PROFESSIONAL EXCELLENCE IN HOUSING AWARDS
2019 FINALISTS
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ABOUT THE AWARDS

The Australasian Housing Institute Awards provide an opportunity to showcase social housing success stories. The Awards formally recognise and reward excellence in professional practice, from the grass roots to the most senior levels. They promote to our colleagues and the community at large the difference that social housing professionals make to people’s lives.

Awards will go to housing professionals who are judged to have made a significant and lasting difference: to tenants or service users, to their community, to their colleagues and to their profession. The Awards recognise the contributions and achievements of our colleagues in the many disciplines which make up the housing profession.

HISTORY

The Institute has run an awards program since 2004. This program has become increasingly popular with members and other housing professionals. In 2019, the Institute received the record number of nominations - 158 entries from more than 90 organisations all over Australia and New Zealand.

The full details about the program can be found at the AHI website.

www.housinginstitute.org/Awards/

JUDGING PANEL

One of the strengths of the AHI Awards program is the comprehensive judging process, which relies on the generosity of the panel of judges who are highly experienced and respected social housing professionals from all around Australia and New Zealand. The judging process is transparent, fair and independent. We thank those whose job it is to make the very difficult decisions:

Francis Brazil
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VIC

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QLD

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VIC

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- New Zealand
- Queensland

- South Australia
- Tasmania
- Victoria
INSPIRATIONAL TEAM MEMBER AWARD

The winning candidate will be a person who is passionate about their role and understands how it fits into the strategic outcomes of their organisation and the values of social housing. They consistently demonstrate enthusiasm to add value to their role and motivate others within their team and/or organisation by the approach they take to their work.

2019 INSPIRATIONAL TEAM MEMBER AWARD ENTRIES

• Kathleen Burgen, Common Ground Queensland, QLD
• Megan Caldwell, Bridge Housing Limited, NSW
• Kent Chalmers, Compass Housing Services, NSW
• Neil Clarke, Bethanie Housing Limited, WA
• Diana Donovan, The Housing Trust, NSW
• Robin Fletcher, Link Housing, NSW
• Rebekka Gale, Trinity Hill - Anglicare Tasmania Inc., TAS
• Connie Gold, Link Housing, NSW
• Paul Harris, Access Housing Australia Limited, WA
• Marion Humphrey, Housing New Zealand Corporation, NZ
• Deborah Hunt, Bethanie Housing Limited, WA
• Mavis Ives, Bethanie Housing Limited, WA
• Julia MacDonald, Foundation Housing Ltd, WA
• Rachel O’Farrell, Salvation Army Housing Tasmania, TAS
• Ben Palmer, Servants Community Housing, VIC
• Selina Roimata Patia, Tamaki Housing Association, NZ
• Kylie Preece, Central Australian Affordable Housing Company, NT
• Shahnaz Rustomjee, Housing New Zealand Corporation, NZ
• Charlie Souma, Evolve Housing, NSW
• Sherrill Southon, Community Housing Limited (CHL), VIC
• John Ter Horst, CHC, ACT
• Jade Thorne, CORT Community Housing, NZ
• Vicki Tsimouris, AnglicareSA Housing Ltd, SA
• Sarithya Tuy, Hume Community Housing, NSW
• Zoe Wood, Housing New Zealand Corporation, NZ
Last year NAIDOC Week celebrated the invaluable contributions that Aboriginal and Torres Strait Islander women have made and continue to make, to communities, families and the nation’s history. As part of the celebrations held, Q Shelter profiled Aboriginal and Torres Strait Islander women who work in housing. Kathleen was one of the amazing women that they chose to profile.

Kath is very humble by nature but was honoured to be chosen as she feels strongly about bringing awareness to closing the gap. Day in day out Kath turns up to work behind the scenes to make a difference. Kath genuinely believes that people deserve a nice place to live and she makes sure she does what she can to bring this about. It’s the little things that count! If you ask Kath what role she prefers, she always says cleaning beats HR and Payroll any day.

Common Ground QLD are very proud of Kath’s contribution and achievement and believe she fully deserves recognition for the role she plays in delivering supportive housing.

Access Housing’s Paul Harris epitomises what it means to be an inspirational team member within a Community Housing organisation.

As the live-in caretaker of their lodging facility in Bunbury since August 2014, Paul is meticulous, thorough and committed to his work. He maintains the residence to a high standard, not only for the benefit of residents but also staff and visitors.

Many of the lodge’s residents see Paul as a friend and Paul, in turn, treats them in a friendly and respectful way whilst maintaining a professional manner. He can relate to the residents and some of their stories and offers support and a compassionate ear in both work hours and his own time. Paul’s interpersonal skills carry across to his interactions with colleagues and external contractors – most of whom Paul has a great rapport with and knows well.

Paul is invaluable to Access Housing’s South West team, as his position in the lodge is unique. He has a good sense of people and always offers advice on potential and former residents and has his finger on the pulse of the residence to advise of potential issues and opportunities for improvements to enhance the livability of the lodge for residents.
Julia MacDonald | Foundation Housing Limited | WA

Julia MacDonald inspires her colleagues through her long-abiding and passionate commitment to the men and women Foundation Houses accommodates as tenants and lodging residents, many of whom can be difficult to deal with because of their complex needs. Julia respects their stories and histories and often succeeds in connecting them to services they would not have previously considered using so that they can sustain their housing and enjoy a better life.

Over the past 12 months, Julia has drawn upon these skills to lead a team of staff who have brought about significant positive changes at Foundation Housing’s largest lodging house, Hampton Road. Under Julia’s guidance, a number of support agencies now work in partnership with Foundation Housing to deliver more holistic support to the people living at Hampton Road, many of whom are transitioning out of homelessness due to issues such as mental illness, addiction and past trauma. This proactive and collaborative approach is influencing the overall culture of Hampton Road and bringing about better individual outcomes.

Julia has bought together staff, service providers and residents to build a consistent environment in which relationships can be nurtured which brings about benefits for everyone. As one of her team members said, “Her passion to help improve the lives of the people we work with inspires everyone here - from lodging coordinators, to admin assistants, to the handy man and Security. She believes in us and values our commitment and supports us fully”.

Sherrill Southon | Community Housing Limited | VIC

Sherrill’s first foray into Tenancy work began in a voluntary capacity when she was a single mother and herself a housing tenant. Following a tenure with another Housing association, Sherrill joined CHL as first a Tenancy Worker, before being promoted to Tenancy Coordinator and then Senior Tenancy Coordinator, the position she now holds.

Sherrill is one of two Senior Tenancy coordinators in the State of Victoria with her duties including the overseeing of a team of staff whom manage over 330 tenancies and acting as a mentor to other Tenancy coordinators across the state.

Over the years, Sherrill has proven herself an invaluable member of the CHL team, a natural leader, with a passion and dedication for her job that is unmatched. Sherrill’s hard work and determination has played a significant part in CHL’s increased provision of Housing for Aboriginal people, people escaping domestic violence, those with disabilities and aged-care accommodation needs.
Vicki Tsimouris | AnglicareSA Housing Ltd | SA

Vicki’s approach is to give every customer one hundred percent of her dedication and attention. She listens to what her customer needs and what their aspirations are before she starts to build an individual case plan. Vicki works tirelessly to achieve progress with a large number of difficult, challenging and marginalised clients.

One of her greatest strengths is her ability to empower her customers by taking a hands-on approach, assisting them to form a sense of pride in their home environment that is long lasting. Vicki uses strength-based principles and encourages her customers to take one step at a time building a positive sense of self-worth, looking forward to what can be and works diligently to link them into supports and to reconnect them with their community.

Vicki consistently exhibits great passion for her work while helping some challenging customers. Vicki works alongside the customers’ Tenancy Officer with the aim of sustaining some very difficult tenancies.

Vicki is held in high esteem by her customers and her colleagues. Her level of motivation together with her positive bubbly personality motivates all she comes in contact with. Vicki is quick to share the many successes her customers achieve no matter how big or small. She is truly inspirational.

Shahnaz Rustomjee | Housing New Zealand Corporation | NZ

Shahnaz Rustomjee recognises that it is people that make the difference for customers of Housing New Zealand. She strives to move away from the mechanical and scripted adherence typical of call centres and inspires people with clear goals.

She is enthusiastic and welcomes each person’s contributions; always seeing the possibility and opportunity in every challenge. Not afraid of getting stuck in, she is a model of accountability that drives the team. Above all else, she delivers her training and programs with a good dose of fun.

“I only perceive myself inspirational to my team and colleagues because I work with amazing people who inspire me to achieve nothing but the best!” said Shahnaz.

Some of her recent achievements include receiving the Contact Centre Institute of New Zealand (CCINZ) National Trainer of the Year award in 2018, facilitating zen sessions to support staff health and wellbeing, holding tenant feedback workshops and being promoted to change trainer to support the wider organisation with change management.

Since winning the CCINZ award Shahnaz was approached to take part in the mentor programme where she can inspire other trainers. Her drive to mentor others and her positive attitude is admired by her peers.
Charlie Souma | Evolve Housing | NSW

Charlie Souma is an accomplished, passionate housing professional who has worked in the sector for a decade. With his outstanding leadership and work ethic, Charlie has helped to increase the supply of social and affordable housing in high-need areas. Joining Evolve Housing in 2009, Charlie worked in social housing for five years before being promoted to Senior Manager of the affordable and private market portfolio in 2014.

Charlie took on extra responsibility in 2017 with the launch of Echo Realty, the first not-for-profit real estate in NSW, which he manages. He plays a strong mentoring role to his team of 8 staff. Charlie has worked tirelessly towards Evolve’s goal of combatting the shortage of affordable housing in Australia, and his efforts have been vital to Echo Realty’s success. He has cultivated a sterling reputation in the housing industry, and has been largely responsible for the extraordinary growth in Echo’s portfolio, which will reach 1000 properties in 2019. Charlie has also assisted government and not-for-profit organisations to manage their affordable housing, and provided advice to government agencies. The revenue earned by Charlie’s team is reinvested towards Evolve’s core mission of creating more quality social and affordable housing, and offering social support programs to tenants.

A quiet achiever, Charlie’s hard work, dedication and ingenuity has positively impacted the social housing sector over the last decade, and his efforts have helped Evolve to grow its affordable housing portfolio and deliver its vision of being a major contributor to the relief of housing stress.

John Ter Horst | CHC | ACT

Since joining CHC as a Tenancy Officer in February 2018, John has worked tirelessly to improve outcomes for his tenants and worked closely with his team to achieve organisational goals.

John has leveraged his extensive experience working in homelessness and with people from challenging backgrounds to incorporate new ways of engaging with tenants to ensure the achievement of mutually beneficial outcomes both for CHC and their tenants. His tireless efforts in assisting tenants to successfully maintain safe and secure housing, build life skills and in some cases move into home ownership has been inspiring to all of his colleagues at CHC and has seen a material change to the work processes of the whole Operations team.

John is thoughtful, compassionate and enthusiastic in working for the benefit of others. He demonstrates maturity and determination in all aspects of his work and is generous in his support of others. His calm manner in a sometimes highly stressful environment is valued by colleagues and tenants alike.
INSPIRATIONAL TEAM MEMBER AWARD
2019 FINALISTS

Rebekka Gale | Trinity Hill - Anglicare Tasmania Inc | TAS

Rebekka Gale is an exceptional worker. Bek commenced working for Anglicare Tasmania at Trinity Hill in January 2016, and from her first day with Anglicare has demonstrated an exceptionally high level of commitment to providing excellent service and support to the residents of Trinity Hill. Trinity Hill provides long term, stable accommodation in independent living units for young people aged 16-25.

Bek is always available to assist the residents and is highly skilled at motivating and supporting people to achieve their goals in life. Bek has regularly assisted residents with emotional and educational support as well as developing life skills.

She will often be found assisting residents with university, Tafe or college assignments and homework. Bek is highly organised and flexible and always happy to make a time that suits the residents for assisting them with school work.

Bek is highly efficient, organised and approachable, she has built a positive rapport with all the residents of Trinity Hill, and this has resulted in residents having a high degree of trust in Bek, as they know that if she makes a commitment to them, that she will follow through. Bek inspires those around her, both residents and staff.

Kylie Preece | Central Australian Affordable Housing Company | NT

Kylie is the Community Housing Manager at CAAHC working with a wide range of clients, some with very complex needs. Since starting her career with CAAHC 3 years ago, Kylie has shown great dedication in her practice, always wanting to learn more and continuing to develop professionally.

Kylie always goes beyond the expectations of the role. Whether it is taking extra time to check-in with senior tenants, providing extra support to tenants in need, or supporting other staff, Kylie is always there to help.

Kylie sets a very high bar with how she works – She is a great planner and shows the greatest care for her customers and her colleagues.

Kylie inspires others within the organisation through her demonstrated caring of residents. Colleagues have this to say; “Kylie, has shown me how important it is to have great relationship with our clients – It’s inspired me to make sure we have those deeper relationships with my tenants to provide a better service.”

Kylie lives the values of CAAHC and is a huge asset to their team.
PROFESSIONAL EXCELLENCE IN HOUSING AWARDS

2019 FINALISTS

OUTSTANDING ACHIEVEMENT AWARD

The winning candidate will be a housing professional who has significant achievements working in social housing that goes beyond their team and organisation and is likely to have a long-term impact on the housing profession and the industry as a whole.

2019 OUTSTANDING ACHIEVEMENT AWARD ENTRIES

- Adrianna Burnes-Nguyen, Junction Australia, SA
- Cate Kearney, Otautahi Community Housing Trust, NZ
- Jeanette Large, Women’s Property Initiatives, VIC
- Greg Locke, Evolve Housing, NSW
- Ben Moore, AnglicareSA Housing Ltd, SA
- Jamie Muchall, Horizon Housing, QLD
- Judy Nicholas, Hume Community Housing, NSW
- Simone Parsons, Women’s Community Shelters, NSW
- Rebecca Pinkstone, Bridge Housing Limited, NSW
- Mark Reader, Mark Reader Consulting, NSW
- Steve Russell, Housing New Zealand Corporation, NZ
- Peta Winzar, Community Housing Industry Association, VIC
Outstanding Achievement Award
2019 Finalists

Jamie Muchall | Horizon Housing | QLD

Jamie is well known amongst his peers, regularly representing both Horizon Housing and CHL at a strategic level and a tireless advocate for the community housing sector in Queensland. Jamie has been instrumental in building Horizon Housing from a small Gold Coast based community housing provider, to a national Tier 1 provider delivering over 2,400 homes to those in need.

With all this success, Jamie has remained committed to ensuring outcomes for residents in both urban and regional/remote settings. He has built a range of strategies working with partners delivering support services, educational and vocational opportunities, health services and well-being activities to support the quality of life outcomes for Horizon Housing tenants.

At a strategic level, Jamie has volunteered his time to contribute to CHP’s for Queensland, being a long-term Director and has also chaired the group. Jamie has driven policy change with the Queensland Government to promote the sector and increase funding opportunities to community housing providers.

Jamie has delivered a range of homes with number of these successful in winning industry awards with the Urban Development Institute of Australia. Leading the way in design, efficiency and amenity for social and affordable housing has been a key priority for Jamie throughout his career.

Peta Winzar | Community Housing Industry Association | VIC

Over the last ten years, Peta Winzar has made a truly outstanding and extraordinary contribution to improving the long term housing outcomes for all Australians, but particularly for people on low incomes, older people and those living with a disability, through a tireless, researched and intelligent campaign for fundamental housing sector reform and the expansion of the community and social housing sector in Australia.

Among her many achievements, she has worked tirelessly, alongside the CHIA Chair, Board and membership in drafting the ground-breaking CHIA National Affordable Housing. The Plan was launched in November 2018 and is the first-ever attempt - in Australian history - to articulate a cohesive, national housing strategy - coordinating the numerous processes that impact, directly and indirectly, on housing affordability in Australia. For the first time, the Plan took into consideration the requirements of Federal, State and Local Government, both for-profit and not-for-profit housing sectors, as well the finance and investment sectors.

In response to a housing affordability crisis that has truly confounded all-comers, Peta Winzar has been not only central to the Australian housing sector reform process but to a large extent has enabled it to occur.
OUTSTANDING ACHIEVEMENT AWARD
2019 FINALISTS

Ben Moore | AnglicareSA Housing Limited | SA

With over 21 years’ experience in the not for profit sector, working in AnglicareSA’s social and affordable housing team for 10 years, Ben now leads a team of 73 employees.

Ben has served two terms on the Board of the Community Housing Council of South Australia, the South Australian peak industry body, working on policy development and advocacy, ensuring the needs and views of its members are presented to all levels of government, as well as striving to incorporate best practice principles and continuous improvement in the community housing sector.

Ben has been a key asset in growing the housing portfolio from 500 properties and 15 staff in 2012/13 to over 2,200 properties and 73 Staff in 2019. Ben successfully led the housing team through a period of dramatic growth and cultural change keeping Anglicare’s five core values of Integrity, Compassion, Stewardship, Equity and Servant Leadership at the forefront.

Over the past 5 years, Ben has formed strong partnerships with key stakeholders within the sector and would consider himself a strong advocate for AHI’s skill building focus in this amazing time of sector growth and reform.

Steve Russell | Housing New Zealand Corporation | NZ

Steven Russell is the Customer Support Centre Optimisation Manager at HNZ and his outstanding work in the CSC shows an ongoing commitment to the tenants and people at the heart of what Housing New Zealand does. The CSC is the first port of call for tenants and the innovation and developments that Steve leads have had many instant positive outcomes for the tenants.

This is exemplified in the changes Steve has made to CSC operations over the past 18 months which has lead to significant improvements in the timeliness of service that social housing customers receive across New Zealand. Customer waits historically may have been over 2 hours maximum, to an average speed of answer of less than 60 seconds through 2018.

As recognition for the improvements he has made to the efficient operation of the CSC, he was awarded the Contact Centre Institute of New Zealand (CCINZ), National Contact Centre Workforce Professional of the Year in 2018. This award is contact centre industry wide, private as well as public organisations in New Zealand and demonstrates Steve’s outstanding leadership amongst the industry.

Steve is a recognized expert in the Contact Centre industry and he provides direction and guidance to individuals internally and externally.
Rebecca Pinkstone | Bridge Housing Limited | NSW

Rebecca Pinkstone has been a prolific deliver of policy and service improvements throughout her 15-year social housing career with a focus on continuous improvement. She applies her strong academic background to consider carefully the development of key policies and initiatives to ensure they make the most difference and create an evidence base from which to learn and further evolve.

During her time at Bridge Housing, Rebecca has successfully led the tender bid to secure a Social Housing Management Transfer package in North Sydney on the Northern Beaches, implemented HomeGround Sydney, the first NSW HomeGround entity as a social enterprise Not-for-Profit Real Estate agency to grow the supply of affordable housing options for people being priced out of private rental and/or at risk of or experiencing homelessness, and secured additional fee for service business opportunities including the Canada Bay Council affordable housing program, the FACS Housing Pathways Induction Program, STEP to Home and the re-tendered Waverley Council Housing Program for 5 years.
EXCELLENCE IN SOCIAL HOUSING AWARD

An organisation or team/division of an organisation that showcases the outstanding and/or unique way in which it has delivered social housing services.

2019 EXCELLENCE IN SOCIAL HOUSING ENTRIES

- 50 Lives 50 Homes, Ruah Community Services (Project lead), WA
- Compass Housing Services, NSW
- Continuum Model, Yumba Meta Ltd, QLD
- Douglas House and Woree Supported Accommodation, Mission Australia, QLD
- Employment and Learning Opportunities Program, Hume Community Housing, NSW
- Engagement Model, Tamaki Housing Association, NZ
- Eveline House, Anglicare Tasmania Inc., TAS
- Integrated Housing for Seniors, Australian Nursing Home Foundation, NSW
- Kokohinau Marae Papakainga - Civil Emergency Social Housing Response, Pahipoto Maori Committee - Kokohinau Papakainga Trust, NZ
- Managing Change and Rapid Growth in the Business, AnglicareSA Housing Ltd, SA
- More Than a Landlord Program, Aboriginal Housing Victoria, VIC
- Ozanam House Homeless Accommodation Hub and Resource Centre, VincentCare, VIC
- Personal Support Plans, Evolve Housing, NSW
- Place by Place, Westside Housing, SA
- Providing Secure & Low-Cost Energy for Tenants, Community Housing Ltd, VIC
- Rapid Housing, Your Choice Fund, Housing Choices Australia, VIC
- SA Housing Trust Stock Transfer, SA Housing Authority, SA
- Salvation Army Housing Tasmania, TAS
- Servants Rooming Houses, Servants Community Housing, VIC
- SGCH, NSW
- Social Housing Management Transfer, The Department of Family and Community Services, NSW
- Thornhill Street Tenant Engagement Partnership, Brisbane Housing Company Ltd and Logan Housing Service Centre, QLD
- Trinity Hill, Anglicare Tasmania Inc, TAS
**EXCELLENCE IN SOCIAL HOUSING AWARD 2019 FINALISTS**

**Continuum Model | Yumba Meta Ltd | QLD**

Since 2001, Yumba Meta Ltd has steadily transformed itself from a small organisation managing long term rental housing for Aboriginal and Torres Strait Islander people, into a service supporting homeless and at risk people at each step along the housing continuum.

Clients can enter this continuum at any point, but for the most disadvantaged a ‘typical’ pathway can see them first contacting the service through admission to the Reverend Charles Harris Diversion Centre to address public intoxication, engaging with the Breaking the Cycle program to address their immediate alcohol, drug and other health issues and stabilise their lives, taking up a supported housing tenancy at Dale Parker Place and, where possible, progressing to an independent social housing tenancy, and possibly ending their life in the Ernest and Maude Hoolihan Retirement Village. Flora House supports women and children escaping domestic and family violence to attain a safe and stable life. All of this is provided under a single organisational umbrella, minimising the rate of drop out along the way and saving clients from having to adapt to multiple organisations and systems and tell their story over and over again.

This service was envisaged and developed by an Indigenous community organisation which at the start of the process had three staff and fifty long-term rental homes. It provides a successful model for the transition of Indigenous Community Housing Organisations into mainstream funding and service delivery. It also provides a viable model for a localised, single-organisation ‘one stop shop’ service supporting people from homelessness all the way through to long term, secure housing.

**50 Lives 50 Homes | Ruah Community Services (project lead) | WA**

The 50 Lives 50 Homes initiative sees 28 partner organisations work collaboratively to permanently house and adequately support homeless people in Perth who are identified as being the most vulnerable based on their physical and/or mental health needs and the length of time they have been homeless.

Program clients are identified through a survey process carried out on the streets. The information collected is used to rapidly prioritise people sleeping rough for housing and wrap around support, which is delivered using a ‘Housing First’ approach.

The ‘Housing First’ approach is grounded in the idea that a homeless person’s first and primary need is to obtain stable housing and any other issues they may face can and should be addressed once they have secure housing. Having as-required and comprehensive support in place helps tenancies start successfully and reduces the risk of the person returning to homelessness.

The project is the first of its kind to be initiated in Western Australia. It is led by Ruah Community Services and includes partner organisations operating in the housing, homelessness, health, mental health and community services sectors. There is also a range of other organisations that are involved in supporting the project and clients in a myriad of other ways.
More Than a Landlord Program | Aboriginal Housing Victoria | VIC

The Wellbeing team has been delivering the More than a landlord program for less than 2 years. During this time, the team’s unwavering enthusiasm, skills and commitment has achieved real improvements in sustained tenancies and positive life experiences for Aboriginal tenants in social housing.

By delivering a targeted, coordinated and household/family based approach that facilitates access to support services, More than a Landlord program aims to maximise opportunities for Aboriginal households to enjoy the broader health and socioeconomic benefits that long-term, secure and affordable housing can provide.

A key feature of More than a Landlord program, is the delivery of life coaching by the Wellbeing Team. The Life Coach assists tenants and households to understand what success looks like and to identify goals to achieve that success; inspires them to imagine more and to achieve more; empowers them with the practical tools to do so; motivates them to sustain focus; and steers them towards success. Other resources and supports are called in as necessary. The concept of life coaching within the social housing context may be unusual, but it has proven to be transformative for participating tenants and could be readily adapted to other social housing settings.

Place by Place | Westside Housing | SA

The Place by Place Approach originated three years ago when responding to an 8-unit site that was becoming unviable. The 1970’s two-storey cream brick flat site was hard-to-let, had a high turnover and associated maintenance costs, as well as multiple and seemingly intractable neighbour issues. Many of their customers were reporting they were not happy living at the site.

They adopted a place-based community development approach and their Sustainable Communities Project Officer worked alongside their Maintenance Co-ordinator (who has a great repour with the residents) to develop a Place Plan. They engaged, which involved door knocking, a survey and ongoing communication and visits. Prioritised projects included the diversion of the maintenance budget to renovate the exterior of the building and fence, an upgrade of the garden, and communal garden beds for growing vegetables and herbs.

Data has shown this approach to be successful with only one resident moving out of the site to move interstate, no reported neighbour issues and a reduction in arrears. Learnings from this early case study have led Westside to move this approach into their operational model.
EXCELLENCE IN SOCIAL HOUSING AWARD
2019 FINALISTS

Kokohinau Marae Papakainga - Civil Emergency Social Housing Response | Pahipoto Maori Committee - Kokohinau Papakainga Trust | NZ

In April 2017 'Cyclone Debbie' led to serious flooding in the Eastern Bay of Plenty. Over 200 houses were evacuated (many permanently and irretrievably), with many families being made homeless.

The civil emergency response kicked into action with emergency accommodation, and Kokohinau Marae was one of the first to provide temporary shelter and support for affected families. It became clear that many families would not be able to return to their rented homes and needed a long term solution.

Bringing forward future plans to create a papakainga the Kokohinau Marae Trustees quickly oversaw the building of five quality two-bedroom rental homes in record time – the houses were occupied within 12 months of the flood. Almost overnight Kokohinau Papakainga Trust became a social housing landlord and is now planning its next homes as a community development hub. This is the story of resilience, action and social housing provision at its best when most needed. The partnerships and innovation that was behind this project are proving to be an exemplar for best practice social housing response in an emergency situation.

Engagement Model, Tamaki Housing Association, NZ

The Tamaki Housing Association is the tenancy management arm of the Tamaki Regeneration Company which is charged with the social, economic and physical regeneration of the Tamaki area in Auckland.

The THA has adopted a community-based model where they put their tenants at the heart of everything they do. THA employee tenancy managers from the community or who have lived experience of state housing and they back this up by designing their organisational systems and culture ensure that the front-line staff have the tools, knowledge and empowerment to make decisions in the moment for the benefit the Tamaki community.

This has resulted in high levels of tenant satisfaction and building a level of trust in a community which historically has displayed unrest against the regeneration and redevelopment process. Tenant Satisfaction scores for “treating me with respect”, “treating me fairly” and “understanding my cultural needs” all rank average 88%.

Whilst the THA team realise they don’t always get it right in the community, they are willing to listen and learn from their mistakes. This resulted in the THA becoming an equal partner as they work with Tamaki residents to make Tamaki an awesome place to live.
Trinity Hill | Anglicare Tasmania Inc | TAS

Trinity Hill is a Youth Accommodation Facility that provides long-term, stable Accommodation for Young People aged 16 -25. Trinity Hill has 46 independent living units. 30 of these are for Young people who have experienced homelessness and 16 are designated for young people with an NDIS package.

Since the first day of Operations Trinity Hill has had a strong focus on developing a real sense of Community amongst residents, encouraging them to be responsible for themselves and their guests, and fostering them to develop independence and ownership of their home. Building positive and respectful rapport with residents and their friends/family has always been a core focus of staff at Trinity Hill.

There is open access to Trinity Hill for residents and their guests, there is no concierge service or sign in/out for guests, and there is also a Facility Supervisor who lives full time at Trinity Hill, so they are very much imbedded as part of the community.

The success of this approach is reflected in the outstanding outcomes that young people are achieving for themselves and the excellent condition that the property has been maintained to.

In the last 12 months, 78% of residents who exited Trinity Hill, moved into private rentals or other social housing models.

Personal Support Plans | Evolve Housing | NSW

Evolve Housing’s Personal Support Plan program acknowledges that social housing providers can help tenants transition to greater independence by facilitating access to support services and programs. It is an innovative, forward-thinking project that utilises technology to improve service delivery and increase the wellbeing of social housing tenants.

The program began operation in August 2017, and significant resources have been invested to ensure it is as successful as possible. It was meticulously researched and there was a six month pilot stage to monitor the effectiveness of the project. A Support Coordination Unit was established to create and manage tenants’ personal support plans. Technology is utilised in a groundbreaking way to centralise data and report on outcomes measures.

The Personal Support Plan program, which helps to achieve outcomes in Evolve’s Social Housing Outcomes Framework, reflects an innovative new direction in the social housing sector, prioritising tenants’ social needs and proactively supporting them to achieve their goals. It has resulted in improved service delivery and increased tenant wellbeing.
LEADING ASSET MANAGEMENT AWARD

Asset management that is consistently rated by tenants and stakeholders as excellent and/or incorporates practices or innovations that result in significantly better maintenance services and asset outcomes.

2019 LEADING ASSET MANAGEMENT AWARD ENTRIES

- Our Man in the Van, Access 2 Place Housing, SA
- Strategic Asset Management Plan (2016-2025), Bridge Housing Limited, NSW
- Tauranga Portfolio Asset Management in a Changing Political Environment, Accessible Properties, NZ

2019 FINALISTS

Our Man in the Van | Access2Place Housing | SA

Access 2 Place’s ‘Our Man in the Van’ is a dedicated, efficient, and branded maintenance and repair service. It is reassuring for tenants and provides cost savings to the organisation.

The concept is readily adaptable to all housing providers, is not limited to disability specific providers and can be modified to suit both large and small organisations.

The initial planning for the model was predominantly tenant-focused and centred around A2P providing an efficient and reliable maintenance service. The idea blossomed, they identified a multitude of other benefits across the organisation.

The almost immediate results included improved service responses, tenant satisfaction, reduction in maintenance costs and expected improvement to long-term asset outcomes.
Bridge Housing’s Strategic Asset Management Plan 2016-2025 (SAMP) is a new 10 year plan setting out the strategic directions and the overall framework of how Bridge Housing manages its housing assets for the full life cycle from acquisition to disposal. It builds upon Bridge Housing’s AHI-award winning SAMP developed in 2013.

The new SAMP was developed in preparation for a period of organisational growth resulting from the NSW Government’s release of Future Directions for Social Housing. Since its preparation, Bridge Housing secured the management of 1,200 new properties on the Northern Beaches, Sydney through the Social Housing Management Transfer program and is well placed for future growth.

The new SAMP provides a whole of asset lifecycle approach, not just a maintenance perspective. The SAMP outlines processes and decision-making principles to inform the acquisition, maintenance and disposal of assets. Furthermore, the SAMP introduces an Asset Management Framework which connects the asset management activities to the overall business activities to ensure they are carried out as part of a whole of business approach.

Methamphetamine contamination of public housing has caused a political maelstrom in NZ. With the change of government in late 2017, methamphetamine is now viewed as a health rather than criminal justice issue. State housing tenants were characterised as vulnerable victims of an uncaring landlord and those involved in methamphetamine testing and decontamination as charlatans.

This shift in perspective happened part way through the transfer of Housing New Zealand’s Tauranga portfolio (1138 properties) to Accessible Properties (APNZL), as part of the previous government’s stock transfer programme.

A condition of the transaction was that APNZL test the entire portfolio for methamphetamine contamination and determine remediation work required within a reasonably tight timeframe. This programme was successfully delivered against a backdrop of changing public opinion and negative media coverage, with only three tenancies terminated of the 147 found to be contaminated.

While a standard to reflect the new Government’s approach has yet to be formalised, APNZL has adopted the new, higher level recommended by the Prime Minister’s Chief Science Advisor and has looked for innovative ways to balance its dual responsibilities for tenant wellbeing and stewards of a valuable community asset. This has included a tailored tenant engagement strategy, facilitating sector workshops, trialing new technology and partnering with local Iwi to support families impacted by methamphetamine manufacture and use. This work has been guided by the organisation’s commitment to providing services that help tenants ‘belong and thrive’ in their communities and where they are placed at the centre of APNZL’s operational decision making.
LEADING COMMUNITY ENGAGEMENT PRACTICE AWARD

A project or initiative that demonstrates leading practice in encouraging, enabling and supporting tenant and/or community engagement.

2019 LEADING COMMUNITY ENGAGEMENT PRACTICE AWARD ENTRIES

- Annual Review "In the Park" - a home, a life, a future, Bric Housing, QLD
- Better Places Stronger Communities (BPSC), AnglicareSA Housing Ltd, SA
- Building Bridges 2018 - 2021, Bridge Housing Limited, NSW
- CHL Rooming House Plus Program, Community Housing (VIC) Ltd & Sacred Heart Mission, VIC
- Christchurch Community Garden, Housing New Zealand Corporation, NZ
- Cockshell Street Sweat Equity Project, Habitat for Humanity SA
- Community Cohesion Team, Hume Community Housing, NSW
- Community Connect Practice Integrated Model, Unity Housing Company, SA
- Common Ground Cafe, Salvation Army Housing TAS, TAS
- Compass Community Gardens, Compass Housing Services, NSW
- DigiAsk, Churches of Christ Housing Services Limited, QLD
- Extended Home Visiting Support Program, Vinnies WA
- GROW: Strengthening Community and Promoting Inclusion in Community Life, Mission Australia Housing, TAS
- Harmony Day Together Festival, Housing Choices Tasmania, TAS
- He Korowai Trust - Ricky Houghton, He Korowai Trust, NZ
- How to Manage on a Low-Income Financial Workshops, Access Housing Australia Ltd and the Financial Counselling Network, WA
- Inala Complex - Millthorpe, Housing Plus, NSW
- Journey, Wentworth Community Housing, NSW
- Kensington Community Food Forest, Unison Housing, VIC
- Kids Bring Pride & Colour to their Street, Access Community Housing Company, QLD
- Let's Talk Waterloo, NSW Land and Housing Corporation, NSW
- Mario's Pantry, Housing New Zealand Corporation, NZ
- Money For Jam, Women's Housing Ltd, VIC
- My Home Awards, Department of Housing and Public Works, QLD
- Ozanam House Homeless Accommodation Hub and Resource Centre, VincentCare, VIC
- Central Coast Community College Life-Skills Education Program, Pacific Link Housing Limited, NSW
- Peer to Peer Exchange via Tech Display Apartment, inhousing, SA
- Pocket Park Market @ Ashwood Chadstone Gateway Project (ACGP), HousingFirst, VIC
- Rent Ready, Haven; Home, Safe, VIC
- Resident Community Development Team, Brisbane Housing Company Ltd, QLD
- River to Home, ac.care and SA Housing Authority (Berri), SA
- Sorted Kainga Ora: Financial Capability Programme for Whānau Maori, Te Puni Kokiri, NZ
- Tāmaki Pasifika Blessing and Iwi engagement, Tamaki Housing Association, NZ
- Tenant Relocation Project, Housing ACT, ACT
- Tenant Surveys Provide Engagement and Help Inform the Future, Housing New Zealand Corporation, NZ
- Tenant ‘Pop Up’ Events, Junction Australia, SA
- The Redhill Pilot, Housing New Zealand Corporation, NZ
DigiAsk - Mobile Technological and Digital Inclusion Support to Individuals and Communities | Churches of Christ Housing Services Limited | QLD

Churches of Christ in Queensland’s DigiAsk service takes technological and digital support to disadvantaged communities. Working out of a converted van (the DigiVan’), trained volunteers provide weekly services to people experiencing homelessness or living in social housing in locations across Brisbane and Ipswich. Working with location and referral partners, DigiAsk has supported almost 500 people with mobile phone and internet related queries and services. The service donates free reconditioned smart phones to individuals in need, phone charging, printing services and assistance to help with internet and phone related queries and learning opportunities. Patrons are a 50:50 mix of people experiencing homelessness and social housing tenants.

This service helps individuals become or remain connected to their local community, to family and friends and to specialist services providing support. The service is free, inclusive and unique – there’s nothing else like it. The team recognise how a lack of technological connectedness impedes an individual’s ability to establish/maintain their support systems but more generally to access pathways out of homelessness, to find pathways into employment and to actively participate in today’s society.

How to Manage on a Low-Income Financial Workshops | Access Housing Australia Ltd and the Financial Counselling Network | WA

Community and Social Housing providers house some of the most financially vulnerable people in the community. Through building financial resilience, tenants can become better equipped to sustain their tenancies and improve their financial stability.

The ‘How to Manage on a Low Income’ Financial Workshops are a collaboration between Access Housing, their tenants and the Financial Counselling Network (FCN). The innovation embedded in this fully evaluated approach is that it is a strength based group program located onsite with a local financial counselling service.

Access Housing acts as a conduit to encourage tenant involvement by providing participation incentives. The company also facilitates sessions in collaboration with a local financial counselling service.

Tenant participants are selected on the basis of having experience being on a low income over a long period of time and, as such, are viewed as having expertise and knowledge about strategies, available services and supports required to be able to manage on a low income. The financial counsellor in the room is viewed as an additional resource but not the only expert.
Kensington Community Food Forest | Unison Housing | VIC

The Food Forest has been established on underutilised social housing land on the 6.5ha mixed tenure community in Kensington, formerly a public housing estate. It consists of over 90 different food producing plants.

The Forest grew from an identified community need for a food garden and active space for those in the surrounding high density units. The project goals are to increase community connection and health and wellbeing, grow food, create a sustainable and active space, provide education, develop skills and community capacity and create a sense of place and belonging.

Unison Housing manages the 900+ social, affordable and private households on the Kensington estate and leads the project with partner Living Learning Australia. Initial funding was provided by the City of Melbourne (COM) and the forest grows on land owned by the Victorian Department of Health and Human Services (DHHS). The Forest is nurtured, managed and shared by people of all ages and backgrounds, living on the Kensington estate and the broader community. Over 120 people attended the launch just over a year ago.

The Forest project has generated additional community projects and investment particularly around healthy activity and neighbour engagement.

Cockshell Street Sweat Equity Project | Habitat for Humanity | SA

Clarence Jordan, one Habitat for Humanity’s founders wrote in 1968, “What the poor need is not charity but capital, not case workers but co-workers.”

That co-worker approach underpins what Habitat for Humanity calls ‘Sweat Equity’. Sweat equity is a family’s contribution to building their own home and engaging in their own housing outcome. Sweat Equity maintains a person’s dignity and promotes their self-worth as they are offered a hand up not given a hand out. Sweat equity has been part of Habitat’s model since inception, but the Cockshell Street Sweat Equity project in Davoren Park SA, adopted a unique focus – to encourage Habitat families to undertake their sweat equity on each other’s homes, not just their own.

The four homes in this project help form a unique community which will eventually include 10 homes focused around a T-junction. The four diverse families have all actively engaged in building each other’s homes.

As well as engaging and supporting each other, the Habitat partner families have contributed their sweat equity alongside local students, unemployed job seekers, corporate and community volunteers, trades and contractors, as hundreds of local community members engaged in the construction of these four homes and the housing outcomes of the four families.
Sorted Kainga Ora: Financial Capability Programme for whanau Maori | Te Puni Kokiri | NZ

Sorted Kainga Ora is being rolled out as a national programme to build the financial capability of whanau Maori so they can make choices about how to meet their housing aspirations. It is a partnership between the Commission for Financial Capability and the Maori Housing Network in Te Puni Kokiri and is developed by Maori, to be delivered by Maori, to whanau Maori, and evaluated by Maori. It recognises that the holistic and complex nature of housing need reinforces the fact that a housing response alone, without the linked and essential other supports, would only be a partial response. To empower tenant, whanau and community capacity to identify, plan for and respond to their housing needs, they needed to find a way to build financial capability. But it also recognises that sometimes, a Maori specific response is essential.

Tenant Relocation Project | Housing ACT

Over the past four years the Housing ACT Tenant Relocation Project has successfully managed the relocation of public housing tenants in 13 multi-unit complexes across Canberra. A total of 1288 housing properties are being disposed under the ACT Government’s Public Housing Renewal Program and the project has focused on meeting the housing needs of affected tenants.

Working collaboratively with community service organisations, Housing ACT engaged with tenants early to build trust and establish effective working relationships and identify tenants’ housing needs and preferences. By working with tenants the project has provided meaningful opportunities for tenants to inform Housing ACT’s policies and procedures and has demonstrated the benefits of ‘tenant-centred’ practices.

The Tenant Relocation Project has been an outstanding success and has piloted a new way of community engagement and working with tenants which is now being applied to other Housing ACT policies and practices.
In 2015, Mission Australia Housing (MAH) obtained funding from the Department of Social Services to deliver the GROW project to the Clarence Plains community. A centrepiece of the project was the authentic involvement of tenants, as experts in their community, in the creation and ongoing management of the GROW Garden.

The project brought social housing tenants together with other local residents to grow relationships, stretch perspectives and reduce the stigma that can be associated with social housing tenants.

MAH’s strong commitment to strengthening communities was extended through GROW. From the start, the project handed the decision making reins to tenants and other interested residents to develop a concept for the garden through extensive community consultation, work with a garden architect to create a design and oversee the construction and planting out of the garden. Based on the community’s input, the Aboriginal community’s traditional connection to the area was celebrated through bush tucker, art and the local dreaming.

Importantly, in mid-2017 MAH handed over ongoing management of the space to the tenant strong GROW Steering Committee. The Committee now takes the lead role in a Memorandum of Understanding with other local partners that will ensure the sustained success of the GROW Garden.

Let’s Talk Waterloo | NSW Land and Housing Corporation | NSW

The $22 billion Communities Plus program is Australia’s largest urban renewal transformation initiative modelling the best in community consultation and engagement.

The announcement of a new Sydney Metro station at Waterloo created an opportunity for Communities Plus to deliver new and improved social housing alongside private and affordable housing, so that more people can call Waterloo home.

Since the Waterloo Social Housing Estate was designated a State Significant Precinct (SSP) in May 2017, the Let’s talk Waterloo’ engagement program has delivered a Masterplanning process that has been a genuine partnership of government, residents, community groups and the wider community. With more than 2,000 social housing properties in the area and multiple and diverse stakeholders, a strong community engagement program was critical to the success of the masterplanning process.
LEADING HOUSING DEVELOPMENT PROJECT AWARD

Residential development that offers an exemplary model to the sector for its outstanding quality or innovation.

2019 LEADING HOUSING DEVELOPMENT PROJECT AWARD ENTRIES

- Ashwood Chadstone Gateway Project (ACGP), HousingFirst, VIC
- Blair Athol - Community Housing Asset Renewal Project, Unity Housing, SA
- Elger Street Glebe Project, NSW Land and Housing Corporation, NSW
- Glenalva Terrace, Brisbane Housing Company Ltd, QLD
- Hamilton@Fairfield, Hume Community Housing, NSW
- Harts Landing, Evolve Housing, NSW
- Kurrajong Tonwhouses, Churches of Christ Housing Services Limited, QLD
- “Living Like Everyone Else” Access 2 Place Kidman Park, Access 2 Place Housing, SA
- Minda Master Plan Stages 2 and 3, Minda Incorporated, SA
- NDIS SDA Ready at Morphettville, Inhousing, SA
- Park Road Development, Accessible Properties, NZ
- South West Ageing in Place Housing Pilot Project, Access Housing Australia Ltd, WA
- St Emilie’s Refurbishment Project, Community Housing Ltd, WA State Government’s Department of Communities, The Esther Foundation, WA
- Turehu Road, CORT Community Housing, NZ
- U City Development, Uniting Communities, SA
Kurrajong Townhouses | Churches of Christ Housing Services | QLD

Churches of Christ in Queensland recognises that new funding models are required to meet the growing need for affordable housing. Their vision is to transform lives through quality housing solutions in cohesive communities that support real life opportunities.

As the first affordable ‘build to rent’ development of its kind in Australia, the Kurrajong development demonstrates how philanthropists and the not-for-profit sector can partner to create affordable living solutions and achieve financial and social returns.

Kurrajong is a development of 50 affordable townhouses in Brisbane’s Northern suburbs. Focussed around a community centre, the townhouses are attractive high quality builds offering multiple internal configurations. Built on land donated by a local family, the project received strong market acceptance from individuals and families in need of safe and quality accommodation at an affordable price. The properties have been designed with accessibility in mind — 10 percent can accommodate a resident with a wheelchair and all have been designed to promote ageing-in-place. The development boasts an embedded network electricity arrangement — delivering electricity bill savings. Flexible leases combined with affordable rents help residents to cover the costs of living. As an ‘affordable living’ development, Kurrajong meets the needs of low income earners unable to access the private rental market.

St Emilie’s Refurbishment Project | Community Housing Ltd, WA State Government’s Department of Communities, The Esther Foundation | WA

St. Emilie’s Convent in Kalamunda (Perth) was renovated, refurbished and repurposed to provide safe, affordable and supported residential accommodation for young women in need, in a 2018 project implemented by Community Housing Limited (CHL), Australia’s leading not-for-profit provider of community housing with over 11,000 properties under management across the country.

The St. Emilie’s project was initiated by the WA State Government’s Department of Communities, which identified the need for social housing for disadvantaged women between the ages of 13 and 33.

CHL was brought on board by the WA Government to manage the design and delivery of the project owing to its experience in delivering large scale projects and the team’s understanding of the need to consider the historic and local significance of a listed Heritage 3 local asset.

The redevelopment is the culmination of a long running partnership between the Department of Communities, LotteryWest, the Esther Foundation and CHL.
LEADING HOUSING DEVELOPMENT PROJECT AWARD
2019 FINALISTS

Harts Landing | Evolve Housing | NSW

Harts Landing is a landmark mixed tenure development that united the private and community housing sectors to improve the lives of hundreds of people in Western Sydney. Rather than simply providing short-term housing with no support, Harts Landing is a concerted endeavour to break the cycle of intergenerational disadvantage.

The development consists of three buildings rising nine storeys above a podium level of common areas. There are 268 apartments in total, made up of 10 social housing units, 128 affordable housing units and 130 private apartments. All tenants enjoy private recreational facilities including landscaped gardens and resident-only BBQ areas. Importantly, there is no difference between the private, social and affordable units.

Living in Harts Landing has provided financial relief for tenants, who now live in a quality development with subsidised rent. Affordable housing tenants pay 74.9% of market rent, while social housing tenants pay rent that is generally around 25% of their income. All tenants can access Evolve’s social, educational and financial support opportunities, allowing them to enhance their lives and pursue goals.

Turehu Road | CORT Community Housing | NZ

Turheu Road consists of a group of homes nestled in a new subdivision in South Auckland. The eight one-bedroom and six two-bedroom units blend seamlessly into the wider community. The neighbourhood features new homes across the housing continuum, including state owned housing, private housing (including Kiwibuild), and CORT’s community housing. The homes are purpose built for single people, couples, and small families on very low incomes. They feature large open plan living spaces, private outdoors gardens, and a large communal garden.

There are four wheelchair accessible units within the development that are unidentifiably different to the others from the outside. The building is architecturally designed to achieve a look that not only blends into the neighbourhood but adds value to it. Importantly for a long-term community asset the materials used are also low maintenance, durable, and sustainable to reduce the whole of life cost of the building.

Private gardens back onto the communal garden which gives the development an open feeling of space, separating the building from neighbouring properties and allowing more natural light.
Minda embarked on a $260 million Master Plan in 2013. The biggest project in the history of 120 years of the organisation’s existence and the largest private investment within the disability services’ sector. Stage 1 was delivered in 2014 and had a value of $42 million.

In 2018, Stage 2 and Stage 3 were completed, condensing two stages into one design and construction period. The value of the two stages was $95 million. The accommodation component provides new high quality residential accommodation to 98 Minda customers, diversity of choices in living arrangements, with improved, flexible lifestyle options based on individuality, interest and skill development needs. The leading-edge Assistive Technology deployed in the accommodation allows for greater independence, dignity, safety and privacy for Minda’s customers. The Integrated Building System, the first of its kind in disability housing allows Minda greater visibility and control over its assets.

In addition to the specialist disability accommodation, a purpose-built Day Options Lifestyle Precinct, equipped with the latest technology was constructed for Minda’s 315 Day Options Programme participants comprising flexible recreation and learning spaces, and an area to accommodate a health club.

Ashwood Chadstone Gateway Project | HousingFirst | VIC

HousingFirst’s Ashwood Chadstone Gateway Project (ACGP) developed six depleted public housing sites into 282 private and social units over 4 buildings and 9 townhouses sites. The opportunity to carry out an urban renewal project enabled HousingFirst to adopt a place management approach. This informed the design of the development, to include a community centre, commercial space (used as a social enterprise café) and an on-site office providing direct access to housing management staff, Community Development staff and support services.

The development was undertaken with significant community consultation, and HousingFirst was committed to monitoring the social impacts of the project to tenants, neighbouring residents, local business and the surrounding community. Following completion of the development (in 2013), HousingFirst conducted annual surveys for 5 years, from 2013-2017 with tenants and the local community to provide an evidence-based approach about changing levels of social connection and the outcomes of local community building initiatives.

The surveys were run with independent external surveyors and the results were overwhelmingly positive, both for tenants and surrounding residents, and will inform future design and developments. Key findings show that levels of social connection between tenants have increased over the 5 years, as have levels of social connection between tenants and residents in nearby streets. In fact, local area neighbours have embraced the ACGP so much that they now participate in a range of community events organised by HousingFirst.

Minda Master Plan Stages 2 and 3 | Minda Incorporated | SA

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Uniting Communities have been undertaking an ambitious development in the heart of the Adelaide CBD – “U CITY”.

U City reflects the organisation’s commitment to providing social services in an inclusive and integrated, dynamic community in the city, in a financially viable model. The U City project will create a 20 story, multi-use building providing options for independent retirement living, specialist disability accommodation and accessible serviced apartments for people living with a disability, a function centre, along with office, hospitality, retail and community spaces.

The site, both retail and short-stay accommodation, is run 24/7. Its entrance is designed to welcome the public with the doors able to be pushed back to facilitate flow to and from the street frontages. The development reflects Uniting Communities’ commitment to sustainability, recognised as South Australia’s ‘greenest’ building design to date by the green Building Council of Australia. Key features include an embedded electricity network, a 55 Kilowatt solar PV array on the roof providing renewable energy, gas boosted solar hot water and electric car charging stations. U City opened in mid - 2018 for residents, tenants, clients and the broader, general public to experience life in a truly integrated community. Come and visit us soon.

Uniting Communities is incredibly proud of this exciting and innovative achievement that will provide a sustainable environment, a great place to live and a space for community to thrive.
LEADING INNOVATION AWARD

Initiatives or projects that have led to significant change in their own organisation or community, with lessons that could be applied more broadly to other housing organisations. This Award recognises new thinking in the housing sector. It will be given for a nomination describing advances, modernisations and improvements which add to the body of social housing knowledge and significantly contributes to the sector.

2019 LEADING INNOVATION AWARD ENTRIES

- Better Together - A Shared Housing Community | Coast2Bay Housing Group and Sundale | QLD
- BlueCHP’s Model of Integrated Care, BlueCHP, NSW
- Common Ground Cup, Salvation Army Housing, TAS
- Douglas House Supported Accommodation, Mission Australia, QLD
- Green Thumb Grant, Westside Housing Association Inc., SA
- Gosford Tiny Homes Pilot, Pacific Link Housing Limited and Tiny Homes Foundation, NSW
- LEAP CSO Induction and Roadmap, Family and Community Services - Housing Services in association with TAFE Western, NSW
- Minda Master Plan Stage 2 and 3, Minda Incorporated, SA
- Moving On, Haven; Home, Safe, VIC
- My Home, My Place, Horizon Housing Company, QLD
- Neighbourhood Jobs, Wentworth Community Housing, NSW
- Northern Sydney SHMT Social Housing Service System Coordination Plan, Link Housing, SGCH, Bridge Housing & Womens Housing Company, NSW
- NSW Land and Housing Corporation, NSW
- Putting Our Customers First - Innovation Through Improving Our Processes, Housing New Zealand Corporation, NZ
- Services Our Way, Aboriginal Housing Office, NSW
- Stretchy Tech, inhousing, SA
- Tetris Village, Evolve Housing, NSW
- The Affordable Housing Income Gap Report, Compass Housing Services, NSW
- The CAAHC and SGCH Exchange Partnership, Central Australian Affordable Housing Company, NT
- The Collectives, Hume Community Housing, in collaboration with Parramatta City Council, Evolve Housing, Western Sydney Local Health District, and FACS Parramatta, NSW
- The Pathways Home Transitional Housing Project, Women’s Community Shelters, Bridge Housing, and PAYCE, NSW
- To Keep Or Not To Keep, Junction Australia and To Keep Or Not To Keep, SA
- Toowoomba Housing Hub, Department of Housing and Public Works and Lifeline Darling Downs, QLD
- Youth CONNECT - Social Benefit Bond, Churches of Christ Housing Services Limited, QLD
LEADING INNOVATION AWARD
2019 FINALISTS

Better Together - A Shared Housing Community | Coast2Bay Housing Group and Sundale | QLD

Better Together is a project and partnership between Coast2Bay Housing Group and Sundale, with input from the Sunshine Coast Community Legal Services and the Sunshine Coast University. It has been funded by a grant from the Queensland Government.

The project addresses rising homelessness amongst women over 55 in a region severely impacted by rising housing costs. It does this by introducing a range of tools allowing them to explore and access shared housing options.

Better Together provides:
- a web-based platform and matching tools allowing women over 55 to match their needs with another
- an informal catch up with participants to talk through the concept and encourage individuals to jointly explore shared housing solutions
- innovative legal instruments allowing women to safely and legally share the rights and obligations in renting in the private market
- mechanisms for women who own a home find a suitable tenant under the project
- a process for women to pair up with another renter, pool their resources, find a better, more appropriate affordable rental with the support of a housing professional
- and provide private, high-quality shared boarding house accommodation as a transitional option for homeless women in the region.

Moving On | Haven: Home, Safe | VIC

The State Government of Victoria committed over $150 million as part of a Family Violence Rapid Housing Assistance Fund. One of the initiatives of this fund was a private rental head-leasing program.

Haven; Home, Safe was one of only four community housing agencies selected to deliver this head-leasing program, which helps women and children fleeing family violence into safe rental accommodation and sublets the properties at below market rent for a period of up to 12 months after which clients are given the option to take up a private lease on the property. They call this program, “Moving On”.

To date they have delivered the program on time and under budget. Of the 21 allocations HHS obtained under the fund in 2016-2017, 92% of victim-survivors transitioned to a private rental lease of their chosen property at the end of the 12-month head-lease period. Funding for an additional 39 targets was allocated in 2017-2018 and another 49 properties in 2018-2019.
LEADING INNOVATION AWARD
2019 FINALISTS

Stretchy Tech | inhousing | SA

How can social housing tenants who live with disability take up technology? How can they afford it? How can they access technology right for them? Get support to install and customise it?

This was the challenge which leading disability community housing provider, inhousing, took up.

inhaousing wanted to assist tenants to use technology to improve access in their home, but also go beyond into the community. More than just home automation, beyond smart homes, this is about community participation and independence.

To address this challenge, inhousing created a social enterprise. “We’ve called it Stretchy Tech”. Their tag line ‘nothing out of reach’ describes both the intention to address access issues but also take up the challenge of customers’ complex goals.” Stretchy Tech is a vertically integrated enterprise; it brings together the function of occupational therapy and technology provision to create a new business model. “We are finding this model better meets the needs of tenants living with disability.”

Stretchy Tech is not about inventing technology, rather, they bring life-changing results to people living with disability with customised inclusive technology. They have a whole-life approach. Their solutions are focused on increasing independence, dignity, well-being and freedom, both at home and in the community.

Putting Our Customers First - Innovation Through Improving Our Processes | Housing New Zealand Corporation | NZ

Housing New Zealand is the largest social housing provider in New Zealand. The primary contact for tenants to Housing NZ is a single 0800 line, managed by the Customer Support Centre which answers more than 800,000 calls per year.

Their customer support advisors are at the front line of what they do and are often the first port of call for their large tenant base. Recent initiatives in the Customer Support Centre have focused on using call recording as a tool to improve the customer experience. By using voice recording to capture customer consent and privacy waivers, this has allowed the Customer Support Centre to update a number of processes for better and faster outcomes for customers.

Customer experience has improved, and processes that previously involved a number of people and up to 2 weeks, are now almost instant. The improvements have been so significant, that in May 2018 at the Customer Experience Management conference Sydney, Housing New Zealand received a Customer Experience Excellence Honorary award, for Overall Best Organisation.
**LEADING INNOVATION AWARD**

2019 FINALISTS

**Gosford Tiny Homes Pilot | Pacific Link Housing Limited and Tiny Homes Foundation | NSW**

The Pacific Link – THF Gosford project is dedicated to providing socially, environmentally and economically sustainable, affordable housing solutions and support for people experiencing homelessness.

The project, completed in mid-2018 is an Australian First and offers a new, replicable, housing first solution to homelessness. Through a collaborative approach, Pacific Link Housing guided and supported Tiny Homes Foundation, a registered charity, as it sought to find a site, design and build four self-contained tiny homes, a shared laundry facility and lounge room, and common green space. The design and construction phase showed how a collaboration with multiple partners and pro-bono supporters can deliver a new housing solution via a social procurement solution. A primary goal of the project has been to develop a model that may be scaled and adapted by Government, private or not-for-profit organisations. Once built, Pacific Link worked with local partners to identify suitable residents.

The success of the pilot now allows the opportunity to leverage the genuine enthusiasm around Australia for using tiny homes as an effective solution to homelessness.

**Common Ground Cup | Salvation Army Housing | TAS**

In 2017, David Boon and Salvation Army Housing Campbell St partnered with Ratho Farm to put on the inaugural Common Ground Cup. The event aimed to bring together influential individuals, from business and corporations to attend a charity golf day, hosted by David Boon and the Common Ground tenant community.

The day was the culmination of many months of planning and effort from all the partners, with the primary purpose being to raise awareness about the issues relating to social housing and homelessness in Tasmania.

The event provided an opportunity to develop partnerships and lasting community connections for the tenant community, as well as raising money and in kind support for the tenant community.

The tenant community were pivotal in the organisation of the day, and they were critical to the genuine sharing of knowledge based on the lived experience. Their stories were listened to with respect and admiration.
The CAAHC and SGCH Exchange Partnership | Central Australian Affordable Housing Company | NT

The Central Australian Affordable Housing Company (CAAHC) and SGCH established the Exchange Partnership program to inform and improve services delivered to both organisations’ customers and communities.

For CHPs operating in socially and politically diverse environments, this program establishes a mutual leader-learner relationship across geographic and business borders. Successful implementation results in valuable progress for participating organisations - and the industry at large - in service delivery, staff engagement and customer experience.

In October 2018, four SGCH staff working across tenancy management and support, property maintenance and community engagement visited CAAHC for a week of immersion into community housing in Central Australia. This included meeting Tangentyere Council Directors, community members and residents; Aboriginal cultural workshops and peer-to-peer instruction.
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PROFESSIONAL EXCELLENCE IN HOUSING AWARDS

2019 FINALISTS

TENANT LED INITIATIVE AWARD

Individual or a group of residents/tenants who have undertaken a project or initiative to benefit others in their community.

2019 TENANT LED INITIATIVE AWARD ENTRIES

- Art and Meditation Sessions, Servants Community Housing, VIC
- Bribie Island Social Club, Churches of Christ Housing Services Limited, QLD
- Community Spirit at its Best, Bethanie Housing Ltd, WA
- Consumer Committee | Vinnies WA
- Facebook Group and Mutual Exchange Swap Group, Housing ACT
- Food Security Initiative, Housing Choices SA, SA
- HNZ Tenants Influence Healthy Social Interactions, Housing New Zealand Corporation, NZ
- James Branford: Provision of Dental Services to Social Housing Residents in SA, Independent, SA
- Marlborough Street Community Garden, Bridge Housing limited, NSW
- Pioneer Parade Garden, Community Housing Limited, TAS
- Race Road Street Library, Evolve Housing, NSW
- SGCH Local Tenant Groups and Annual Tenant Conference, SGCH, NSW
- Tenant Advocacy - Trish Owen, Access Housing Australia Ltd, WA
- Tenants Building Community, Junction Australia, SA
- The Cuppa Crew, AnglicareSA Housing Ltd, SA
- Welcome Dinner - Galia Bastoni, Trinity Hill - Anglicare Tasmania Inc, TAS
Bribie Island Social Club | Churches of Christ Housing Services | QLD

The Bribie Island Social Club is a self-funded, self-organised group led by a 5 person committee who make a huge commitment to their roles, offering a wide range of activities for all. At the heart of the Club is inclusion and lots of fun. It is a group where everyone is not only welcomed but is encouraged to find a way to be involved breaking down social isolation that many seniors experience. Being active is also a significant contributor to health and well-being as people age. While many events are fundraisers others offer free meals and activities all in the name of ‘community’. The club also looks beyond its boundaries to the wider community and actively supports annual local charity events. The members work together as a team towards one common goal – that of enjoying the community in which they live and in making sure that every resident is involved. The Club demonstrates how a small group of individuals can work together successfully and productively and in doing so support each other. As a housing provider, Churches of Christ Housing Services has fully endorsed the activities of the social club. They want their residents to enjoy an abundant life of meaning and purpose as they age and social interaction is a key component of this.

Church of Christ Housing Services Limited strives to facilitate the creation of empowered communities where residents drive their own activities and for all of this to be a sign of trust between landlord and tenant.

Consumer Committee | Vinnies WA | WA

As a provider of supported Mental Health Accommodation Vinnies WA established a Consumer Committee (the Committee) with a joint aim to enable active participation in the tenancy process and to support their ethos of recovery oriented care through supported engagement. The Committee aims to improve the lives and futures of residents living in their accommodation service through empowerment, advocacy and by giving others a voice.

Supported by Vinnies WA Peer Support Worker, the Committee seeks to build capacity, confidence and self-esteem of members and is an open and safe space to talk, give feedback and raise concerns and drive innovation and change in service delivery and living standards for all. With ten members, the Committee has adopted usual governance practices with nomination and voting for the Chair, Deputy Chair and all members and meets bi-monthly.

The Consumer Committee continues to be a strong partnership that has become an integral component of the organisation’s service and engagement strategy for their consumers as they recover through their mental health journey.
Tenant Led Initiative Award

2019 Finalists

Art and Meditation Sessions | Servants Community Housing | VIC

Resident Dean White has used his skills to run art classes and meditation classes regularly for over a year in the 29 bed rooming house with the sole intent of enhancing tenant wellbeing.

Dean began to attend music therapy classes which had a tremendous impact on his personal wellbeing. This ‘unlocked’ him and he began to engage with the outside world again. Dean had benefited so much from the music program that he wanted to give back to others. He decided to use his skills by organising art and meditation sessions in the rooming house. These have had a significant impact on those that attend because of the therapeutic nature of the classes. This has created long lasting benefits to the residents and to the general vibe of the community.

Food Security Initiative | Housing Choices SA | SA

HCSA’s food security initiative is a tenant led solution to ending hunger and promoting healthy eating for HCSA residents. A study conducted by Flinders University in 2017 involving 53 HCSA residents reported that over 90% of participants were at a moderate or high nutritional risk resulting in significant health implications.

The Food Security initiative is delivered through a holistic suite of programs incorporating:

- a productive community garden where residents produce and harvest fresh and chemical free fruit and vegetables, eggs and honey;
- a twice weekly food donation program where residents, in collaboration with a range of supporting organisations distribute food aid;
- a weekly cooking and social group where residents share knowledge and skills whilst preparing a delicious and nutritious sit-down lunch.

Over 50 people participate in the Food Security Initiative weekly and frequently participation is twice this. When surveyed about their participation in the initiative, HCSA residents reported most commonly participating due to not having the financial resources to purchase fresh, healthy food. Residents also stated it is a great incentive towards eating a healthy diet especially when living alone. Participants said the initiative contributed to significant improvements in their health and wellbeing.
Tenant Led Initiative Award

2019 Finalists

HNZ Tenants Influence Healthy Social Interactions | Housing New Zealand Corporation | NZ

A third of New Zealand elderly spend their days alone. Reportedly some spend up to 8 hours or more per day alone. There is a notion that loneliness could be worse for people health than smoking 15 cigarettes per day. One of the Housing New Zealand (HNZ) Community Development teams’ strategic focus area is to address social isolation by supporting tenant communities to connect. Members of the High Street tenant community in Manurewa, South Auckland, are doing something to counteract those negative reports by providing a safe place to connect, socialise and enhance the wellbeing of their Ageing community members.

The HNZ High Street tenant community village predominately houses ageing tenants. At the heart of the village stands a community room that boasts of a community hall, kitchen and service amenities with a modest library and several break out rooms to cater for smaller gatherings. Tenants have had full ownership of coming up with ideas for their community and this has been the key to the success of the weekly events. This project reflects how tenant-led activities promote sustainable social interactions that can have long lasting effects on the whole community. Organiser and committee member Cheryl Herewini says, “I’m proud of what we’ve achieved. It’s a success.”

This is a true tenant led activity that is strongly supported by Housing New Zealand staff.

SGCH Local Tenants Group and Annual Tenant Conference | SGCH | NSW

SGCH tenants have formed localised groups over the past 2 years that have become known as Local Tenant Groups. The groups work with SGCH to help build inclusive, resilient, sustainable and connected communities at the local level.

In 2019, SGCH has over 20 registered groups, each with its own terms of reference and annual budget for local community events and initiatives and health and wellbeing programs. Although the groups are run by and for tenants, each group is supported and facilitated by SGCH’s Community and Place. Each year, the tenant groups join forces to arrange the SGCH Tenant Conference.

The SGCH Tenant Conference gives the Local tenant groups the opportunity to showcase the work they do in their local communities and learn from each other. The Conference also provides an opportunity for tenants from all walks of life to come together to network, share ideas and connect with other tenant groups, SGCH and other agencies.
The ACT Housing Tenants’ Forum Facebook Group was formed in October 2017. It now has more than 760 members and provides an invaluable information resource for ACT public housing tenants. The Group is administered by two Housing ACT tenants, Joy Bevan and Maree Pavloudis.

The administrators have overseen the development of the Group into a trusted and respected forum where tenants feel supported and able to raise issues of concern and to share ideas for improvement. The Group effectively connects tenants to up-to-date information and promotes other organisations and programs that may be of interest or relevance to tenants and other low income families.

The Facebook Group is supported by an ACT Housing Mutual Exchange Swap Group that is administered by another Housing ACT tenant, Shavorne Mahony. This group has more than 1,000 members and was established to assist tenants interested in relocating or downsizing and connecting them with other interested parties to enable a mutual exchange of properties. It has successfully supported tenants in achieving direct and ‘daisy chain’ swaps involving up to five different properties.

This nomination is for an initiative implemented by Galia Bastoni. Galia is a long term resident at Trinity Hill, having moved in during February 2016. Trinity Hill provides long term accommodation for young people who are homeless or at risk of becoming homeless. Galia is 23 years old and is passionate about her community and working with others to make positive change.

Galia and her family arrived in Tasmania from Syria in 2012. At this time Galia spoke little English and meeting people and communicating was a significant barrier. Galia worried that she wouldn’t be able to express herself or complete formal education, which was a concern for Galia who had dreams of a career in humanitarian aid, politics or law. Settling in Tasmania was difficult and Galia felt isolated as she was only able to communicate with family. She worked hard to learn English by listening to people, radio and TV. Gradually her English and confidence improved. Galia now works as a bicultural worker as well as an interpreter in the Syrian community. In December 2018 Galia graduated from university with a Bachelor of Arts.

Galia has overcome barriers in life and is now working with others, using her experiences, to help newly arrived people who may be experiencing some of the challenges she experienced. She supports others through providing connections with services, advocacy and building networks. In December 2017, Galia was recognised for her dedication to Human Rights and was awarded the Tasmanian Youth Human Rights Award.
HELLO
Northern Beaches!

Bridge Housing extends a warm welcome to our 1,200 Northern Beaches tenants who joined us in August 2019, through the Social Housing Management Program.

Bridge Housing, in partnership with the Women’s Housing Company, is managing all social housing tenancies in the Northern Beaches, Sydney.

Today, we are proud to manage a portfolio of 3,500 social and affordable housing properties.

This is the latest chapter of our organisational growth. For more than 30 years, we have provided long-term accommodation and housing services for people on low to moderate incomes in Sydney.

Compass’ Grow a Star program is an innovative youth mentoring and scholarship program that helps young people from disadvantaged backgrounds overcome the financial or generational obstacles that prevent them from following their dreams.

The program encourages collaboration between other agencies and mentors, welfare organisations, sporting partners, government bodies and corporate contributors.

By providing motivated young people the opportunity to fulfil their potential, the program is a genuine source for positive change.

Help us grow more stars

If you know a young person who could do with some support through Grow a Star or would like to learn more about how your organisation can support the Grow a Star program, contact the Grow a Star Coordinator Shane Marshall on 1300 333733 or via email at shanem@compasshousing.org
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Tenant - Joseph

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