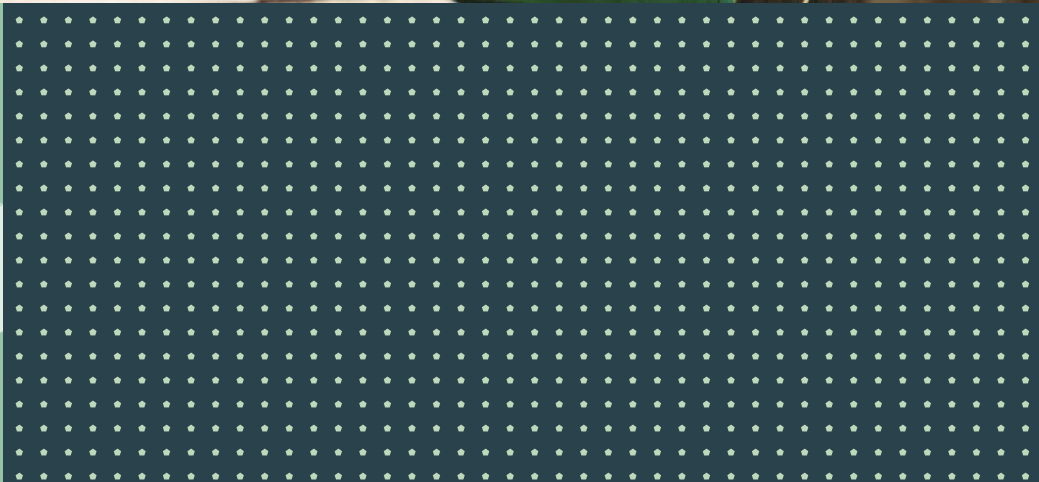




**Council  
to Homeless  
Persons**

# Annual Report

2022–2023



## 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

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*Jane Barnes, Chair*

# Executive Report

## Jane Barnes, Chair and Deborah Di Natale, CEO

It's a great pleasure to deliver our first Executive Report for Council to Homeless Persons under the leadership of new CEO Deborah Di Natale, who commenced in the role in March 2023.

Like everyone else at CHP, we give our deepest thanks to former CEO Jenny Smith for her incredible contribution to the organisation over 12 years in this role. Jenny's achievements were many and significant and, under her leadership, CHP grew both in capacity to influence, and in organisational health. Jenny was known for her strong advocacy and she led the way for the shift away from crisis-driven responses and to Housing First, in particular. In recognition of her work in this area, we were pleased to introduce the Jenny Smith Housing First Scholarship this year. The scholarship grants up to \$15,000 per annum to support homelessness practitioners with international travel, learning, development and training in Housing First practices and policies.

Thanks also to Leah Waring and Jenny Samms, who resigned as Board Members this year, and to Kate Colvin who this year moved on from her role as our Director – Policy and Communications to become CEO of Homelessness Australia. And a warm welcome to Tom Johnson, who joined us in June as CHP's new Deputy CEO and Director, Policy and Communications.

Our executive team spent a lot of time this year visiting and consulting with members. We've seen the challenges you face at entry points and throughout the service system; the struggle to assist people with complex needs when there's simply not enough housing to help most people. Your resilience and determination fill us with admiration and keep driving CHP, as the sector's peak body, to advocate for more social housing and support, to ensure marginalised Victorians have somewhere to call home.

Our advocacy work this year spanned a range of important issues, helping secure key reforms for the sector.





*Deborah Di Natale, CEO*

During Homelessness Week 2022, we released our platform for the Victorian election, outlining the changes needed to end homelessness in the State. This plan was used as a source of discussion with MPs and the media in the lead-up to the election.

A major pillar of the plan was a call for more to be done to end youth homelessness, including creation of specialised housing for at least 5,000 young people, and a new youth homelessness strategy. As part of this, we joined Melbourne City Mission in August for an event covering the steps of Parliament with LEGO houses. And in November we joined a coalition of peaks, youth services, homelessness and housing organisations and others to write an open letter to the Premier and Opposition Leader, calling for change. As a result of this advocacy, in February the Government announced a \$50 million investment to deliver more accommodation options for young people.

In February, we joined Homelessness Australia and other peaks in lobbying the Federal Government and encouraging advocacy throughout the sector to ensure renewal of the Equal Remuneration Order, which prevented \$23.5 million in funding cuts in the Victorian sector.

Together with VCOS and other peaks, we also lobbied the Victorian Government extensively for a new long-term funding approach for the sector, to index funding so that support increases over time to match increasing costs. (This campaign reached a successful outcome after the reporting period, with the Victorian Government announcing in August a new 5.45 per cent indexation model.)

In June, we produced a report presenting Victoria's top 20 areas with surging homelessness, based on a comparative analysis of 2016 and 2021 Census data. The report, which attracted significant media coverage, documented the clear and alarming escalation in homelessness in Victoria. It also highlighted that most increases in homelessness were in the regions. On this topic, it is important to note that CHP is very mindful of the fact that many services, including our office, are in urban centres and that we need to ensure the regional voice is front and centre in our advocacy work.

We also invested significant time advocating directly to the Victorian Treasurer and then-Minister for Housing about the reforms Victoria needed to have included in the Government's Housing Statement.

## COUNCIL TO HOMELESS PERSONS

ANNUAL REPORT · 2022–2023

In pursuing our advocacy goals, we've been grateful to work closely with a number of organisations and campaigns. CHP's ongoing collaborative relationship with Homes Victoria has enabled us to influence policy directly, and continually advocate about what is needed for services. We're also fortunate to host both Homelessness Australia and the Everybody's Home campaign in our CHP offices, allowing us to contribute the Victorian experience to the national homelessness strategy.

In addition to being the sector's voice in advocacy, the other privilege of being peak body is that CHP is trusted to provide services supporting sector-wide relationships and developing workers' skills. These services took a number of forms during the period.

Our Peer Education Support Program (PESP) kept homelessness on stakeholders' agenda by participating on panels, working with local councils and engaging with other decision makers. The *Walk In My Shoes* tours, discussed by PESP Graduate Jody in a Case Study later in this Report,

is just one example of the outstanding, innovative work done by our PESP members and graduates. PESP ensures our policy asks are supported not just by hard numbers, but real human stories.

Our Housing Advocacy Service (HAS) continues to do vital work, supporting consumers and practitioners in need of assistance to seek positive outcomes to problems in an over-stressed system. By running the program, CHP is also able to hear directly and quickly about the sector's most urgent and emerging needs and challenges.

One of our most significant service outcomes during the period was production of the Person-Centred Practice Guide. All credit goes to the Services team at CHP for embedding such a broad consultative piece with our members, staff, sector frontline workers, and people with lived or living experience. That broad consultation has resulted in a Guide that sector feedback is already telling us will be incredibly useful — not just to give consumers more respectful, engaged service, but also giving practitioners a greater sense of fulfilment from their work.



*Discussion Panel members at the May Parity launch, Bendigo Trades Hall*





*Shorna Moore Melbourne City Mission and Kate Colvin from Homelessness Australia*

Our SHS Learning Hub continued to offer high quality training resources to support the sector to be strong and sustainable. We pride ourselves on ensuring our Learning Program resources are informed by sector needs. Its success in achieving this is emphasised not only by the fact we have 2500 active users of the Hub, but also by the heartwarming story of practitioner Dalton Kealey later in this Report, who chose to join the sector as a direct result of CHP's Learning Program team visiting his university.

This year we also used data from the Hub, along with feedback from the sector, to develop a SHS Workforce Development Needs Analysis updating our understanding of the needs of the sector. These vital insights will help us identify further professional development opportunities for the workforce, along with other opportunities for collaboration and innovation.

Finally, we launched ten editions of *Parity* during the year. It continues to be a source of pride for CHP to have such a broad, national reach through the in-depth coverage of issues that *Parity* provides. Thanks to Artifishal Studios for their generous support in getting the magazine designed.

We're pleased to say our governance at CHP is excellent. Our acknowledgment and thanks to our Board, which is skills-based and committed to ensuring good governance is practiced at the peak.

We've worked with great integrity and commitment towards our Reconciliation Action Plan this year. That remains a major priority for us, noting that the most over-represented group in homelessness is Aboriginal and Torres Strait Islander people.

More broadly, achieving greater diversity at CHP is one of the things we need to work towards, and will be a focus in 2023–24.

None of our work is possible without our talented PESP team, passionate staff, committed board, and funding from the Department of Families, Fairness and Housing along with other small philanthropic grants. Our heartfelt thanks to you all for your unflagging dedication and spirit.

There has never been a more exciting time to be in housing, with such political appetite for reform and such focussed community interest in the debate. This gives us a unique opportunity to have impact and influence. We are hopeful and energised for the work ahead, and pledge CHP's continued commitment to support and champion the sector, and every Victorian living without a home.

# CHP Board and Staff

(during the reporting period)

## CHP Board

**Jane Barnes**, Chair, Chief of Staff, Wintringham

**Lucy Adams**, Deputy Chair, Strategic Advocacy and Policy Manager in the Civil Justice program, Victoria Legal Aid

**Celia Adams**, Board Member, Chief Executive Officer, BeyondHousing

**David Porter**, Treasurer, Head of Infrastructure Australia & New Zealand, Macquarie Capital

**Heidi Tucker**, Board Member, Chief Executive Officer, Anchor

**Lee-anne Chapman**, Board Member, Group Manager Eastern Melbourne, Uniting Vic.Tas

**Virgina Kailom Mangai**, Board Member, Community Development Practitioner, Three for All Foundation

**Natalie McDonald**, Board Member, Chief Executive, Quantum Support Service

**Paul Turton**, Board Member, Chief Executive Officer, VincentCare Victoria

**Stephen Schmidtke**, Board Member, Deputy Chief Executive Officer, Sacred Heart Mission

**Wayne Merritt**, Board Member, Chief Executive Officer, WAYSS

**Leah Waring**, Board Member, Chief Executive Officer, NESAY

**Jenny Samms**, Board Member

## CHP Staff

**Deborah Di Natale**, Chief Executive Officer

**Jenny Smith**, Chief Executive Officer

**Thomas Johnson**, Deputy Chief Executive Officer, Director, Policy and Communications

**Kate Colvin**, Director, Policy and Communications

**Leanne Roberts**, Interim Director, Policy and Communications

**Lucy Burnage**, Digital Communications Officer

**Helen Duggan**, Director, Services

**Katie Hooper**, Director, Services

**Maria Murray**, Manager, Lived Experience Programs, Quality and Special Projects

**Trish Hackney-Westmore**, Project Manager

**Angela Kyriakopoulos**, HAS Advocate

**Cassandra Corrone**, Team Leader, Peer Education Support Program

**Andrew Edgar**, SHS Learning Program Coordinator

**Simon Okely**, Capacity Building Officer

**Noel Murray**, *Parity* Editor

**Damien Patterson**, Policy and Advocacy Officer

**Kelly Shaw**, Operations Support Manager

**Christy Hackney-Westmore**, Administration and Support Officer

**Kye White**, Communications Advisor

**Nilgun Welense**, Accountant

**Jillie Ly**, Bookkeeper





Mitchell Burney from Quantum at the May Parity launch

# Driving Change to End Homelessness: Strategic Directions Impact

Thomas Johnson, Director Policy and Communications, Deputy CEO, CHP and Helen Duggan, Director Services

The Council to Homeless Persons (CHP) believes that homelessness is unacceptable, avoidable, and within our reach to resolve. As we work towards our vision of ending homelessness in Victoria, we look to direct our resources to where they will have the most impact. The strategic direction of CHP, outlined in our 2020-23 Strategic Plan, guides these decisions. Below you will find some examples of the work CHP completed under those strategic directions, and some of the impacts of that work.

## Strategic Direction:

*Inform community attitudes and influence government policy and decision making to end homelessness*

At the heart of CHP's work is a desire to improve outcomes for people without homes in Victoria by advocating for those outcomes, and influencing government to implement the policies that would help deliver those outcomes.

CHP's advocacy in 2022-23 resulted in a number of policy wins, including:

- \$67 million in funding being allocated to *From Homelessness to a Home* and other Housing First programs by the Victorian Government.
- A \$50 million investment by the Victorian Government to deliver more accommodation options for young people, after CHP organised a campaign which drew signatories from over 60 youth-focused organisations.
- Putting homelessness on the agenda during the state election campaign with a report detailing Victoria's Top 20 Areas with surging homelessness.

CHP also spent the year pressing for governments to deliver an investment in social housing that is large enough to address Victoria's housing crisis. This culminated in the Victorian Government delivering its Housing Statement, which outlined its plans to address the crisis, in September 2024.

Late in the financial year, we were heartened to see collaboration between the Victorian and Federal Government which, after many years of advocacy, resulted in the Federal Government directly funding more social housing in Victoria.

There are many parts to these advocacy campaigns: meetings with policy makers and politicians, collaborating with the sector and people with lived experience on policy design, and media engagement to help build support among both the general public and in parliament.

CHP shared 20 media releases across the year. We were able to build support for investing in Housing First, building more social housing, and addressing youth homelessness, through media advocacy. A good example of the impact of this advocacy was our Housing First campaign which resulted in stories in *The Age*, the ABC, and Channel 9. *The Age* would go on to call for *From Homelessness to a Home* to be refunded in an editorial in October (“Housing scheme to help most vulnerable deserves long-term support”).

### Strategic Direction:

#### *Strengthen partnerships with people who are or have been without a home to end homelessness*

The diverse contributions of the Peer Education Support Program (PESP) to CHP’s work speaks to how the voice of lived experience is centred in all that we do. PESP supports people with lived experience to contribute to CHP’s work towards ending homelessness. This occurs in a variety of ways, including:

- contributing to Ministerial Advisory Committees
- attending conferences
- participating in research
- leading and participating in a variety of training sessions for the specialist homelessness sector and local councils, and beyond.

Their combined experience and expertise is reflected in CHP’s Media Advocacy, and their contributions increase the likelihood that the issues that matter most to CHP, the sector and people without homes, get the coverage they deserve.

CHP’s Homelessness Advocacy Service (HAS) continues to provide support for consumers and Specialist Homelessness Services (SHS) workers, advocating for and strengthening relationships between the two, and working to achieve mutually beneficial resolutions for consumers and service providers.

### Strategic Direction:

#### *Build capacity of the human services system to end homelessness*

CHP is tasked with delivering an Industry Transition Plan for the specialist homelessness sector. The SHS Transition Plan provides a path forward for the sector to build on its strengths, meet growing demand, deliver services consistent with best practice, and achieve effective outcomes.

In the 2022–23 Financial Year, CHP’s SHS Learning Hub hosted 63 live training sessions. To complement the sessions delivered by external trainers, CHP also developed and facilitated a number of live training sessions focusing on introducing workers to SHS practice, social housing, the Victorian Housing Register, Family Violence Multi-Agency Risk Assessment and Management Framework (MARAM) and Information Sharing. Several new courses were also introduced, based on sector feedback, covering topics like emotional intelligence for managers, hoarding and squalor, and suicide intervention skills training. Every day the Learning Hub builds the capacity of the sector. On average, 16 eLearning programs are commenced every day.

In consultation with the TAFE sector, CHP has added a student portal to the learning program. This provides education to students on a range of topics specific to working in the SHS. To date, over 150 students have accessed the portal.

This year CHP also focused on supporting the sector to better understand and utilise the newly introduced MARAM risk assessment tools. This was done through regular information sessions, complemented by eLearning programs that were developed by the Department of Families, Fairness and Housing and delivered on the SHS Learning Hub.

In partnership with Homelessness Australia, CHP contributed to a campaign to ensure that Equal Remuneration Order funding would continue. The result of this campaign was the prevention of \$23.5 million in funding cuts which would have had a significant impact on the capacity of the Victorian SHS.

Similarly, CHP spent financial year 2022–2023 pushing the Victorian Government to address a funding shortfall caused by indexation. In September, a new funding formula was announced, which provided certainty for the sector.



*Jocelyn Bignold from McAuley Community Services for Women at the March Safe at Home Parity Launch*

## Strategic Direction:

### *Strengthen CHP as a contemporary and sustainable peak*

Another focus of CHP over the past year has been working to update our understanding of the needs of the sector in order to identify professional development opportunities for the SHS workforce. Using data from the SHS Learning Hub, learner evaluations, and feedback from the sector, a SHS Workforce Development Needs Analysis has been developed.

CHP developed its first annual SHS Workforce Needs Analysis survey, with support from the SHS Workforce Learning and Development Networks. It assessed the current state of the Victorian homelessness sector, the challenges service providers face, the needs of people without homes, and where opportunities for collaboration and innovation might lie. The survey will support CHP to continue to build an up-to-date, evidence-based understanding of the needs of our sector.

As a contemporary peak, CHP is always assessing the best ways to reach our members, the sector, and the broader public. Our social media channels are important platforms where we support our advocacy campaigns, elevate the voices of people with lived experience, and build support and awareness of our work among the broader public. In the second half of the year CHP launched a LinkedIn page, an increasingly influential platform — particularly among policy makers, where we have quickly grown an audience of almost 1,000 people.



# Everybody's Home

## Margaret Quixley, Everybody's Home

In 2022–23, Council to Homeless Persons (CHP) continued to host the national *Everybody's Home* campaign. Following the 2022 Federal Election, *Everybody's Home* continued to elevate the need for government leadership and investment in social housing into the mainstream public debate.

This advocacy included:

- **Housing in the Jobs Summit** — In August, Everybody's Home commissioned research from SGS Economics on the role of social housing in solving critical skill shortages in regional Australia in the lead up to the new Government's Jobs Summit. The report showed how the affordable housing shortage gripping regional Australia is blowing a hole in local economies, as employers struggle to attract staff due to low vacancy rates and skyrocketing rent. In response, the government announced \$575 million dollars to the National Housing Infrastructure Facility to invest in affordable housing.
- **Housing in the mini budget** — In October 2022, Everybody's Home launched a Budget Position Paper calling on the new government to build 25,000 social homes annually. The government's housing package included an additional \$350 million to build 10,000 affordable homes over five years from 2024 under the National Housing Accord, in addition to the \$10 billion (off-budget) Housing Australia Future Fund which aims to build 30,000 new social and affordable housing properties over five years.
- **Housing Australia Future Fund** — In January 2023, Everybody's Home provided advice on the government's draft *Housing Australia Future Fund* legislative package. This focused on strengthening the package as a first step in addressing the housing crisis, by creating a long-term plan to fund and maintain social housing. With support from the Greens and crossbench, the Fund was strengthened by guaranteeing at least 9,600 dwellings, setting a \$500 million annual spending floor and indexing the fund from 2029/30.
- **Measuring what matters** — In January 2023, *Everybody's Home* also provided advice on the Government's proposed Wellbeing Framework, making the case that the framework would be considerably strengthened with the addition of housing and homelessness indicators.

Measures adopted included: making ends meet, homelessness, and housing serviceability, which were welcomed by the sector.

- **Housing essential workers** — In April 2023, *Everybody's Home* partnered with Anglicare Australia to produce *Priced Out: An Index of Affordable Rentals for Australia's Essential Workers*. The report found soaring rents are pricing essential workers out of their communities across Australia, with the average employee spending around two thirds of their income on housing. It was launched in conjunction with the CFMEU at Parliament House in Canberra and received exceptional media coverage with over 50 hits across print, radio, television and online.
- **Housing in the full budget** — In May 2023, Everybody's Home launched a Budget Position Paper highlighting the economic and social case for social housing and reforming investor tax concessions. This was followed by a joint letter to the Treasurer signed by 40 organisational supporters demonstrating broad support for investment in social housing. While the government didn't include new social housing spending in the May Budget, a 15 per cent increase in Commonwealth Rent Assistance was announced, and an additional \$2 billion in direct investment was later allocated to the states for social housing in June.

# Inspiring a New Practitioner: Dalton Kealey, Family Access Network

Dalton Kealey is one of the specialist homelessness sector's newest recruits. Fresh out of uni, he's three months into a role as an LGBTQ+ specialist youth worker at Family Access Network.

*"I'm a case manager for young people who are experiencing homelessness or at risk of experiencing homelessness, mainly assisting people through transitional housing, interim response, and also FAN's private brokerage program."*

He finds the work *"really rewarding. Challenging, but also rewarding"*.

*"The thing I'm enjoying most is being able to work with clients one-on-one. You get to connect to that person, and it's rewarding to see people come in with achievements they've been striving for, for a long time."*

It's a promising start to what will hopefully be a long and fulfilling career for Dalton... and it all started with CHP.



Dalton Kealey

*"I hadn't really known what I was going to do after my studies, until Simon [Okely, from CHP's SHS Learning Program team] came to Swinburne's Career Expo Day, to speak about the sector and the internship that CHP provided," Dalton says.*

*"He spoke with so much passion. And it really just sparked my interest, hearing the different ways you can assist someone who may be experiencing homelessness. I've always been passionate about assisting people, and I just didn't really have a vehicle for that before Simon came and spoke."*

Dalton didn't end up applying for the internship, but he did end up joining the sector. *"And if Simon hadn't come, I probably wouldn't have considered it as much."*

One of the main challenges Dalton has experienced as an emerging practitioner is navigating the system as a worker; knowing what services are available that can help the young people he works with. There, too, CHP has been helpful:

*"I've been using the CHP Learning Hub since I've started at FAN, and that's been very useful in filling gaps about services I wasn't aware of within the sector, and also identifying other supports that may be available for consumers."*

Dalton's glad CHP came to the Career Expo but feels tertiary students would benefit from greater awareness of the sector.

*"I think there could be more education around the homelessness services sector for students. Prior to Simon's talk, I honestly didn't think much about it. I definitely encourage tertiary institutions to talk to CHP and check out its resources, which can be a useful tool for students to use alongside their studies."*



Simon Okely

# Council to Homeless Persons Reconciliation Action and the Reconciliation Action Plan (RAP)

Reconciliation remains a key priority for ending homelessness. The vast over-representation of Aboriginal and Torres Strait Islander people among those experiencing homelessness means that not only must we have better systems in place to address Aboriginal and Torres Strait Islander homelessness — it means that reconciliation is an essential part of homelessness prevention.

The past financial year saw the release by colleagues at Aboriginal Housing Victoria of the Blueprint for an Aboriginal-specific homelessness system in Victoria, which describes in detail how to achieve a better system of responding to Aboriginal and Torres Strait Islander homelessness. This is the Specialist Homelessness Services (SHS) specific plan under *Mana-na woorn-tyeen maar-takoort*; every Aboriginal person has a home. Council to Homeless Persons has endorsed the blueprint, and embedded it in our advocacy, including our election platform, and state budget submission. We continue to be part of the fight for self-determined responses to the needs of Aboriginal and Torres Strait Islander people experiencing homelessness.

In May, CHP backed the “Yes” campaign for an Aboriginal and Torres Strait Islander Voice to Parliament, which would have been a critical tool

for self-determination. Through our various communications channels we encouraged people to vote for this change, identified by the *Uluru Statement from the Heart* as a step towards Aboriginal and Torres Strait Islander people having power over their destiny.

Within CHP, we continued to work on staff cultural competency. We were extremely lucky to have a custom training developed for CHP’s staff by We Al-li, responding to the team’s identified desire to be better able to deliver meaningful and reflective Acknowledgements of Country.

While our expenditure on products and services may be relatively modest, we consistently prioritise the inclusion of Aboriginal suppliers through the Supply Nation portal.

Behind all of this work is the ongoing effort to update CHP’s internal policies, and better position our team to each contribute to Reconciliation. We want to thank everyone who has participated in our Reconciliation Action Plan (RAP) team over the course of the year including Lisa Briggs, Amber Maihi, Shaun Middlebrook, Shalese Smith, Liza Vanspall, as well as Cassandra Bawden, Helen Duggan, Angela Kyriakopolous, Simon Okely, Damien Patterson, and all the team at CHP.







Jody Letts

## Walking in Jody's Shoes

Jody Letts is looking at the front door of cohealth's Collingwood centre, recalling a pivotal moment in her experience of living without a home.

Jody and her daughter were arguing in the centre's waiting room. After months living mostly in Jody's car, their health was suffering badly.

*"We'd been bumbling around for months. We hadn't had a good intake of food. My medication was not working effectively because I wasn't eating at the right time and the medication wasn't refrigerated. ... So, it came to a point here where my disorientation, my decision making, my mental health... I should have been in a hospital scenario because I was so unwell."*

A cohealth staff member intervened, suggesting an "organisation down the road" might be able to help Jody. That organisation was Launch Housing.

*"I had attended 1,548 medical appointments before we got to this location. And this is the first time that someone actually gave us information on a homeless service."*

It's a powerful insight. And it's all part of CHP's *Walk In My Shoes* tours, a program led by members of our Peer Education Support Program (PESP) team.

Jody's not actually standing at Co-Health's front door. She's looking at a photo of it on a computer screen, as she leads a group of participants through an online journey of her time living without a home.

*Walk In My Shoes* was originally conceived as an in-person, on-location experience, till Covid lockdowns prompted a shift to the virtual. Post-lockdown, some tours have returned to the streets. But Jody's tour would not be practical to conduct in person. As emphasised by the long blue lines that stretch across the maps we see on screen during the tour, winding from Kangaroo Flats to Cranbourne to Maryborough and beyond, her story covers far too many kilometres to be easily experienced in a single trip.

It emphasises the dislocation experienced by so many people living without a home, and the sheer difficulty for consumers to stay engaged with a system that should be helping them. And that's the point of the tour.

## COUNCIL TO HOMELESS PERSONS

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*“Walk In My Shoes is designed to assist with people’s understanding and raising awareness of homelessness”, says Jody.*

Travelling across an online map, the virtual tour stops at important places in the tour guide’s real-life journey, zooming in at each location to discuss different aspects of homelessness. *“For example,” says Jody, “in mine we stop at ANZAC House and we start to talk about safety and security. I had my war medals with me in the vehicle and I needed somewhere safe to store them, because the types of crisis accommodation I was in were not making me feel safe. So we then start to talk about how anxiety and fear and security can impact your decision-making. So, the tour allows us to form conversations.”*

Walk In My Shoes is aimed at people whose work intersects with homelessness: staff from Homes Victoria, volunteers from The Salvation Army, local government workers from libraries and swimming pools, park rangers... the list goes on.

In each tour, the discussion shifts to focus on aspects where those participants can better help people experiencing homelessness get what they need. The aim, in Jody’s words, is, *“to assist people in the roles that they fulfill to actually be able to do that without any more resources, any more funding. It’s what we can personally offer in our roles to make a difference in the lives of someone who might be without a home.”*

The interaction from the audience is often *“enormous”*, says Jody. A script forms about 50 per cent of the session and the rest of time is dialogue.

*“It is confronting because people, after hearing the story, understand how close most Australians are to being without a home. So we are breaking down that stereotype and it starts to soften even the hardest of audiences. We start to really break down that view of what homelessness looks like.”*

But the tours are often as inspirational as they are confronting.

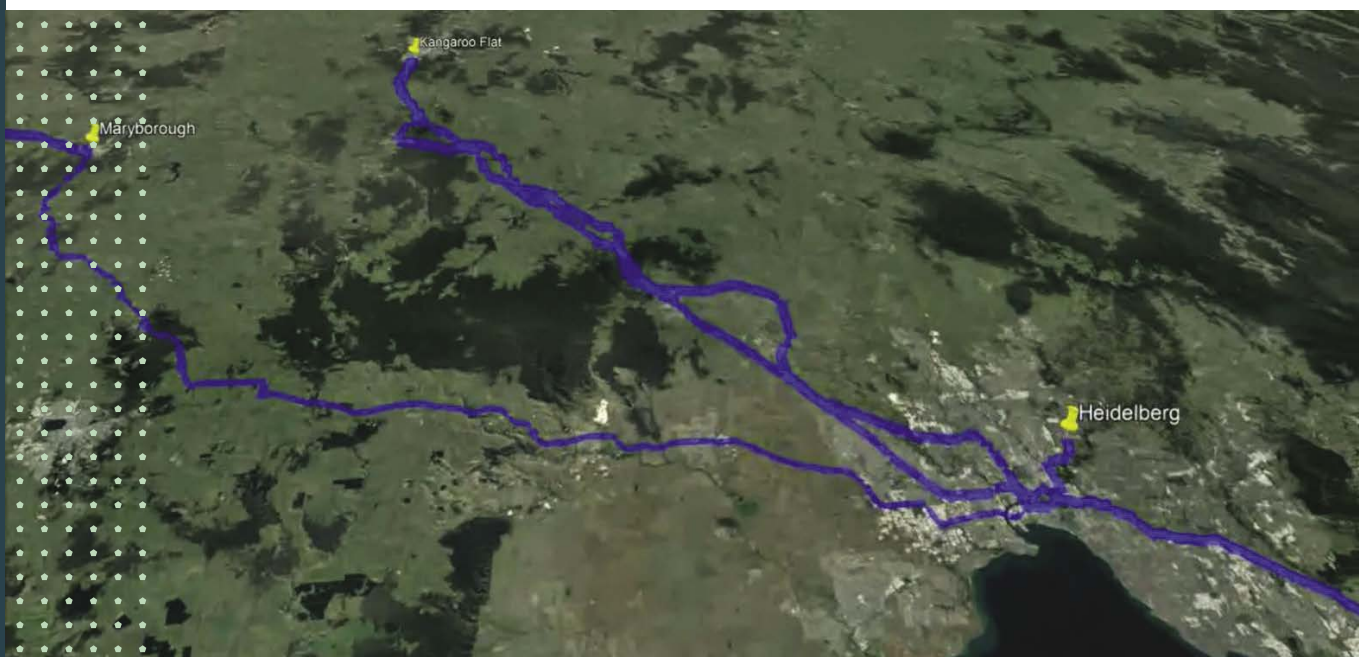
*“The conversations just go everywhere. It inspires people to start thinking about where they have intersected with people and how they can do little bits and pieces.”*

The most significant reactions, for Jody, are from people who start the tour feeling they’re not in a role that has an impact.

*“We’re talking about people that work on financial budgeting in the Big Build, for example. So all they do is they sign the contracts for the big builders to come in and deliver.”* But during the tour, Jody sees these participants *“sitting back and going, ‘we actually have a chance to influence’. We can go back to the builders and say, ‘Have you thought about what impact that would have?’ or ‘That time is too long for us’, you know, and making sure the project managers are making sure they’re not going over time.”*

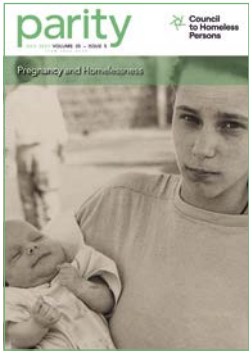
And those changes in attitude are what makes the program so valuable, in Jody’s opinion.

*“Yes, it is emotionally hard to continue to live your story. But it’s rewarding because you’re able to come away with the feeling that you know someone’s going to do something to make a difference.”*



*Excerpt from the online tour, charting Jody’s journey.*





# Parity 2022-2023

## 2022

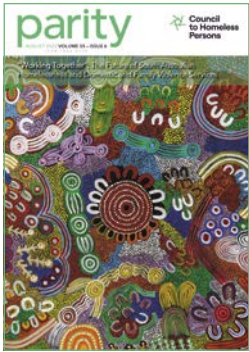
### July: Pregnancy and Homelessness

**Sponsors:** Safe and Equal, Royal Women's Hospital, Housing First, Taskforce, Launch Housing

**Launched:** July 28th at Uniting Vic Tas by The Hon. Natalie Hutchins, Victorian Minister for Women.

The Salvation Army, VincentCare Victoria, Uniting Vic Tas, Sacred Heart Mission, Launch Housing, Quantum Support Services

**Launched:** At the CHP AGM in Collingwood on November 22nd.



### August: "Working Together": The Future of South Australian Homelessness and Domestic and Family Violence Services

**Sponsors:** The South Australian Government, The Towards Home Alliance, The Adelaide North West Homelessness Alliance, Kids Under Cover, Believe Housing

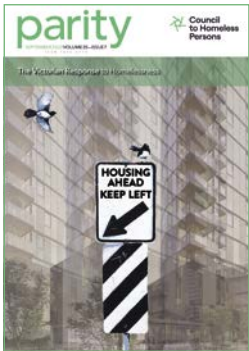
**Launched:** In Adelaide on September 29th by The Hon Nat Cook, South Australian Minister for Human Services.

### October: Towards a New National Housing and Homelessness Plan

**Sponsors:** Homelessness New South Wales, Shelter Western Australia, Mission Australia, Micah Projects Queensland, The Australian Alliance to End Homelessness

### November: The Role of Information Technology in Responding to Homelessness

**Sponsors:** The Infoxchange, Informat



### September: The Victorian Response to Homelessness

**Sponsors:** The Victorian Government, WAYSS,

### December: Homelessness and the Law Revisited

**Sponsors:** Freehills, Minter Ellison, Clayton Utz, Corrs, Victoria Legal Aid, The Shine On Foundation, Justice Connect Homeless Law

## 2023

### March: Safe at Home

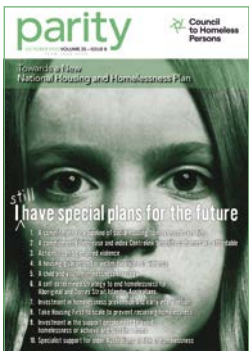
**Sponsors:** Family Safety Victoria, Safe and Equal, McAuley Community Services for Women, WESNET, The South Australian Domestic Violence Alliance, No to Violence, The West Australian Centre for Women's Safety and Wellbeing

**Launched:** Wednesday April 5th, Queen Victoria Women's Centre.

### May: Beyond the Capitals: The Role of Community Housing in Responding to Homelessness and Housing Stress in Regional, Rural and Remote Australia

**Sponsors:** Community Housing Limited, Beyond Housing, Haven Home Safe, Housing Choices Tasmania, MELI, Quantum Support Services

**Launched:** June 23rd, Bendigo Trades Hall by Minister Colin Brooks, Victorian Minister for Housing and Minister for Multicultural Affairs.



### April: Towards a New Child and Youth Housing and Homelessness Plan

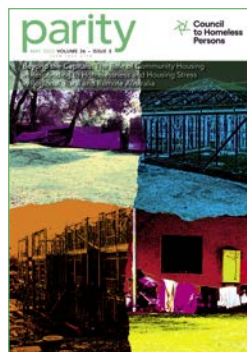
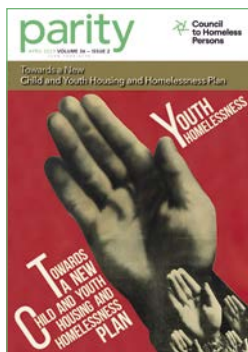
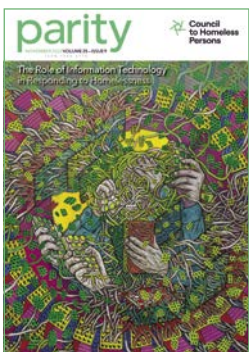
**Sponsors:** Melbourne City Mission, WAYSS, Yfoundations, Hope Street Youth and Family Services, Brisbane Youth Services, Youth Off the Streets, Kids Under Cover, The Queensland Youth Housing Coalition

**Launched:** Wednesday April 19th at Melbourne City Mission by Kate Colvin, CEO Homelessness Australia.

### June: Reforming Residential Tenancies Acts

**Sponsors:** The Office of the Victorian Residential Tenancies Commissioner Consumer Affairs Victoria, The Tenants Union of New South Wales, Tenants Vic, Shelter ACT, Shelter New South Wales, Queensland Shelter, Tenants Queensland

**Launched:** At a national webinar by Dr Heather Holst, the Victorian Residential Tenancies Commissioner.





# 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 2023 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

Natalie McDonald

Paul Turton

Stephen Schmidtke

Leah Waring

Deborah Di Natale (*Board Secretary*)

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.

- a. 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.
- b. Promoting and contributing to the development and implementation of policies and programs to address homelessness.
- c. Promoting and fostering the development and improvement of homelessness assistance service delivery.
- d. Promoting and contributing to research, debate and education about homelessness.
- e. Promoting and fostering co-operation, collaboration and communication within and between homelessness assistance services.
- f. Acting as the peak industry and advocacy body for homelessness assistance services in Victoria.
- g. 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

Chief Executive Officer, Wayss

*Qualifications:* Graduate Certificate of Business

Management, Bachelor of Nursing

### Jenny Samms

Consultant Jenny Samms Consulting

*Qualifications:* Bachelor of Economics

### Heidi Tucker

Chief Executive Officer, Anchor Incorporated

*Qualifications:* Bachelor of Social Science;

Graduate Australian Institute of Company

### Natalie McDonald

Chief Executive Officer, 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

Chief Executive Officer, 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                         | 6               | —                                | —               |
| Lucy Adams        | 6                         | 4               | —                                | —               |
| David Porter      | 6                         | 5               | 6                                | 6               |
| Celia Adams       | 6                         | 3               | 6                                | 3               |
| Wayne Merritt     | 6                         | 5               | 6                                | 6               |
| Heidi Tucker      | 6                         | 4               | 6                                | 5               |
| Natalie McDonald  | 6                         | 6               | —                                | —               |
| Paul Turton       | 6                         | 6               | —                                | —               |
| Stephen Schmidtke | 6                         | 6               | —                                | —               |
| Lee-anne Chapman  | 4                         | 4               | 3                                | 3               |
| Jenny Samms       | 2                         | 2               | —                                | —               |
| Leah Waring       | 4                         | 2               | —                                | —               |

## 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 2023 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 \$2,700.

## 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 30th day of October 2023

## 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 2023, 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: 30/10/2023

## Statement of Profit or Loss

for the year ended 30 June 2023

|  | Note | 2023<br>\$         | 2022<br>\$         |
|--|------|--------------------|--------------------|
| <b>Revenue and other income</b>                |      |                    |                    |
| Revenue  | 3    | 1,807,520          | 1,131,707          |
| Other revenue                                  | 4    | 1,963,485          | 1,880,953          |
|  |      | <b>3,771,005</b>   | <b>3,012,660</b>   |
| <b>Less: expenses</b>                          |      |                    |                    |
| Depreciation and amortisation expense          |      | (114,428)          | (130,621)          |
| Employee benefits expense                      |      | (1,919,176)        | (1,979,018)        |
| IT maintenance expense                         |      | (68,887)           | (76,101)           |
| Lease expense                                  |      | (9,076)            | (7,239)            |
| Advertising expense                            |      | (7,104)            | (32,277)           |
| Finance costs                                  |      | (11,658)           | (20,756)           |
| Project Expenses                               |      | (1,137,197)        | (418,341)          |
| Parity Publication                             |      | (99,498)           | (66,176)           |
| Other expenses                                 |      | (245,072)          | (276,891)          |
|  |      | <b>(3,612,096)</b> | <b>(3,007,420)</b> |
| <b>Surplus before income tax expense</b>       |      | <b>158,909</b>     | <b>5,240</b>       |
| <b>Other comprehensive income for the year</b> |      | <b>—</b>           | <b>—</b>           |
| <b>Total comprehensive income</b>              |      | <b>158,909</b>     | <b>5,240</b>       |

## Statement of Financial Position

as at 30 June 2023

|                                      | Note | 2023<br>\$       | 2022<br>\$       |
|--------------------------------------|------|------------------|------------------|
| <b>Current assets</b>                |      |                  |                  |
| Cash and cash equivalents            | 6    | 305,122          | 752,732          |
| Receivables                          | 7    | 95,599           | 110,426          |
| Other financial assets               | 8    | 1,833,022        | 1,822,825        |
| <b>Total current assets</b>          |      | <b>2,233,743</b> | <b>2,685,983</b> |
| <b>Non-current assets</b>            |      |                  |                  |
| Lease assets                         | 10   | 9,114            | 118,484          |
| Property, plant and equipment        | 9    | 43,074           | 47,295           |
| <b>Total non-current assets</b>      |      | <b>52,188</b>    | <b>165,779</b>   |
| <b>Total assets</b>                  |      | <b>2,285,931</b> | <b>2,851,762</b> |
| <b>Current liabilities</b>           |      |                  |                  |
| Payables                             | 11   | 259,103          | 149,609          |
| Lease liabilities                    | 10   | 9,960            | 116,089          |
| Provisions                           | 12   | 200,073          | 274,913          |
| Other liabilities                    | 13   | 444,975          | 1,085,400        |
| <b>Total current liabilities</b>     |      | <b>914,111</b>   | <b>1,626,011</b> |
| <b>Non-current liabilities</b>       |      |                  |                  |
| Lease liabilities                    | 10   | —                | 9,959            |
| Provisions                           | 12   | 24,784           | 27,665           |
| <b>Total non-current liabilities</b> |      | <b>24,784</b>    | <b>37,624</b>    |
| <b>Total liabilities</b>             |      | <b>938,895</b>   | <b>1,663,635</b> |
| <b>Net assets</b>                    |      | <b>1,347,036</b> | <b>1,188,127</b> |
| <b>Equity</b>                        |      |                  |                  |
| Reserves                             | 14   | 104,934          | 58,808           |
| Accumulated Surplus                  |      | 1,242,102        | 1,129,319        |
| <b>Total equity</b>                  |      | <b>1,347,036</b> | <b>1,188,127</b> |



## Statement of Cash Flows

for the year ended 30 June 2023

|  | Note | 2023<br>\$       | 2022<br>\$       |
|--|------|------------------|------------------|
| <b>Cash flow from operating activities</b>                   |      |                  |                  |
| Receipts from customers                                      |      | 3,188,720        | 3,973,638        |
| Payments to suppliers and employees                          |      | (3,547,138)      | (3,440,225)      |
| Interest received  |      | 41,722           | 10,984           |
| <b>Net cash provided by / (used in) operating activities</b> |      | <b>(316,696)</b> | <b>544,397</b>   |
| <b>Cash flow from investing activities</b>                   |      |                  |                  |
| Payment for property, plant and equipment                    |      | (14,825)         | (36,442)         |
| <b>Net cash provided by / (used in) investing activities</b> |      | <b>(14,825)</b>  | <b>(36,442)</b>  |
| <b>Cash flow from financing activities</b>                   |      |                  |                  |
| Principal portion of lease payments                          |      | (116,089)        | (107,833)        |
| <b>Net cash provided by / (used in) financing activities</b> |      | <b>(116,089)</b> | <b>(107,833)</b> |
| <b>Reconciliation of cash</b>                                |      |                  |                  |
| Cash at beginning of the financial year                      |      | 752,732          | 352,610          |
| Net increase / (decrease) in cash held                       |      | (447,610)        | 400,122          |
| <b>Cash at end of financial year <sup>15(a)</sup></b>        |      | <b>305,122</b>   | <b>752,732</b>   |

## Directors' Declaration

The directors of the company declare that:

1. The financial statements and notes, as set out on pages 7 – 20 presents fairly the company's financial position as at 30 June 2023 and performance for the year ended on that date of the company in accordance with Australian Accounting Standards.
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 30th day of October 2023

## Note 1: Statement of Significant Accounting Policies

The financial report is a general purpose financial report that has been prepared in accordance with Australian Accounting Standards, Interpretations and other applicable authoritative pronouncements of the Australian Accounting Standards Board.

The financial report covers Council to Homeless Persons (CHP) as an individual entity. Council to Homeless Persons (CHP) is a company limited by guarantee, incorporated and domiciled in Australia. Council to Homeless Persons (CHP) is a not-for-profit entity for the purpose of preparing the financial statements.

The financial report was approved by the directors at the date of the directors' report.

The following are the significant accounting policies adopted by the company in the preparation and presentation of the financial report.

The accounting policies have been consistently applied, unless otherwise stated.

### Revenue from contracts with customers

The company derives revenue from primarily from Grants and Project Funding. Revenue is recognised as, or when, goods or services are transferred to the customer, and is measured at an amount that reflects the consideration to which the company expects to be entitled in exchange for the goods or services.

Revenue that does not satisfy a performance obligation under AASB 15 has been recorded in the profit and loss statement and acknowledged through a committed expenditure reserve that this funding is to be utilised in future financial periods.

### Revenue from the provision of services through Funding Agreements

Revenue from the provision of services comprises revenue derived from Project Funding.

These services are provided under contractual arrangements that contain enforceable and sufficiently specific performance obligations. Revenue from the provision of services is recognised over time, as performance obligations are satisfied, based on either costs incurred or service hours performed, consistent with the manner in which services are provided.

Revenue for which there is no legally enforceable agreement, or sufficient specific performance obligations is recognised when control of the funding is obtained.

# 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 2023, 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 2023 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 2023, 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 mis-stated.

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: 30/10/2023



# Council to Homeless Persons

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

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Collingwood Victoria 3066**

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