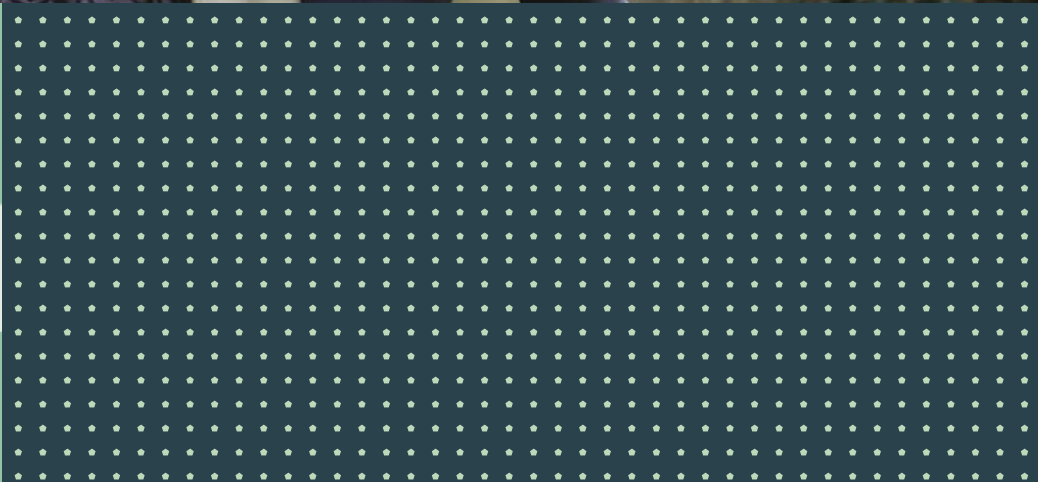




**Council  
to Homeless  
Persons**

# Annual Report

2021–2022



## Acknowledgements

We respectfully acknowledge the traditional owners of this land. We pay our respects to elders past and present.

We appreciate and celebrate diversity in all its forms and believe diversity of all kinds makes communities stronger and more effective.



Council to Homeless Persons

2 Stanley Street  
Collingwood Victoria

/ T 03 8415 6200

/ E [admin@chp.org.au](mailto:admin@chp.org.au)

/ W [chp.org.au](http://chp.org.au)

Find us on:

Twitter [@CHPvic](https://twitter.com/CHPvic)

Facebook [@counciltohomeless](https://facebook.com/counciltohomeless)



# Contents

Executive Report	4
Our Commitment to Reconciliation	8
Our Vision for Reconciliation	9
Policy and Communications	10
Services:	19
<i>Parity 2021–2022</i>	25
Our people	26
Financial Report	28
Report on the Audit of the Financial Report	32



# Executive Report

## Jane Barnes, Chair and Jenny Smith, CEO

It has been an un-relenting year for our sector. Having enough people in our workforce — attracting and retaining the right staff, has been a major challenge. This is not a problem for specialist homelessness services alone — it is occurring right across the human services — but there is little doubt that the competitive environment has been sharpened by increased offerings for example, from our colleague family violence and mental health sectors, which have the springboard of opportunities emanating from their Royal Commissions. One legacy of the Covid pandemic, is that it has laid bare our existing workforce problems and turned up the dial. CHP has had a very stable staff group over the last decade but we too, have experienced staffing challenges post the Covid lockdowns.

In this context, workforce is a substantial and growing focus for CHP, with much of the work taking place in partnership with the sector, Homes Vic and the Workforce Innovation and Development Institute

(WIDI). CHP and Homes Victoria have worked tirelessly with the Department of Jobs, Precincts and Regions (DJPR) to try and bring to the sector a successor to the time limited positions that Working for Victoria provided as a pandemic response. CHP thanks the many agencies who have supported this work on the Jobs Support Program. We are now very hopeful that post the state election we will bring you a viable Specialist Homelessness Services (SHS) Internship Program placing final year students of relevant courses into vacant jobs. Government will also support CHP to assist the sector's access to its Jobs Guarantee for students completing the Diploma of Community Services. Key partners in all this work are Micaela Cronin, Director WIDI and her team at RMIT, and Ro Marks (Consultant) who is CHP's Project Lead for this work.

Our CEO has represented the sector on the Community Services Indexation Working Group which played a key role in achieving the enhanced





indexation received by services this year. Jenny is also representing the sector on the Social Services Regulatory Taskforce which is informing government's development of the regulations flowing from this legislation. She is doing her best to keep the government to its commitment to replace accreditation with this regulation (and not disastrously double up!).

The funding CHP has received to implement the SHS Transition Plan, has continued to produce high quality products. The last year has seen the publication of Jenny Samms' work developing the *Aboriginal Cultural Safety Framework for the SHS*, to guide our sector's ongoing work to ensure our services are culturally safe. With this support, CHP has also published the *Workforce Pathways and SHS Report* developed by Sandie de Wolfe and Kris Honey. This report outlines the work underway and need ongoing, to attract, retain and support the skills needed in our workforce. Shortly CHP will also publish the *Who is the SHS workforce in Victoria — A pathway to reliable and reproduceable SHS workforce data and analysis*. This report has been prepared by WIDI which has also undertaken a complementary sector workforce survey and accessed federal data bases with de-identified information about our organisations and employees.

Combined, these reports are opening the window to who is in our workforce, and what we need to do to both attract and keep SHS staff.

This increased focus on workforce is welcome, but relatively new for CHP. Homes Vic has supported CHP to add a Director of Services role to our staff, to lead this body of work. In July, Helen Duggan joined CHP taking on that executive role.

The SHS Learning Hub is now consolidated in what has become a hybrid learning environment. Andrew Edgar and Simon Okely have continued to kick goals developing and delivering contemporary training offerings including e-learns, ably supported by Christy Hackney-Westmore.

Maria Murray joined us in June bringing her experience and expertise to the role of Manager Lived Experience, Quality and Special Projects. Our Homelessness Advocacy Service (HAS) Advocate, Angela Kyriakopoulos' tireless work has not missed a beat in continuing to place the needs of those without a home at the centre of our thinking about service priorities. The Peer Education and Support Program (PESP) long led by Cass Corrone, saw team members Amanda Bingham, Lisa Townsend, Andrew Withall and Catherine Tran continue this year in the post pandemic environment. We have also seen

## COUNCIL TO HOMELESS PERSONS

ANNUAL REPORT · 2021–2022

a large group of PESP graduates continue to work with CHP this year including: Christine Thirkell, John Kenney, Jody Letts, Nigel Pernu, Helen Matthews, David Montgomery, Allan Martin, Jacqui Gibson, Vicky Vacondios, Jason Russell, Joal Presincula, Trevor Brown and Elvis Martin.

Our CEO has continued to Co-Chair the Ministerial Homelessness Advisory Committee with Sherri Bruinhout, Executive Director, Homelessness and Housing Support, Homes Victoria. Optimism remained high for much of the financial year in relation to Victoria's Ten Year Social and Affordable Housing Strategy and within that a Homelessness Strategy. However, we saw that progress derailed by the dumping of the 1.75 per cent development tax that would have paid for 1,700 new social housing units each year.

Together with Cathy Humphrey CEO of Sacred Heart Mission, Jenny represented the sector on the Victorian Housing Register Senior Leadership Group. A focus has been endeavouring to ensure the visibility within the register of the social housing produced by the Big Housing Build. Cathy has been an important part of the CHP and SHS community for many years, and we wish her all the best as she leaves our sector to move on to her next challenge as the year ends.

Our CEO has been appointed to the Interdisciplinary Advisory Group supporting the Ministerial Advisory Committee implementing the Royal Commission into Mental Health recommendations. Here she joins the mental health sector representatives in keeping a watchful eye on the implementation of the targeted social housing and support. Heidi Tucker CEO of Anchor and CHP Board member, ably represents the sector on the Victoria Police, Mental Health Portfolio Reference Group which also attends to issues affecting the wellbeing of people living without a home.

Jenny has continued to Chair Homelessness Australia (HA) and CHP Board Chair Jane Barnes has continued as an HA Board Director. We are appreciative that the Lord Mayor's Charitable Foundation have continued its important support to CHP to facilitate HA's membership of the Housing First Europe Hub and to delivering Housing First training both nationally and in Victoria. CHP has recently taken on the administration support for HA, adding to the responsibilities and workload of our Office Manager Kelly Shaw. It also means more responsibility for our Accountant Nilgun Welense and Bookkeeper Jillie Ly, who continue to find ways to further improve our accounting practices and financial reporting.

In the interest of good governance, CHP has changed Auditor this year and sadly farewells long-term Auditor Sean Denham and Associates. CHP welcomes our new Auditor Pitcher Partners, who have provided the current set of accounts at a discounted fee. Many thanks to our Accountant Nilgun Welense and Office Manager Kelly Shaw for the huge amount of work involved in the changeover.

One of the wins of the pandemic was the development of the Homeless to a Home (H2H) and Homes for Families (H4F) Programs, taking the provision of services informed by Housing First Principles to a new level in our state. These programs quickly showed how effective the Housing First Approach is, and so it was a shock to discover that only a small proportion of this funding was continued in this year's budget. With strenuous advocacy we have seen some of that funding restored for the current financial year and we will keep fighting to both sustain and expand these programs.

Our policy, communications and advocacy work have been dynamically led by Kate Colvin for the last seven years. CHP is proud of Kate's recent appointment as the CEO of Homelessness Australia (HA) and we look forward to continuing to work with her in this capacity. Again, this year, Kate and Damien Patterson have developed wonderful platforms and submissions for both CHP and HA. Damien has continued to display his expertise in all matters relating to renters with seemingly endless contributions to the development of amendments to and regulations for the Residential Tenancies Act (RTA).

Lucy Burnage has managed an uplift to CHP's face to the world, through both the development of CHP's new website, and the related refresh of CHP's branding.

Kye White has continued to work part time with CHP from Tasmania, maintaining our presence in social media.

Hortons Advisory had been doing such a great job for Everybody's Home that when Kye reduced his availability, CHP engaged Hortons to undertake part of CHP's media role to great effect.

Kate Colvin has continued as Chair and Spokesperson of the Everybody's Home Campaign. Campaign Manager Andrea Maksimovic has been very effective both in her role and as a valued CHP team player. Unfortunately, this year Andrea's health didn't allow her to continue in the role and we have had to bid her a fond adieu. We have also said goodbye to long-term staff member (formerly our

media whizz) Lanie Harris, who has most recently been running the SHS media awards as supported by the Lord Mayor's Charitable Foundation.

Noel Murray has again defied the odds, cajoling enough funding from government and the broader sector, and then coaxing the copy from you all, to again this year produce ten fine editions of *Parity*. It is a source of pride that this year Homes Victoria and the sector supported Noel to produce the first edition of *Parity* focussed on our work here in Victoria.

Over the last decade our Manager Consumer Programs, Ian Gough led CHP successfully through each accreditation cycle and made a strong start for us on our most recent. Last Christmas Ian decided it was time for a change, and our office Manager Kelly Shaw gracefully picked up the accreditation baton. With support to Kelly from Maria Murray, Katie Hooper and Trish Hackney-Westmore on the last lap, CHP has again achieved full Accreditation. CHP is most appreciative of Ian's commitment to both CHP's consumer programs and its quality improvement over a long period of time.

CHP is proud that Reconciliation Australia has endorsed our first Innovate Reconciliation Action Plan (RAP). The Board, staff and volunteers of CHP are now engaged in the many important challenges associated with its implementation. CHP thanks the RAP working group which drove the process, comprising Dean Wanganeen, Liza Vanspall, Angela Kyriakopoulos, Cassandra Corrone, Damien Patterson, Sian Mulgrew, Trish Hackney- Westmore, Ian Gough, and Jason Russell.

CHP has continued to be blessed with generous pro bono legal support from Stewart Grieve and Marc Eastmure of Johnson Winter Slattery (JWS).

Susan Inglis and Women Working Wonders have continued to give freely of their time for some years now in providing the high-quality Team Leader mix of elearning and face to face training to our sector.

In the lead up to Helen Duggan's appointment, Katie Hooper joined CHP for six months and more than ably held the fort. Trish Hackney- Westmore consolidated her Dame Nellie Melba status with CHP and re-joined the team (again) after a short absence, this time keeping the Senior Practitioner role on track. Trish has kept both the national and Victorian Housing First training going, working closely with Rosie Dodd. Given staffing shortages, Rosie was recalled back to Launch Housing but continues to make an important contribution to the sector.

CHP's Board continues to underpin all that CHP does. Jane was elected to the role of Chair following our last AGM and is well supported by Lucy Adams (Deputy

Chair) and David Porter, Treasurer. Lucy chairs our Governance sub-Committee while David chairs our Finance and Audit sub-committee.

During the year, we were sorry to see the indomitable Jo Swift (formerly CEO of Kids Under Cover) leave the Board, but proud to see her take up the role of Deputy Chief of Staff to Minister Pearson. We have very much appreciated Jo's commitment to, and generous sharing of her expertise with CHP.

Jenny Samms has also advised that she is resigning at the AGM. CHP is incredibly appreciative of the enormous expertise and contribution she has made to CHP's cultural capability and to everything else, during her time on the Board.

Our board will continue strongly with Celia Adams (Beyond Housing), Natalie McDonald (Quantum), Wayne Merritt (WAYSS), Stephen Schmidtke (Sacred Heart Mission), Heidi Tucker (Anchor), Paul Turton (Vincentcare) and Leah Waring (NESAY).

The Board continues to focus on recruiting Directors in a way that increases both its and CHP's diversity, with a particular focus on the lived experience of not having a home and Aboriginal and Torres Strait Islander representation. This year Asha Ioculari brought her enthusiasm and skills to the Board as part of the Observership Program.

It is said that a Board's most important job is recruiting the CEO, and with Jenny Smith recently announcing her intention to retire, that key challenge is now with the Board. Jenny has been a great leader of both our organisation and the homelessness sector, and we all wish her well for her future endeavours. In the new year, there will be an opportunity to farewell Jenny and celebrate her contribution over the last 11+ years to the development of both CHP's influence and organisational health.



# Our Commitment to Reconciliation

Council to Homeless Persons acknowledges that the significant over-representation of Aboriginal and Torres Strait Islander people among those without a home is a direct and enduring consequence of colonisation.

With 1 in 6 Aboriginal and Torres Strait Islander Victorians experiencing homelessness every year, homelessness work is essential reconciliation work, and reconciliation work is essential homelessness work.

CHP was delighted in April this year to launch our first Reconciliation Action Plan at this moving event. We were privileged to be welcomed by Wurundjeri Elder Uncle Colin Hunter, be entertained by musician Madi Coville, and learn from Auntie Carmel Harrison, who gave a history of housing and homelessness support across the generations, as told by the experiences of her family.

CHP's Reconciliation Action Plan is ambitious. While this is our first RAP, we opted for an innovative plan — the second level of complexity. We will build relationships with Aboriginal and Torres Strait Islander organisations and stakeholders, demonstrate and promote respect for Aboriginal and Torres Strait Islander people and cultures, build employment and economic opportunities at CHP and beyond, and work across the organisation to built towards reconciliation.

We're working with Aboriginal Community Controlled Organisations to advocate for *Mana-na worn-tyeen maar-takoort*, The Victorian Aboriginal Housing and Homelessness Framework to be fully funded by the Victorian Government, providing all staff with comprehensive cultural competence training and opportunities to participate in NAIDOC activities, and are regularly meeting to discuss organisation wide activities to further reconciliation.

A power of work has gone into delivering on our RAP this year, and CHP thanks the RAP committee, including:

- Lisa Briggs, Aboriginal Housing Victoria
- Shaun Middlebrook, Aboriginal Housing Victoria
- Liza Vanspall, Ngwala Willumbong
- Amber Maihi, Victorian Indigenous Services Homelessness Network
- Shalese Smith, Ngwala Willumbong
- Damien Patterson, Helen Duggan, Angela Kyriakopolous, Cassandra Bawden and Simon Okely, Council to Homeless Persons

*Millsy (Wurundjeri), Miles Apart 2020, acrylic on canvas*







# Our Vision for Reconciliation

Our vision for reconciliation is an Australia where Aboriginal and Torres Strait Islander histories and cultures across the country are valued and respected.

- We envisage an Australia where Aboriginal and Torres Strait Islander self-determination is meaningfully achieved and where the structural forces that can lead to homelessness do not impact disproportionately on Aboriginal and Torres Strait Islander communities.
- We are committed to combating discrimination and stigma wherever it exists, recognising that these forces impact on people's likelihood of experiencing periods without a home.
- We celebrate Aboriginal and Torres Strait Islander cultures as a core part of our work.
- We celebrate Aboriginal and Torres Strait Islander cultures as a point of pride for all Australians and recognise such celebration as an important means of combatting discrimination and stigma.
- Our vision for reconciliation recognises that dispossession and colonisation are ongoing processes, needing to be addressed in the present.
- Ongoing colonisation is realised through processes that result in increased homelessness, including over-incarceration, child removal, and housing discrimination. In our vision for reconciliation, the processes of colonisation cease, and Aboriginal and Torres Strait Islander peoples are no longer over-represented in the number of people without a home.
- Reconciliation includes Aboriginal and Torres Strait Islander peoples determining the solutions and programs required to meet their own needs.
- Our vision requires strong and well-resourced Aboriginal Community Controlled Organisations (ACCOs) that are empowered to develop and deliver unique, responsive solutions to Aboriginal and Torres Strait Islander peoples without a home.
- Our vision requires all specialist homelessness services to be culturally competent, committed to, and working to achieve reconciliation.
- Together, we can address the housing instability and periods without a home that are an ongoing barrier to reconciliation.

# Policy and Communications

In 2020–21 we achieved:

## 1. Stronger protections for vulnerable tenants

It's been a busy year in housing, as CHP has worked both publicly and behind the scenes to improve how our social housing systems work for people with histories of homelessness.



- In 2019/2020 public and community housing ('social housing') allocated a total of 5,414 dwellings to applicants from the Victorian Housing Register.
- Just under 3,300 of these allocations were to individuals or households entering the social housing system ('new' allocations).

CHP provided four detailed submissions to the Social Housing Regulation Review, with a focus on a fairer social housing system for the most vulnerable and lowest income social housing applicants and residents.

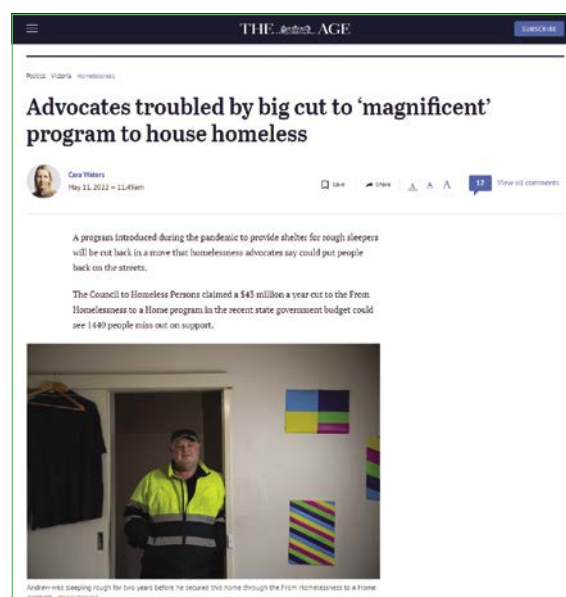
While we don't yet have the Government's response to the review, a few positive outcomes are already evident. Consistent with *Mana-na worn-tyeen maar-takoort*, the Victorian Aboriginal Housing and Homelessness Framework, the Government has increased support to Aboriginal Community Controlled Organisations who are seeking to register as housing providers. CHP also participated in work that is underway to define new protections against eviction for vulnerable residents.



- Of these new allocations:
  - 55% were to single people and 30% to single parent families.
  - 60% were for individuals or households from the Homeless with Support priority category.
  - 13% were to Aboriginal households.

We were also busy behind the scenes, as legislation impacting social and affordable housing programs was being drafted. Working alongside peer organisations, three confidential submissions resulted in an improved Residential Tenancies, Housing and Social Services Regulation Amendment (Administration and Other Matters) Act 2022 which increases the rights of public housing communities, while protecting the rights of individual tenants.

## 2. Continued funding for From Homelessness to a Home



CHP's Victorian budget campaign achieved significant high-profile media, aided by member organisations and people who have been without a home. We gained major stories on the pressures being felt at access points, the need for housing and support for young people without homes, and highlighting the brilliant outcomes achieved by From Homelessness to a Home (H2H) programs across the State.

However, when the Victorian Budget was announced, little new money was available to meet the most pressing needs of the specialist homelessness sector (SHS) and people without homes. Most notably, H2H funding was cut by nearly 80 per cent.

CHP responded immediately to actively campaign for the reinstatement of this funding. This effort generated stories in *The Age*, regional newspapers, on 3AW, and beyond. We took the message directly to the Treasurer and others in Government. Four weeks later, we got an outcome.

The result was that H2H was continued this year for those people already in the program. A good outcome for around 1,400 whose support was at risk. But this essential program needs long term funding, and CHP will continue campaigning for it in the lead up to the 2022 election.

### 3. An engaging Victorian Homelessness Conference



As we exited 2021's long lockdown in November, CHP was delighted to bring the sector together in-person once again for the Victorian Homelessness Conference. On the first day, we reflected on the enormous gains we had made in housing and homelessness over the prior two years and recognised the difficulties of providing support in a pandemic — from the difficulties supporting people into hotels during lockdowns, to standing up whole new service offerings instantaneously, to finding new ways to provide face to face services, we took a moment to acknowledge the efforts of the SHS and one another.



On Day 2 we discussed advances in homelessness practice at home and abroad. We learned more about Housing First for Youth in Scotland and drew comparative lessons from implementing a peer workforce in Victoria and Vermont. We launched the Aboriginal Cultural Safety Framework for the Specialist Homelessness Sector and took stock of the state of play in ending homelessness for victim-survivors of family violence five years after the Royal Commission.

As ever, the conference was an opportunity for the SHS to come together, discuss how key issues in homelessness service delivery are being responded to with innovation and evidence, and think about how we can bring this into our own practice.

### 4. Social housing on the national agenda



In 2021–22, CHP continued to host the national Everybody's Home campaign. In the lead into, and following the federal election, Everybody's Home elevated the need for government investment in social housing into the mainstream public debate.

This advocacy included:

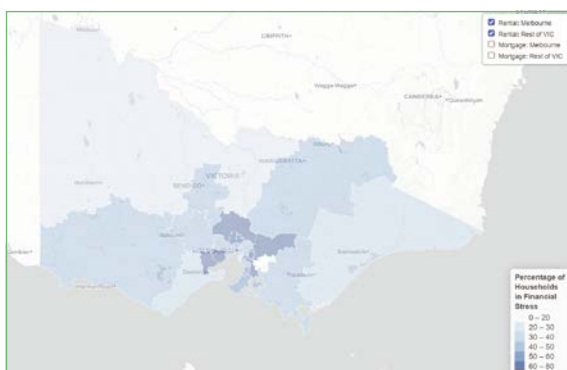
- Housing for women's safety** — In September 2020, Everybody's Home published a joint Statement on Housing for Women's Safety, signed by 150 organisations, and hosted the Housing and Women's Safety Summit to encourage the Federal Government to include housing commitments in the National Plan to End Violence Against Women and their Children. The statement and summit gained significant national media attention, and housing was subsequently identified as a priority issue in the official statement from delegates in the Government's Women's Safety Summit and was then included as a priority in the Government's Draft National Plan.
- Housing and poverty** — In October 2020, Everybody's Home released new data on the impact of rising rents in regional areas on low paid workers. Alongside a major media effort, Everybody's Home launched its biggest petition to date, gaining almost 10,000 signatures on a joint call from Everybody's Home, the ACOSS Raise the Rate campaign and Anti-Poverty week for investment in social housing and higher income support to address poverty.
- Housing in the budget** — In February 2022, Everybody's Home launched a Budget Position paper calling for an investment in 25,000 social housing dwellings annually. This was followed by an open letter to the Prime Minister calling on him to address the immediate housing crisis created by the devastating floods in NSW and



Queensland, and a joint letter to the Treasurer signed by 150 organisations calling for investment in social housing and Commonwealth Rent Assistance. The Federal Government didn't include new social housing spending in the March Budget, and immediately came under fire from mainstream media outlets for failing to help renters.



- **First Nations Housing** — In April 2022, Everybody's Home partnered with Change the Record to launch an Election priorities statement on the urgent need for social and Indigenous housing investment to address housing need in First Nations communities and to host a candidates' event in the marginal Queensland seat of Leichhardt focussed on First Nations Housing.



- **Housing in the election** — The need for social housing was a hot button issue in public debate prior to the election. The ALP and Greens made major policy commitments to new growth funds for social housing, and a national housing and homelessness plan, and the Coalition faced criticism across mainstream media for focussing only on first home buyers. Everybody's Home raised the temperature on the housing issue by releasing polling about voters' appetite for social housing investment in four marginal electorates,

by-electorate heat maps showing rent stress and mortgage stress, a pre-election position statement, and many media stories about the need for more social housing as rents continued to rise.

- **Social housing need and the new Government** — Following the election Everybody's Home has refocussed to raise the pressure on the new Government to increase the ambition of its social housing investment agenda with stories on rising interest rates, record low vacancy rates and rising rents.

## 5. A vibrant Homelessness Week 2022

### To end homelessness we need a plan

- to make housing affordable for all.
- to provide the support people need.
- to end family violence.

Support Homelessness Week 2022  
**1–7 August**  
[homelessnessaustralia.org.au](http://homelessnessaustralia.org.au)

Homelessness week is an opportunity to raise community understanding of homelessness and focus Government attention on the reforms needed to end homelessness. In 2022, these objectives were brought into focus with the theme 'To end homelessness we need a plan'.

CHP developed a Homelessness Australia homelessness week supporter pack for organisations, including key messages, social media tiles, and guides to meet with MPs. HA and CHP also launched the Housing First Principles Webinar series, funded by LMCF.

The week began with the Homelessness Week launch featuring the new Minister for Housing and Homelessness, The Hon Julie Collins MP, followed by an expert panel discussion facilitated by CHP CEO and Homelessness Australia Chair, Jenny Smith.



Homelessness Australia launched the *Plan to End Homelessness* and met with Federal MPs to discuss the reforms needed to achieve this objective, and to invite them to sign the Everybody's home pledge to build more social housing.



*Paul McDonald, via Twitter*

Many MPs made speeches in Parliament on the need to end homelessness.

Around Australia, homelessness services hosted events or met with their MP, or pursued media to mark the week.



*Sarah Toohey via Twitter*

The awareness raising continued on social media, with engagement through the week using #HW2022.



## 6. An end to homelessness on the national agenda

In 2020–21, CHP also supported the advocacy for Homelessness Australia, the national peak body for homelessness. This included:

- **Developing a national election platform to end homelessness and partnering with the ARE media Unhoused campaign.** The election platform identified reforms needed to halve homelessness by 2032 and was launched with a story on RN Breakfast. Unhoused generated unprecedented coverage in major magazines including *Australian Women's Weekly*, *Marie Claire*, *Woman's Day* and *New Idea*.



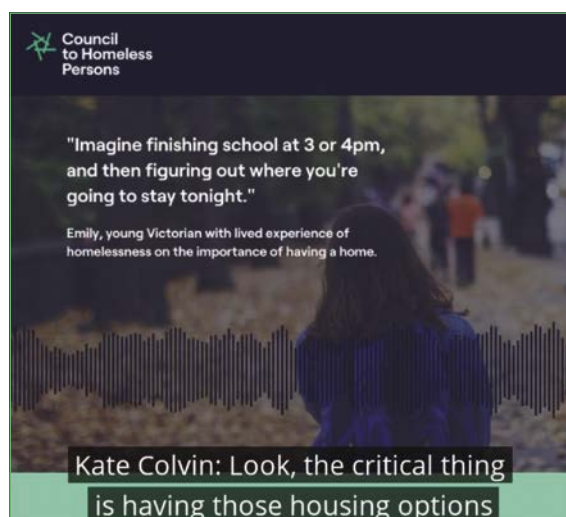
- **Making submissions to the Federal Government in relation to the National Plan to Reduce Violence against Women and their Children and to the Productivity Commission's Review of the National Housing and Homelessness Agreement.** We were pleased to see many of Homelessness Australia's arguments included in the Productivity Commission's final report, and to see that the recommendations reflected key calls to action, including the need to expand the Housing First model, to increase investment in homelessness services and fund the increased costs of the Equal Remuneration Order, and to develop a self-determined National Aboriginal Housing Strategy to meet Closing the Gap targets.
- **Developing A Plan to End Homelessness** to introduce the new Federal Government's agenda as they began the process of developing a national housing and homelessness plan. The Plan was launched in Parliament House on

the first day of Homelessness Week 2022 and was then discussed with members of Parliament during a series of lobbying meetings.



- **The National Homelessness Conference.**

In 2022, Homelessness Australia partnered again with the Australian Housing and Urban Research Institute (AHURI) to deliver a National Homelessness Conference, held this year in Canberra with an audience of over 800 participants. CHP worked on the program development, which included a rich mix of discussions about solutions to homelessness, and reflections on lessons learnt during the pandemic and recent floods and fires. Keynotes by leaders in the Scottish homelessness sector and government on their plan to end homelessness provided inspiration for our own journey towards a national plan.





## 7. Youth homelessness in focus

Following on from last year's submission to the Victorian Youth Strategy, and submission to the 10-year social and affordable housing strategy, CHP has remained engaged in building support for the development of a social housing model for young people, and campaigning for a youth homelessness strategy. Alongside many in the sector, we're calling for more homelessness prevention, case management for more young people and for longer, and responses for young people whose homelessness risks becoming entrenched.

This year we have supported the work by Melbourne City Mission and AHURI to build an evidence base for change, advocated for youth housing and support as part of our state budget campaign, included the asks as a major focus of our Homelessness Week activities, and included a social housing model for young people as part of our submissions to the Social Housing Regulation Review.

We are starting to see some progress. A small allocation of \$50 million was made from the Big Housing Build to a dedicated youth round. Critically, the Victorian Youth Strategy includes a commitment from the Government to recognise the unique needs of young people within the *Ten-year social and affordable housing strategy*.

While more money (and clearer direction) is needed, these appear to be early signs that social housing models for young people are under consideration, and that there is an opportunity to realise better outcomes for young people who can't access a home.

## 8. A new CHP website and brand



This year, CHP finalised its website and digital rebrand project, launching a new [chp.org.au](http://chp.org.au) in March 2022.

The new website offers an enhanced user experience for visitors, with accessible, optimised and tailored content. A full content audit brought CHP's digital information up-to-date, while consideration of user types and journeys supported a much-improved site structure and navigation. As a result, the CHP website is now a source of quality information, data and resources that help to inform and advocate on homelessness issues, while supporting the learning and development of Victoria's SHS.

In conjunction with the new website, CHP conducted a brand refresh to align its digital identity more closely with a contemporary voice and presentation, as well as with CHP's forward-looking brand values and position as a prominent state-wide peak body.

As part of the website project, CHP commissioned a photographer to produce a suite of images that reflects the diversity in demographics and situations of homelessness in Victoria. Moving away from stock imagery, which often reinforces unhelpful stereotypes of homelessness, means that CHP is able to more accurately inform perceptions of homelessness among the general community.



The new website, brand refresh and photography project allow CHP to be more responsive and efficient in its digital communications and capabilities now and into the future.

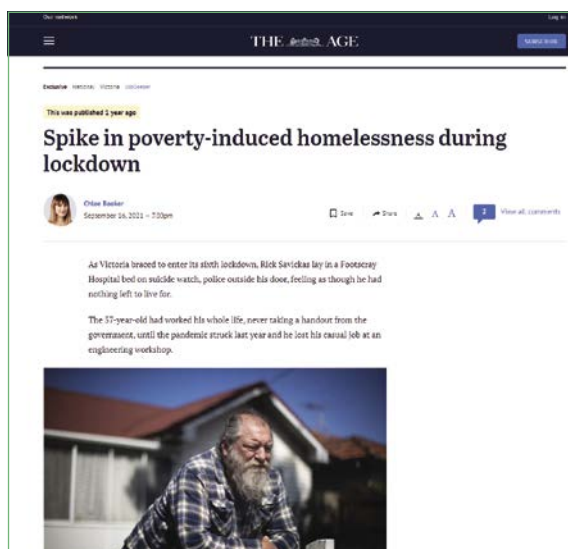
## 9. A continued high profile in the media

In 2020–21, CHP pursued many stories to create public awareness about the causes of and solutions to homelessness, and to increase the pressure on Government for change. Some highlights include:

### *Increasing income support works!*

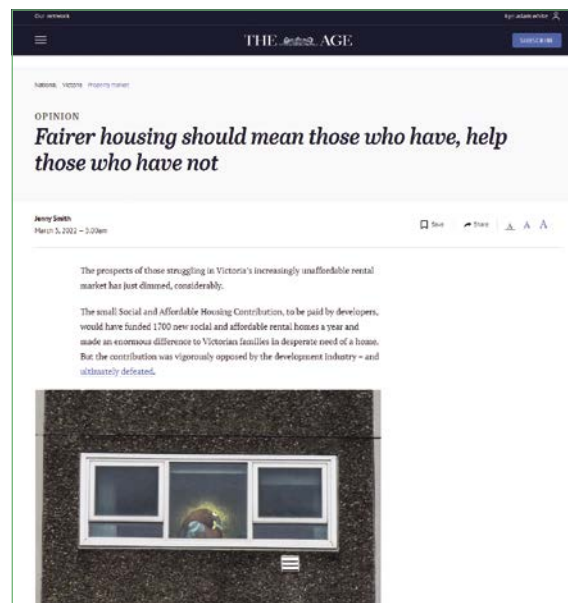


During the pandemic, provision of COVID-related emergency payments significantly increased income support payments. Suddenly people on JobSeeker and other benefits had enough money to buy groceries, rent and pay bills on time. So, when data was released by the Australian Institute of Health and Welfare which showed a reduction in the amount of people experiencing homelessness during the months in which income support was increased, it was an important moment. CHP led a media campaign to ensure policy makers, government, and the general public understood that higher income support payments decrease homelessness.



### *Explaining the personal impact of keeping income support low*

CHP maintained a focus on telling the personal stories which speak to the impact of poverty and homelessness. One of those stories involved 57-year-old Rick Savickas. Multiple job losses during Victoria's pandemic lockdowns, pushed him to the edge of homelessness. CHP helped Rick tell his story and advocate for a permanent increase to JobSeeker payments.



### *Lamenting a good policy scrapped*

It was a disappointment when the proposed Victorian Social and Affordable Housing contribution, which would have funded 1,700 new social and affordable rental homes every year, was defeated after opposition from the property development sector. CHP had an opinion piece featured in *The Age* which made it clear the negative impact this decision would have on the lives of many Victorians and debunked some of the myths perpetuated by those opposed to the policy.

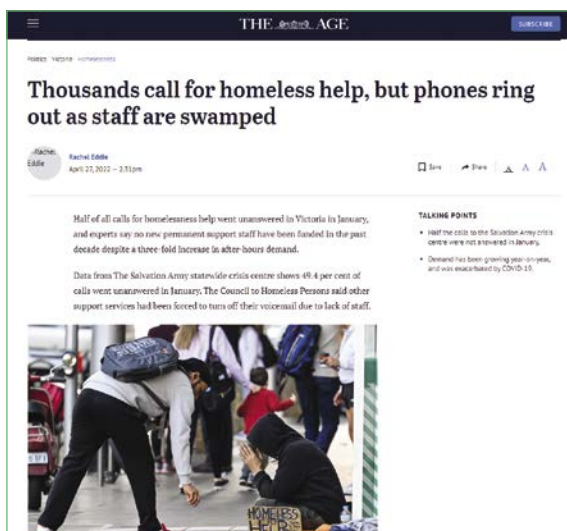
### *Advocating for a Federal commitment to end homelessness*

In the leadup to the 2022 Federal Election, CHP supported Homelessness Australia in its call for all the major parties to make a commitment to end homelessness ahead of the federal election. The story, which explained the need for a vast increase in investment in social housing, was broadcast live around Australian on ABC Radio National.



### Bringing attention to the need for more homelessness sector workers.

With more than half of all calls for homelessness help in Victoria going unanswered in January 2022, CHP advocated for an increase to the number of permanent support staff being funded by the Victorian Government. CHP's call to keep the 11 support workers funded in response to the pandemic on permanently, and add another 11, was covered by *The Age*.



## 10. Great engagement on social media

CHP is a sector leading voice on homelessness in social media. Over the 2021–22 financial year we continued to grow our social audiences. Our Twitter followers increased by 6 per cent to more than 5,500, and our Facebook likes by 5 per cent to more than 2,600. Our Twitter posts had more than 450,000 impressions, and we reached more than 10,000 people with our Facebook posts.







A new focus on creating video content led to our followers watching more than 7,500 minutes of our videos — content which included PESP members talking about their own experiences, policy experts calling for more investment in social housing,

and CEO Jenny Smith asking difficult questions of the Victorian Treasurer. Our most popular posts discussed the rental crisis gripping regional Victoria, our support for the LGBTIQ+ community, and what 'home' means for people who have experienced homelessness.



Housing solutions  
for all Australians



# Services:

## The 'Top 10' for 2021–22

CHP's Services Directorate 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 and providing framing to the Specialist Homelessness Sector (SHS).

### 1. Great outcomes for vulnerable Victorians

The Homelessness Advocacy Service (HAS) aims to protect and advocate for the rights of people who do not have a home or are at risk of not having a home.

In 2021–22, HAS provided support to 1,010 people. This represents similar numbers of consumers requiring HAS services in the previous financial year 2020–2021.

The high numbers reflect the impact of the COVID-19 crisis on vulnerable and at-risk Victorians, the lack of affordable safe housing, community violence and family violence.

The top three supports requested were:

- Advocacy
- Rights and responsibilities
- Eviction (prevention)

HAS clients present from diverse communities, in 2021–22:

- 42 per cent of consumers were women, and 57 per cent were men.
- 17 per cent were Aboriginal or Torres Strait Islander peoples
- Over 104 consumers were from Culturally and Linguistically Diverse (CALD) backgrounds, all needing the presence of a Language Link interpreter to raise their issues about housing and the lack of help from access points across Victoria.
- A high number of HAS consumers were living in private unstaffed rooming houses
- 49 per cent of clients were in this accommodation
- 27 per cent of consumers were living in motels
- Other living situations were rough sleeping, caravan parks, garden sheds, tents, and couch surfing.



## 2. A strong and engaged PESP team

The Peer Education and Support Program (PESP) is a volunteer consumer participation program. PESP is 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 2021–22 the PESP team members:

- Participated in 16 Media Interviews
- Delivered 35 community education presentations about the experience of being without a home to different organisations
- Influenced policy and practice development by representing the consumer voice in 28 events such as participating in a Ministerial Advisory Committee, working groups, panel interviews and consultations
- Participated in over 40 Professional development and training sessions.

The top four achievements were:

- Interest in Connect Respect presentations. Connect Respect has been developed with Victoria Police, businesses within Melbourne's CBD, those with a lived experience of being without a home and specialist homelessness service providers.

Presented by Council to Homeless Persons (CHP) Peer Education Support Program (PESP) team members lead the virtual sessions.



*Andrew Edgar and PESP members Trevor and Jody at the VISHN conference.*

Designed for people and organisations who have direct contact with those who are without a home; this can include local councils, large or small businesses, and employees of organisations.

- PESP continues to be engaged to attend and participate in the VISHN conference. In May, this year, PESPS Jason, Jody and Trevor took the opportunity to attend.

The PESP team have continued to participate in and deliver engagements online. PESP have all been receptive to the challenges that this can create and have embraced the opportunity to learn a whole new skill set.

The current PESP team includes Amanda Bingham, Andrew Whithall, Lisa Townsend, Catherine Tran. Graduates of the program continue to be engaged by CHP, they include Christine Thirkell, David Montgomery, Elvis Martin, Helen Matthews, Jacqui Gibson, Jason Russell, Joal Presincula, Jody Letts, John Kenney, Luis Irineo-Herrera, Nigel Pernu, Trevor Brown, Vicky Vacondios. We are fortunate enough to continue to have an amazing team of PESPs and graduates to continue to support us in our work.







### 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 2021–22 the networks PESP were members of included:

- Homelessness Ministerial Advisory Committee
- Melbourne Metropolitan Rooming House Group
- Victorian Indigenous State-wide Homelessness Network

PESP also influenced the development of policy by providing feedback and input to a range of submissions including the Call for submissions: Legislative review of family violence information sharing and risk management provisions.

PESP were involved in consultations for:

- Monitoring and Evaluation framework for the confidential Public Intoxication Reforms
- Youth homelessness
- 10 year social and affordable housing strategy
- Victorian Homelessness election platform

### 4. Consumer impact on community attitudes

PESP contributors to *Parity* 2021–2022:

“Listening to Lived Experience in the Specialist Family Violence Sector” — Elvis Martin (with others)

“Making a Positive Difference Through Learning from Lived Experience” — Jody Letts, Council to Homeless Persons Peer Education Support Program Member

“Co-design: A Better Way to Improve Social Services?” — Luis Herrera (with others)

John Kenny: Opinion Page May 2022 edition

“Education and Homelessness” — Jody Letts, CHP Peer Education and Support Program Graduate

### 5. Implementation of the SHS Transition Plan

Progress has continued to meet the objectives outlined in the SHS Transition Plan.

The funding CHP has received from DFFH to implement the SHS Transition Plan, has continued to produce high quality products. The last year has seen the publication of Jenny Samms’ work developing the *Aboriginal Cultural Safety Framework for the SHS*, to guide our sector’s ongoing work to ensure our services are culturally safe. With this support, CHP has also published the *Workforce Pathways and SHS Report* developed by Sandie de Wolfe and Kris Honey. This report outlines the work underway and need ongoing, to attract, retain and support the skills needed in our workforce. Shortly CHP will also publish the *Who is the SHS workforce in Victoria — A pathway to reliable and reproduceable SHS workforce data and analysis*. This report has been prepared by WIDI which has also undertaken a complementary sector workforce survey, and accessed federal data bases with de-identified information about our organisations and employees.

Combined these reports are opening the window to who is in our workforce, and what do we need to do to both attract and keep them.

The SHS Learning Program is continually exploring ways to provide training and development to the SHS as outlined in goal 14 of the plan. A primary focus includes working with the Victorian Indigenous State-wide Homelessness Network (VISHN) to implement elements of the Aboriginal Cultural Safety Framework for the Specialist Homelessness Sector.

The SHS Data Working group brings members from across the SHS to discuss the effective collection and analysis of data. The SHS Transition Plan goals 8 and 15 direct this work. Examples of progress include:

- the quarterly release of Victorian Homelessness Data tables by DFFH being made available from the CHP website,
- hosting registrations for SHIP Basic and Advanced training sessions within the SHS Learning Hub, and
- the development of a 'Working with Data' eLearn to be available for workers across the sector.

Other priorities for this group have been:

- supporting the SHIP Basic and Advanced training sessions delivered by AIHW and hosted on the SHS Learning Hub
- assisting the SHS to implement the Victorian Management System (VMS)
- guiding the implementation of the e-referral function
- implementing the MARAM assessment tools in SHIP

The SHS Workforce Development group has continued to be engaged and agreed to focus on progressing the workforce pathways goal. Utilising the SHS Workforce Development Strategy, the group will be instrumental in identifying and creating pathways for employment across the SHS. This includes the speciality field of developing opportunities for people that have a lived experience.

## 6. Stronger sector capacity through training

### *SHS Learning Program*

2021/22 has seen significant development of the SHS Learning Program. The initial limitations of the learning management system, the SHS Learning Hub now has over 2,500 learners registered. This includes over 200 local Council staff completing the 'Connect Respect' program.

Building upon the live training program, over 1,000 places were allocated across 67 training sessions. Transitioning back to face-to-face training, half of the sessions delivered by external trainers are now delivered in the Melbourne CBD. In addition, the program has offered optional virtual access to these sessions whenever possible to better engage with regional workers. This hybrid model has received positive evaluations and feedback from regional workers who would otherwise not be able to attend the training in person.

The program has continued to collaborate with Women Working Wonders to finalise the development of the 'SHS Team Leadership' eLearn.







Women Working Wonders have delivered a two-day live training session for leaders from across the sector who had completed the eLearn.

Several teams from SHS agencies have made the 'LGBTIQ+ Inclusive Practice' mandatory training for their staff. This eLearn was developed by the CHP Training Team in partnership with Jac Tomlins and Cal Andrews, who led the Lord Mayor's Charitable Foundation-funded project to deliver LGBTIQ+ training to the SHS.

During 2021/22, the CHP training team has also been building the program's capacity by sourcing and developing a range of eLearns that are now accessible to all registered learners. These eLearns range from 'introduction' resources for new workers to information on SHS leadership.

Other eLearns and resources have been sourced for the SHS Learning Program, including a range of MARAM and Information Sharing eLearns developed by the Department of Families Fairness and Housing (DFFH). These eLearns provide practical support to workers aligning their practice with these important family violence reforms.

Other eLearns now available to SHS workers include:

- Effective Communication
- Social Housing
- Victorian Housing Register (VHR)
- Statewide Children's Resource Program
- Working with Young People in Distress
- Housing First: Principles and Practice.

### *Housing First*

CHP has continued to support Homelessness Australia's (HA) Housing First training nationally. In December of 2021, an additional 13 trainers had been trained to help to embed Housing First Principles for Australia in the Australian homelessness service system. By the end of June 2022, more than 800 people across the country have received Housing First training from this initiative funded by LMCF. CHP further enhanced its eLearn for the sector *Introduction to Housing First: Principles and Practice*, with support from the National Housing First Trainers. We continued to provide significant support to H2H staff both through training and ongoing Communities of Practice for practitioners and team leaders with support from people with a lived experience of being without a home.

## **7. Increased sector capacity to engage with MARAMIS**

In 2021, Family Safety Victoria extended funding to CHP to deliver the Family Violence Multi-Agency Risk Assessment and Risk Management Framework (MARAM) Sector Capacity Building program. The program aims to assist Victorian Homelessness Services to align with the family violence reforms introduced by the Victorian Government in 2018.

CHP has utilised this funding to provide information sessions outlining how the Information Sharing Schemes enable the aims of MARAM, alongside sessions to service management outlining their obligations when aligning to the framework. These sessions are designed as an extension of the MARAM and Information Sharing Scheme eLearns developed by DFFH and available to SHS workers through the SHS Learning Hub.



CHP is also working with Aboriginal Housing Victoria, VACCA and other Aboriginal Services to develop an educational resource that includes two animated case studies. This MARAM practice resource explores how the Information Sharing Schemes can be used to enable the MARAM principles within an Aboriginal context. The resource will be available to the sector through the SHS Learning Hub in November 2022.

## 8. Support to the Victorian Indigenous State-wide Homelessness Network

In 2020–21, CHP worked collaboratively with the Victorian Indigenous State-wide Homelessness Network. Staff and PESP members attending the VISHN state-wide conference in May 2022 and are attending again in November 2022.

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

The SHS Data Working group (formally SHIP Champions) continue to meet quarterly to support the implementation of the data-related goals of the SHS Transition Plan. The group has members from across the SHS, Homes Victoria, Family Safety Victoria and Infoxchange.

Throughout 2020–2021, the group has focussed on the quarterly release of the Victorian Homelessness Data sets. This data, collated by Homes Victoria, is analysed by the group before being made available to the SHS on the CHP website.

Other priorities for the group have been:

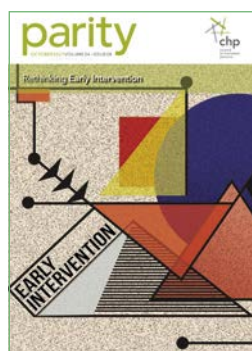
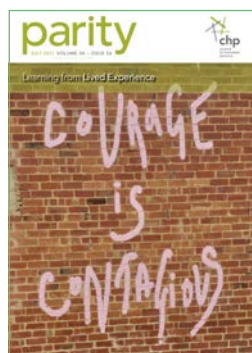
- supporting the SHIP Basic and Advanced training sessions delivered by AIHW and hosted on the SHS Learning Hub
- assisting the SHS implement the Victorian Management System (VMS)
- guiding the implementation of the e-referral function
- implementing the MARAM assessment tools in SHIP and
- developing an eLearn and subsequent resources to be made available through the SHS Learning Hub.

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

In 2019–20, CHP received funding support from the Lord Mayors Charitable Foundation and a 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.

In 2021–22, the Department of Families, Fairness and Housing funded the Salvation Army, Launch Housing and Sacred Heart Mission to continue the peer support worker roles in post homelessness support programs.





# Parity 2021–2022

## 2021

### July: Learning from Lived Experience:

Sponsors: Department of Health and Human Services, Berry Street

### August: 'Every Grain of Sand': Preventing Homelessness Deaths

Sponsors: Salvation Army, Micah Projects, Wintringham, Sacred Heart Mission, Jesuit Social Services, Bolton Clarke

Launched by Jason Clare MHR, August 6th via Zoom

### October: Rethinking Early Intervention

Sponsors: Kids Under Cover, Upstream Australia, MacKillop Family Services, Anglicare Victoria

### November: Understanding and Responding to Indigenous Homelessness

Sponsors: Salvation Army, Aboriginal Housing Victoria, Elizabeth Morgan House, Towards Home Alliance South Australia, Noongar Mia Mia, Western Australia

### December: Ending Homelessness in Western Australia

Sponsors: Western Australian State Government, RUHA, Centrecare, Anglicare WA, St Vincent de Paul, St Patricks, Mission Australia, Salvation Army WA, Accordwest, Noongar Mia Mia Western Australia

Launched by Professor Paul Flatau, Centre for Social Impact University of WA and Mike Rowe, Director General, WA Department of Communities, February 8th, 2022.

## 2022

### March: Homelessness and Social Work

Sponsors: RMIT, The University of South Australia, MacKillop Family Services, Sacred Heart Mission, Unity Housing SA, Queensland University of Technology, Melbourne University, School of Law and Society, University of the Sunshine Coast, Australian Association of Social Workers

Launched by Rachel Reilly, Manager Social Policy and Advocacy, Australian Association of Social Workers, April 8th 2022 via Zoom

### April: Homelessness and Young People: Support During Trouble Times

Sponsors: Melbourne City Mission, Hope Street Youth and Family Services, Brisbane Youth Services, Yfoundations, Queensland Youth Housing Coalition, Kids Under Cover, Gold Coast Youth Services, Youth Off the Streets, Uniting Vic/Tas, My Foundations

Launched by The Hon Katie Hall MLA, Member for Footscray and Victorian Government, Parliamentary Secretary for Youth and Parliamentary Secretary for Multicultural Affairs at the Uniting Vic.Tas Meeting Rooms, 130 Lonsdale Street, Melbourne, Wednesday May 18th 2022

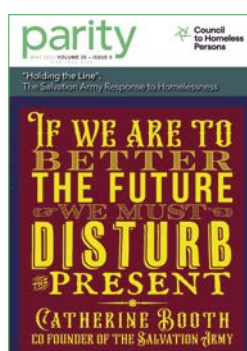
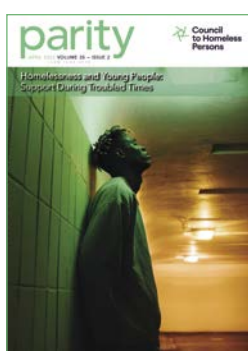
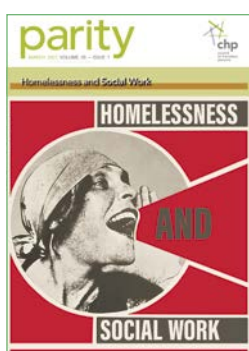
### May: "Holding the Line": The Salvation Army Response to Homelessness

Sponsors: The Salvation Army

Launched by Major Jenny Begent, The Salvation Army, Head of Department for Social Mission, Monday June 27th 2022 via Zoom

### June: Education and Homelessness

Sponsors: Melbourne City Mission, Commission for Children and Young People, Anglicare Victoria, MacKillop Family Services, Berry Street, Kids Under Cover, Anchor





# Our people







## Board of Directors

Jane Barnes *Chairperson*  
 Lucy Adams *Vice Chairperson*  
 David Porter *Treasurer*  
 Celia Adams  
 Wayne Merritt  
 Jenny Samms  
 Jo Swift†  
 Heidi Tucker  
 Paul Turton  
 Stephen Schmidtke  
 Natalie McDonald  
 Leah Wearing \*  
 Asha Ioculari *Observer*



## CHP Staff 2021–2022

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



## Peer Education Support Program (PESP) volunteers

Lisa Townsend \*  
 Amanda Bingham \*  
 Catherine Tran \*  
 Andrew Withall \*



## Active graduates

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



\* not pictured

† left CHP this year

# Financial Report

COUNCIL TO HOMELESS PERSONS (CHP) ABN: 20 005 475 007

The directors present their report together with the financial report of Council to Homeless Persons (CHP), the “company”, for the year ended 30 June 2022 and auditor’s report thereon.

## Directors names

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

Jane Barnes	
Lucy Adams	
David Porter	
Celia Adams	
Wayne Merritt	
Jenny Samms	
Heidi Tucker	
Cathy Humphrey	<i>Resigned October 2021</i>
Jo Swift	<i>Resigned June 2022</i>
Shane Austin	<i>Resigned November 2021</i>
Michael Deschepper	<i>Resigned November 2021</i>
Bevan Warner	<i>Resigned November 2021</i>
Morgan Cataldo	<i>Resigned November 2021</i>
Natalie McDonald	<i>Appointed November 2021</i>
Paul Turton	<i>Appointed November 2021</i>
Stephen Schmidtke	<i>Appointed November 2021</i>
Leah Waring	<i>Appointed November 2021</i>

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

## Principal activities

To carry out the company’s strategies and to achieve its short-term and long-term objectives, the company engaged in the following principal activities during the year.

- 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 co-operation, 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.

## Information on directors

### Jane Barnes

Chief of Staff Wintringham  
*Qualifications:* Bachelor of Art (Recreation)

### Lucy Adams

Strategic Advocacy and Policy Manager, Civil Justice, Access and Equity Victoria Legal Aid  
*Qualifications:* BA, LLB (Hons)

### David Porter

Division Director, Macquarie Capital  
*Qualifications:* Bachelor of Commerce (Accounting) Bachelor of Laws (Hons) Graduate Diploma of Chartered Accounting

### Celia Adams

Chief Executive Officer, Beyond Housing  
*Qualifications:* Bachelor of Arts (Sociology), Adv. Dip Government (Management), GAICD

### Wayne Merritt

CEO, Wayss  
*Qualifications:* Graduate Certificate of Business Management, Bachelor of Nursing

### Jenny Samms

Consultant Jenny Samms Consulting  
*Qualifications:* Bachelor of Economics

### Heidi Tucker

CEO Anchor Incorporated  
*Qualifications:* Bachelor of Social Science; Graduate Australian Institute of Company

### Cathy Humphrey

CEO Sacred Heart Mission  
*Qualifications:* Assoc Dip Welfare Studies, Certificate IV Training and Assessment; MAICD

### Jo Swift

CEO Kids Under Cover  
*Qualifications:* Advanced Diploma Public Relations, GAICD

### Shane Austin

State Manager Homelessness Vic & Social Mission, Co-ordinator Vic The Salvation Army Australia  
*Qualifications:* Master Business Law (Monash); BaAppSci (MedRad) RMIT; GradDip CS; MAICD

### Michael Deschepper

Deputy CEO Wintringham  
*Qualifications:* B BUS (Hons) RMIT; Member Institute of Chartered Accountants Australia and New Zealand; Harvard BusinessSchool Strategic Perspectives in Non Profit Management; Licensed Estate Agent (Vic)

### Bevan Warner

Chief Executive Officer, Launch Housing  
*Qualifications:* GAICD

### Morgan Cataldo

Senior Management Youth Engagement, Berry Street  
**Qualifications:** Associate Degree Applied Social Science

### Natalie McDonald

CEO Quantum Support Services  
**Qualifications:** MBA, Bachelor of Commerce, CPA, MAICD

### Paul Turton

Executive General Manager Client Services  
 Vincent Care Victoria  
**Qualifications:** Diploma of Leadership and Management, Cert 4 Workplace and Business Coaching, Master of Arts, Bachelor of Theology, Diploma of Ministry [hons].

### Stephen Schmidtke

Executive Director, Client Services, Sacred Heart Mission  
**Qualifications:** Master of Clinical Family Therapy, Bachelor of Human Service

### Leah Waring

CEO, NESAY  
**Qualifications:** Master Disability Services, Grad Cert Educational Studies, Dip Leadership & management, Dip Business management, Ass Dip Welfare, Cert IV TAE

## Meetings of directors

Directors	Directors' meetings		Audit/Finance committee meetings	
	Number eligible to attend	Number attended	Number eligible to attend	Number attended
Jane Barnes	6	5	—	—
Lucy Adams	6	6	—	—
David Porter	6	6	6	—
Celia Adams	6	5	3	2
Wayne Merritt	6	5	6	6
Jenny Samms	6	5	—	—
Heidi Tucker	6	5	3	3
Cathy Humphrey	2	2	—	—
Jo Swift	6	4	6	5
Shane Austin	2	2	—	—
Michael Deschepper	2	2	2	2
Bevan Warner	2	1	2	1
Morgan Cataldo	2	1	—	—
Natalie McDonald	4	4	—	—
Paul Turton	4	4	—	—
Stephen Schmidtke	4	4	—	—
Leah Waring	4	3	—	—

## Members guarantee

The company is incorporated under the *Corporations Act 2001* and is a company limited by guarantee. If the company is wound up, the Constitution states that each member is required to contribute to a maximum of \$50 each towards meeting any outstandings and obligations of the company. At 30 June 2022 the number of members was 51. The combined total amount that members of the company are liable to contribute if the company is wound up is \$2,550.

## Auditor's independence declaration

A copy of the auditor's independence declaration in relation to the audit for the financial year is provided with this report.

Signed in accordance with a resolution of the board of directors.



Jane Barnes  
Director

David Porter  
Director

Dated this 28th day of October 2022

## Auditor's Independence Declaration to the Directors of Council to Homeless Persons (CHP)

In relation to the independent audit for the year ended 30 June 2022, to the best of my knowledge and belief there have been:

- no contraventions of the auditor independence requirements of the Corporations Act 2001; and
- no contraventions of APES 110 *Code of Ethics for Professional Accountants* (including Independence Standards).



M J HARRISON  
Partner

PITCHER PARTNERS  
Melbourne

Date: 03/11/2022



## Statement of Profit or Loss

for the year ended 30 June 2022

	Note	2022 \$	2021 \$
<b>Revenue and other income</b>			
Revenue	2	1,131,707	1,667,668
Other	3	1,880,953	1,659,210
		3,012,660	3,326,878
<b>Less:</b>			
Depreciation and amortisation expense		(130,621)	(117,488)
Employee benefits expense		(1,979,018)	(2,160,333)
IT maintenance expense		(76,101)	(67,829)
Lease expense		(7,239)	(1,989)
Advertising expense		(32,277)	(5,230)
Finance costs		(20,756)	(36,839)
Project Expenses		(418,341)	(611,509)
Parity Publication		(66,176)	(56,769)
Other expenses		(276,891)	(268,311)
		<b>(3,007,420)</b>	<b>(3,326,297)</b>
<b>Surplus before income tax expense</b>		<b>5,240</b>	<b>581</b>
<b>Other comprehensive income for the year</b>		<b>—</b>	<b>—</b>
<b>Total comprehensive income</b>		<b>5,240</b>	<b>581</b>

## Statement of Financial Position

as at 30 June 2022

	Note	2022 \$	2021 \$
<b>Current assets</b>			
Cash and cash equivalents	5	752,732	352,610
Receivables	6	110,426	404,900
Other financial assets		71,822,825	1,812,258
<b>Total current assets</b>		<b>2,685,983</b>	<b>2,569,768</b>
<b>Non-current assets</b>			
Lease assets	9	118,484	227,854
Property, plant and equipment	8	47,295	62,872
<b>Total non-current assets</b>		<b>165,779</b>	<b>290,726</b>
<b>Total assets</b>		<b>2,851,762</b>	<b>2,860,494</b>
<b>Current liabilities</b>			
Payables	10	149,609	445,220
Lease liabilities	9	116,089	107,830
Provisions	11	274,913	274,043
<b>Total current liabilities</b>		<b>540,611</b>	<b>827,093</b>
<b>Non-current liabilities</b>			
Lease liabilities	9	9,959	120,021
Provisions	11	27,665	—
Other liabilities	12	1,085,400	730,493
<b>Total non-current liabilities</b>		<b>1,123,024</b>	<b>850,514</b>
<b>Total liabilities</b>		<b>1,663,635</b>	<b>1,677,607</b>
<b>Net assets</b>		<b>1,188,127</b>	<b>1,182,887</b>
<b>Equity</b>			
Reserves	13	58,808	—
Accumulated Surplus		1,129,319	1,182,887
<b>Total equity</b>		<b>1,188,127</b>	<b>1,182,887</b>

## Statement of Cash Flows

for the year ended 30 June 2022

	Note	2022 \$	2021 \$
<b>Cash flow from operating activities</b>			
Receipts from customers		3,973,638	2,876,092
Payments to suppliers and employees		(3,548,058)	(3,110,632)
Interest received		10,984	42,969
<b>Net cash provided by / (used in) operating activities</b>		<b>436,564</b>	<b>(191,571)</b>
<b>Cash flow from investing activities</b>			
Payment for property, plant and equipment		(36,442)	(42,338)
Other Cash Items from Investing Activities		—	(25,731)
<b>Net cash provided by / (used in) investing activities</b>		<b>(36,442)</b>	<b>(68,069)</b>
<b>Reconciliation of cash</b>			
Cash at beginning of the financial year		352,610	612,250
Net increase / (decrease) in cash held		400,122	(259,640)
<b>Cash at end of financial year <sup>14(a)</sup></b>		<b>752,732</b>	<b>352,610</b>

## Directors' Declaration

The directors of the company declare that:

1. The financial statements and notes, as set out on pages 7 - 19 presents fairly the company's financial position as at 30 June 2022 and performance for the year ended on that date of the company in accordance with Accounting Standards in Australia.
2. In the directors' opinion 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.

Director:



Jane Barnes

Director:



David Porter

Dated this 28th day of October 2022

# Report on the Audit of the Financial Report

## Opinion

We have audited the financial report of Council to Homeless Persons (CHP), “the Company”, which comprises the statement of financial position as at 30 June 2022, the statement of profit or loss, statement of changes in equity and statement of cash flows for the year then ended, and notes to the financial statements, including a summary of significant accounting policies, and the directors’ declaration.

In our opinion, the accompanying financial report of Council to Homeless Persons (CHP), is in accordance with Division 60 of the Australian Charities and Not-for-profits Commission Act 2012, including:

- a. giving a true and fair view of the Company’s financial position as at 30 June 2022 and of its financial performance for the year then ended; and
- b. complying with Australian Accounting Standards and Division 60 of the *Australian Charities and Not-for-profits Commission Regulation 2013*.

## Basis for Opinion

We conducted our audit in accordance with Australian Auditing Standards. Our responsibilities under those standards are further described in the *Auditor’s Responsibilities for the Audit of the Financial Report* section of our report. We are independent of the Company in accordance with the *Australian Charities and Not-for-profits Commission Act 2012* “ACNC Act” and the ethical requirements of the Accounting Professional and Ethical Standards Board’s APES 110 *Code of Ethics for Professional Accountants (including Independence Standards)* “the Code” that are relevant to our audit of the financial report in Australia. We have also fulfilled our other ethical responsibilities in accordance with the Code. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

## Other Information

The directors are responsible for the other information. The other information comprises the information included in the Company’s annual report for the year ended 30 June 2022, but does not include the financial report and our auditor’s report thereon.

Our opinion on the financial report does not cover the other information and accordingly we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial report, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial report or our knowledge obtained in the audit or otherwise appears to be materially misstated.

If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.



## Responsibilities of Management and Those Charged with Governance for the Financial Report

Management is responsible for the preparation and fair presentation of the financial report in accordance with the financial reporting requirements of the ACNC Act and for such internal control as management determines is necessary to enable the preparation and fair presentation of a financial report that is free from material misstatement, whether due to fraud or error.

In preparing the financial report, management is 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 management either intends to liquidate the Company or to cease operations, or has no realistic alternative but to do so.

Those charged with governance are responsible for overseeing the Company's financial reporting process.

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

Our 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 our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with the 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 this financial report.

As part of an audit in accordance with the Australian Auditing Standards, we exercise professional judgement and maintain professional scepticism throughout the audit. We 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 our 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 directors.
- Conclude on the appropriateness of the directors' 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 we conclude that a material uncertainty exists, we are 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 our opinion. Our conclusions are based on the audit evidence obtained up to the date of our 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.

We communicate with the directors regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

## Report on Other Legal and Regulatory Requirements

None noted.



M J HARRISON  
Partner



PITCHER PARTNERS  
Melbourne

Date: 03/11/2022









# Council to Homeless Persons

Council to Homeless  
Persons is the peak body for  
homelessness in Victoria.

**2 Stanley Street  
Collingwood Victoria 3066**

**/ P 03 8415 6200  
/ E [admin@chp.org.au](mailto:admin@chp.org.au)  
/ W [chp.org.au](http://chp.org.au)**

Find us on:  
Twitter [@CHPvic](https://twitter.com/CHPvic)  
Facebook [@counciltohomeless](https://www.facebook.com/counciltohomeless)