard Business School Strategic Perspectives in Non Profit Management; Licensed Estate Agent (Vic)
Cathy Humphrey	Chief Executive Officer, Sacred Heart Mission, Assoc Dip Welfare Studies, Certificate IV Training and Assessment; MAICD
Wayne Merritt	General Manager Homelessness, Justice & Family Services, Melbourne City Mission, Graduate Certificate of Business Management, Bachelor of Nursing
Jenny Samms	Consultant Jenny Samms Consulting, Bachelor of Economics
Jo Swift	Chief Executive Officer, Kids Under Cover, Advanced Diploma Public Relations, GAICD
Heidi Tucker	Chief Executive Officer, Anchor Incorporated, Bachelor of Social Science; Graduate Australian Institute of Company Directors
Bevan Warner	Chief Executive Officer, Launch Housing, GAICD

### 4. COVID-19

Directors note that the COVID-19 pandemic has created uncertainty in the Australian community. Directors are maintaining a watching brief with respect to the impact of COVID-19 and are satisfied that no matters or the results of those operations, or the state of affairs of the organisation in future financial years.

Signed at Melbourne, in accordance with a resolution of the Board of Directors, and pursuant to S.60.15 of the *Australian Charities and Not-for-profits Commission Regulations 2013*.



Cathy Humphrey  
Director (Chairperson)



Michael Deschepper  
Director (Treasurer)

Dated: 28th October 2021, Melbourne

## Statement of Financial Position

as at 30th June 2021

	Note	2021 \$	2020 \$
<b>Assets</b>			
<b>Current Assets</b>			
Cash and cash equivalents	4	352,610	612,250
Trade and other receivables	5	404,900	80,278
Financial assets	6	1,812,258	1,786,528
<b>Total Current Assets</b>		<b>2,569,768</b>	<b>2,479,056</b>
<b>Non-Current Assets</b>			
Property, plant and equipment	7	62,872	37,765
<b>Total Non-Current Assets</b>		<b>62,872</b>	<b>37,765</b>
<b>Total Assets</b>		<b>2,632,640</b>	<b>2,516,821</b>
<b>Liabilities</b>			
<b>Current Liabilities</b>			
Trade and other payables	8	445,217	248,248
Provisions	9	274,043	236,101
Project funds received in advance	10	730,493	838,279
<b>Total Current Liabilities</b>		<b>1,449,753</b>	<b>1,322,628</b>
<b>Non-Current Liabilities</b>			
Provisions	9	—	11,887
<b>Total Non-Current Liabilities</b>		<b>—</b>	<b>11,887</b>
<b>Total Liabilities</b>		<b>1,449,753</b>	<b>1,334,515</b>
<b>Net Assets</b>		<b>1,182,887</b>	<b>1,182,306</b>
<b>Equity</b>			
Retained surplus/(deficit)		1,182,887	1,182,306
<b>Total Equity</b>		<b>1,182,887</b>	<b>1,182,306</b>

## Statement of Cash Flows

for the year ended 30th June 2020

	Note	2021 \$	2020 \$
<b>Cash Flows from Operating Activities</b>			
Receipts in the course of operations		2,876,092	2,859,244
Interest received		42,969	50,715
Payments to suppliers and employees		(3,110,632)	(2,789,531)
<b>Net cash (used in)/provided by operating activities</b>	11	<b>(191,571)</b>	<b>120,428</b>
<b>Cash flows from investing activities</b>			
Purchase of plant and equipment		(42,338)	(13,510)
Other cash items from investing activities		(25,731)	(46,844)
<b>Net cash used in investing activities</b>		<b>(68,069)</b>	<b>(60,354)</b>
<b>Net cash (decrease)/increase cash held</b>		<b>(259,640)</b>	<b>60,074</b>
<b>Cash at the beginning of the year</b>		<b>612,250</b>	<b>552,176</b>
<b>Cash at the end of the year</b>	4	<b>352,610</b>	<b>612,250</b>

## Profit and Loss Statement

for the year ended 30th June 2020


	Note	2021 \$	2020 \$
<b>Income</b>			
<b>Revenue</b>	3	<b>3,326,878</b>	<b>2,904,169</b>
<b>Less Expenditure</b>			
Auditor's fees		(8,000)	(7,000)
Employee provisions expense		(1,987,672)	(1,772,095)
Superannuation expense		(172,661)	(157,522)
Rental expense on operation lease		(116,596)	(116,313)
Occupancy expenses		(22,568)	(31,976)
Stationary, postage and computer expense		(22,747)	(83,922)
Depreciation		(17,232)	(100,375)
Accounting and bookkeeping expense		(8,463)	(10,000)
Conference and meeting expense		(8,500)	(49,937)
Other administration expense		(104,861)	(71,502)
Bad and doubtful debts		—	(777)
Parity publication		(88,340)	(131,662)
Policy, capacity, HAS & PESP expenses		(173,267)	(277,885)
Project expenditure		(595,390)	(96,695)
<b>Total Expenses</b>		<b>(3,326,297)</b>	<b>(2,907,661)</b>
<b>Surplus/(deficit) before income tax expense</b>		<b>581</b>	<b>(3,492)</b>
Income tax	1(b)	—	—
<b>Total comprehensive income/(loss) for the period</b>		<b>581</b>	<b>(3,492)</b>

## Directors' Declaration

The Directors of the Company declare that:

- The financial statements and Notes, as set out on pages 1 to 15 are in accordance with the *Australian Charities and Not-for-profit Commission Act 2012* and:
  - comply with *Australian Accounting Standards* and the *Australian Charities and Not-for-profit Commission Regulation 2013*; and
  - give a true and fair view of the financial position as at 30th June 2020 and of its financial performance for the year ended on that date of the Company.
- In the opinion of the Directors, there are reasonable grounds to believe that the Company will be able to pay its debts as and when they become due and payable.

This declaration is made in accordance with a resolution of the Board of Directors pursuant to S.60.15 of the *Australian Charities and Not-for-profit Commission Regulations 2013*.



Cathy Humphrey  
Director (Chairperson)



Michael Deschepper  
Director (Treasurer)

Dated: 28th October 2020, Melbourne

The Statement of Financial Position, Statement of Cash Flows and Profit and Loss Statement should be read in conjunction with the accompanying Notes accompanying and forming part of the financial statements, available at [www.chp.org.au](http://www.chp.org.au).

# Independent Auditor's Report

## to the Members of the Council to Homeless Persons

### Opinion

I have audited the accompanying financial report, of Council to Homeless Persons, which comprises the statement of financial position as at 30 June 2021, statement of changes in equity, statement of cash flows and the statement of profit or loss and other comprehensive income for the year then ended, notes comprising a summary of significant accounting policies and the directors' declaration.

In my opinion, the accompanying financial report of Council to Homeless Persons has been prepared in accordance with Division 60 of the Australian Charities and Not-for-profits Commission Act 2012 (ACNC Act), including:

- a) a) gives a true and fair view of the Company's financial position as at 30 June 2021 and of its financial performance for the year then ended; and
- a) b) complies with Australian Accounting Standards and Division 60 of the Australian Charities and Not-for-profits Commission Regulation 2013.

### Basis for Opinion

I conducted my audit in accordance with Australian Auditing Standards. My responsibilities under those standards are further described in the Auditor's Responsibilities for the Audit of the Financial Report section of my report. I am independent of the company in accordance with the *Australian Charities and Not-for-profits Commission Act 2012* and the ethical requirements of the *Accounting Professional and Ethical Standards Board's APES 110 Code of Ethics for Professional Accountants* (the Code) that are relevant to my audit of the financial report in Australia.

I have also fulfilled my other ethical responsibilities in accordance with the Code.

I believe that the audit evidence I have obtained is sufficient and appropriate to provide a basis for my opinion.

### Emphasis of Matter — Basis of Accounting

We draw attention to Note 1 to the financial report, which describes the basis of accounting. The financial report has been prepared for the purpose of fulfilling the Company's reporting responsibilities under the ACNC Act. As a result, the financial report may not be suitable for another purpose. My opinion is not modified in respect of this matter.

### Responsibility of the Board for the Financial Report

The board of the Company are responsible for the preparation of the financial report that gives a true and fair view and have determined that the basis of preparation described in Note 1 of the financial report is appropriate to meet the requirements of the ACNC Act and the needs of the members. The board's responsibility also includes such internal control as the board determine is necessary to enable the preparation of a financial report that gives a true and fair view and is free from material misstatement, whether due to fraud or error.

In preparing the financial report, the board are responsible for assessing the Company's ability to continue as a going concern, disclosing, as applicable, matters relating to going concern and using the going concern basis of accounting unless the board either intend to liquidate the Company or to cease operations, or have no realistic alternative but to do so.

### Auditor's Responsibility for the Audit of the Financial Report

My objectives are to obtain reasonable assurance about whether the financial report as a whole is free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes my opinion. Reasonable assurance is a high level of assurance but is not a guarantee that an audit conducted in accordance with Australian Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of the financial report.

As part of an audit in accordance with Australian Auditing Standards, I exercise professional judgement and maintain professional scepticism throughout the audit. I also:

- Identify and assess the risks of material misstatement of the financial report, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for my opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit 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 Company's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the board.
- Conclude on the appropriateness of responsible entities' use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Company's ability to continue as a going concern. If I conclude that a material uncertainty exists, I am required to draw attention in our auditor's report to the related disclosures in the financial report or, if such disclosures are inadequate, to modify my opinion. My conclusions are based on the audit evidence obtained up to the date of my auditor's report. However, future events or conditions may cause the Company to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial report, including the disclosures, and whether the financial report represents the underlying transactions and events in a manner that achieves fair presentation.

I communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that I identify during my audit.



Sean Denham  
Sean Denham & Associates

Dated: 9 November 2021  
Suite 1, 707 Mt Alexander Road,  
Moonee Ponds VIC 3039

Council to Homeless Persons Ltd

# Auditor's Independence Declaration

under Section 307C of the *Corporations Act 2001*

I declare that to the best of my knowledge and belief,  
during the year ended 30 June 2021 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: 9 November 2021  
Suite 1, 707 Mt Alexander Road,  
Moonee Ponds VIC 3039



2 Stanley St, Collingwood, Melbourne VIC 3066  
T (03) 8415 6200 F (03) 9416 0200  
admin@chp.org.au [www.chp.org.au](http://www.chp.org.au)