



**Alliance Housing (WA)**

# Annual Report 2020

*Supporting Affordable Housing in the South West*



Provide and manage quality, secure, affordable housing



Encourage tenant participation



Develop and promote awareness of housing issues



Relieve housing related poverty

• BUNBURY • BUSSELTON • COLLIE • EATON •  
• AUSTRALIND • NANNUP • MANJIMUP • NARROGIN •





Alliance Housing plays an integral role in relieving housing poverty in communities throughout South West WA. An independent, sustainable, not-for-profit organisation, we are passionate about providing affordable housing to ensure safety, security and quality of life for people in need. Alliance Housing has been meeting the need for affordable, secure, high quality housing in the Greater Bunbury and South West regions for more than 20 years. From small beginnings, the organisation has grown to now manage 129 properties around WA, housing more than 200 adults and children throughout Australind, Bunbury, Eaton, Busselton, Manjimup, Nannup, Donnybrook, and Narrogin.



### **OUR MISSION:**

**To relieve housing-related poverty by providing and managing quality, secure and affordable housing for people in need. To develop and promote awareness of housing issues and community housing within the framework of a "not for profit" organisation.**



Our Vision: To encourage tenant participation in the development, design and management of the accommodation provided by Alliance Housing. To continue growing our portfolio of affordable housing across Western Australia, and providing individuals and families with secure accommodation that meets their needs.

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# Board



Jan Pederson –  
Chairperson



Murali Mahendran –  
Vice Chairperson



Christine Penny –  
Treasurer



Ben de Chaneeet



John Benson



Rob Holmes



Jason Shaw



Doug Wenn



Melfe Greenhalgh



Mike Bateman –  
CEO



Kay Shaw –  
Business Manager



Jodi Curulli –  
Accounts Administrator

# Staff



Kathy Crossman –  
Tenancy Officer







**Alliance Housing (WA)**

## **Chair & CEO's Report To The Alliance Housing AGM September 2020**

*This year we have chosen to combine  
the CEO's and Chairperson's report.*



CHAIRPERSON - Jan Pedersen

**2019-20 has seen us undertake in-depth, often frustrating, negotiations to bring the Bridge Street Donnybrook Housing Project to fruition – a process which commenced in 2015/16 and is now very near to getting underway.**

This elongated process in particular has been very taxing for our CEO and Acting CEO and has required extensive Board input where we have all strived to achieve equitable outcomes for all. Throughout this process, we have never lost sight of the need for this very worthwhile housing project for aged persons in Donnybrook.

**Step Up Step Down** – a new project by the Department of Mental Health has seen us forge a new partnership between Alliance and Richmond Fellowship in the management of a purpose built facility comprising 10 short stay units in Vittoria Heights for licensed psychiatric treatment. This facility brings a somewhat different emphasis to our work while drawing on Alliance's extensive property management expertise. We acknowledge the foresight of our CEO Mike Bateman in negotiating this contract.

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**The COVID 19 Pandemic** has of course impacted our organisation, our staff in

particular, as it has most businesses and has swelled the number of people in dire need of services such as ours. While business has carried on through the COVID disruption, staff worked primarily from home, tenancy inspections were deferred, tenants were kept apprised of preventive measures and Board meetings were conducted electronically. The timely upgrade of all security and safety policies and procedures saw the office fitout dovetail with many of the Pandemic requirements.

**Our much revered, long serving CEO Mike Bateman** has been facing illness and complex surgery and we wish him a speedy recovery. We are hopeful that Mike will be returning to Alliance, even if in some greatly reduced capacity. We are grateful to Kay who has very capably taken over the responsibilities of CEO in an Acting capacity, taking on increasing responsibilities for this as well as continuing to proficiently perform her own comprehensive Business Manager role. We are very fortunate to have Kay ready, willing and able to take on the range of added responsibilities including leadership of staff, complex negotiations with government bodies including LGAs, consultations with solicitors and the bank and competently steering Board in its decision making. As Business Manager, Kay has consistently presented balance sheets indicating a bank balance well above projections. It has been a year of unprecedented demands, all of which she has managed adeptly.

We thank her and members of our small staff for their dedication, their team work and their support for our tenants.

**Towards the end of 2019**, Kay completed the 2 year Graduate Certificate of Social Science (Housing Management and Policy) undertaking this course online. Her gaining honours re-affirmed Board's confidence in the investment they had made in assisting with annual course fees and more importantly, reinforced appreciation of Kay's determination, capabilities and her career potential in all aspects of Community Housing management. Accolades to Kay in becoming one of the only people in the WA Community Housing sector to hold this qualification.

**Sincere thanks to all members of Board** who have given freely of their time and expertise. It has been an interesting year which has called on us to all share our skills, our knowledge and experiences in open discussions and decision making. Board regretfully accepted Andrew McRobert and Doug Wenn's resignations - both long serving Board Members who had made a significant contribution over a number of years.

**Early in 2020** we farewelled Shirley Woods who retired after 7 years as a valued staff member. Shirley will be remembered especially for the intensive background work she undertook in our attaining Tier 3 National Regulatory System for Community Housing (NRSCH). Jodi now capably assists Kay in delivering outstanding service to our local and regional communities, while a number of others have given valuable service during their time with us during the year or have recently joined our very busy staff.

**Alliance played a pivotal role** as part of a volunteer planning group in staging the inaugural SMART 2 ASK for help and information Pop Up Expo for local people of all ages living day to day in social or financial stress or loneliness. Alliance - Kay and myself as AH Chairperson played a major role in attracting the 60 local human services support agencies as exhibitors to provide help, information and referrals to address the needs of Bunbury's growing number of local people 'doing it tough'. The generosity of our AH contractors and business contacts - as well as our Board members, was outstanding and the publicity for Alliance as a concerned affordable housing provider was immeasurable. The event will be staged annually providing the opportunity to reach more of our local people living in social or financial stress.

**2019/20 - another year** of unforeseen challenges and service given generously by all with the aim of proficiently assisting our clients to achieve comfortable housing and personal well-being.

**As we look to the coming year**, plans are well in hand to continue exploring opportunities for potential liaisons and accessing government incentives that will enable the development of additional affordable housing in communities throughout our region, recognising the need facing an ever increasing number of individuals and families and our important role within the community housing sector.



CHIEF EXECUTIVE OFFICER - Mike Bateman



Provide and manage  
quality, secure,  
affordable housing



**Alliance**  
Housing WA

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TREASURER - Christine Penny

**The Audited financial statement of Alliance Housing (WA) are presented for 2019-2020 and reported as satisfactory in opinion of auditor Des Duplex of Vickery Accounting. The positive report described the organisation accounts as being in good order and the financial management review as sound.**

The overall income has again exceeded expectations by \$128,670 being 9% on previous year. The continual growth of Alliance Housing is gained through the committed staff and their efforts.

During the year the management of the Step Up Step Down facility has facilitated growth, providing a total income of \$ 1,494, 010.0. This is a great start to the new financial year.

The property maintenance for the year was \$426.988, and administration expenses of \$688,974 is relative to the increase in managed asset. Total surplus for the year \$378,048.

Alliance Housing's sound financial position included cash backed reserve accounts as listed.

## Treasurer's Report

Accumulated Funds  
at start of the year

**\$2,527,984**

Asset Revaluation Account

**\$2,202,319**

BAPHC Funds

**\$3,299,193**

Surplus for the period

**\$378,048**

I am pleased to report this has resulted in total equity of \$8,407,544 putting the organisation in good stead for our future financial investment into providing tenancies for client in the South West region.

I would like to thank the staff at Alliance Housing for their wonderful support to me during the year. Their ongoing help and experience has allowed me to fulfil my role. It is my pleasure to see the continual growth of this organisation.



Encourage tenant participation





# Independent Auditor's Report

## ALLIANCE HOUSING (WA) Financial Report For The Year Ended 30 June 2020

### TO THE MEMBERS

#### Audit Opinion

We have audited the financial report of ALLIANCE HOUSING (WA), which comprises the statement of financial position at 30 June 2020, the statement of profit or loss and other comprehensive income, statement of changes in equity, statement of cash flows for the year then ended, notes to the financial statements including a summary of significant accounting policies and the responsible persons declaration.

In our opinion the accompanying financial report is in accordance with the requirements of ACNC Act including:

- a) giving a true and fair view of the registered entity's financial position as at 30 June 2020 and of its financial performance for the year then ended; and
- b) complying with Australian Accounting Standards to the extent described in Note 1

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 this report. We are independent of the registered entity in accordance with the ethical requirements of the Accounting Professional and Ethical Standards Board's APES 110 Code of Ethics for Professional Accountants (the Code) that are relevant to 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.

#### Emphasis of Matter - Basis of Accounting

We draw attention to Note 1 to the financial report, which describes the basis of accounting.

The financial report has been prepared for the purpose of fulfilling the entity's financial reporting responsibilities. As a result, the financial report may not be suitable for another purpose.

#### Responsibility of the Responsible Persons

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

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



Develop and promote awareness of housing issues



**Alliance**  
Housing WA

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Supporting Affordable Housing in the South West



Relieve housing related poverty

### 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 aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of the financial report.

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

- Identify and assess the risks of misstatement in 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.
- 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 entity's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the responsible persons.

- Evaluate the appropriateness of the entity's 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 entity'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 report. However, future events or conditions may cause the entity 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 i a manner that achieves fair presentation.

**D S Duplex**

**Vickery Accounting**

Dated: 24 September 2020



## INDEPENDENT AUDITOR'S REPORT

### STATEMENT OF FINANCIAL POSITION AS AT 30 JUNE 2020

2019				2020
	<b>ACCUMULATED FUNDS</b>			
2,139,707	Accumulated Funds at start of year		2,527,984	
2,233,238	Asset Revaluation Reserve		2,202,319	
3,299,193	BAPHC Funds Transferred		3,299,193	
388,277	Surplus for the period		378,048	
<b>8,060,415</b>	Accumulated Funds at year end			<b>8,407,544</b>
	This was represented by:-			
	<b>CURRENT ASSETS</b>			
197,067	Cash at Bank - Working Account		189,344	
9,666	Cash at Bank - REST Working Account		9,884	
747,000	Cash at Bank - Term Deposits - 8701, 9309 & 6396		919,500	
293,151	Cash at Bank - Business Cash Reserve 238128		403,444	
52,965	Prepayments & Accrued Income		62,491	
216	Debtors		216	
300	Petty Cash		500	
<b>1,300,365</b>				<b>1,585,379</b>
	<b>LESS CURRENT LIABILITIES</b>			
9,666	Bonds & Other Funds Held in REST		9,884	
10,580	Accrued Wages		11,425	
1,802	Insurance Settlement Advance		15,458	
1,374	Corporate Credit Cards		249	
-378	GST & Payroll Liabilities		243	
9,019	Creditors		13,353	
<b>32,063</b>				<b>50,612</b>
<b>1,268,302</b>	<b>NET CURRENT ASSETS</b>			<b>1,534,767</b>
	<b>ADD NON - CURRENT ASSETS</b>			
86,273	Office Equipment	89,121		
-79,196	Less Accumulated Depreciation	-82,181	6,940	
40,989	Motor Vehicle at Cost	69,384		
-13,663	Less Accumulated Depreciation	-15,906	53,478	
0	Fixtures & Fittings at Cost	20,680		
0	Less Accumulated Depreciation	-3,105	17,575	
2,287,794	Rental Properties at Cost		2,070,000	
2,145,000	Rental Properties at Valuation		2,145,000	
3,388,125	Rental Properties Transferred from BAPHC		3,575,000	
<b>7,855,322</b>				<b>7,867,993</b>
	<b>LESS NON - CURRENT LIABILITIES</b>			
747,000	BAPHC - Lease for Life Contingent Liability		669,500	
32,498	Unused Annual Leave Provision		50,261	
27,600	Unused Long Service Leave Provision		19,344	
<u>256,111</u>	Provision for Maintenance		<u>256,111</u>	<b>995,216</b>
<b>1,063,209</b>				
<b>8,060,415</b>	<b>NET ASSETS</b>			<b>8,407,544</b>

## STATEMENT OF CHANGES IN EQUITY FOR THE YEAR ENDED 30 JUNE 2020

2019		2020
8,416,522	<b>Balance of Equity at start of the financial year</b>	8,060,415
388,277	Total Comprehensive Income for the year	378,048
0	Asset Revaluation Account - Change in Valuations	-30,919
2,616	BAPHC- Additional Funds Transferred In	0
-747,000	BAPHC- Lease for Life Commitment Transferred to Liabilities	0
<b>8,060,415</b>	<b>Balance of Equity at end of the financial year</b>	<b>8,407,544</b>

## STATEMENT OF PROFIT OR LOSS AND COMPREHENSIVE INCOME FOR THE YEAR ENDED 30 JUNE 2020

2019			2020
	<b>OPERATING INCOME</b>		
1,315,433	Property Income	1,351,914	
34,765	Property Income - Tennant Liability & Other Recoups	36,687	
0	Step Up Step Down Facility	44,892	
0	ATO Cash Flow Boost (Covid 19) & Synegy Tarrif Offset	42,804	
15,142	Interest & Sundry Income	17,713	
<b>1,365,340</b>			<b>1,494,010</b>
	<b>OPERATING EXPENDITURE</b>		
	Property Management		
49,318	Insurance - Landlord	53,108	
0	Step Up Step Down Facility	3,346	
122,832	Property Maintenance - General	135,880	
148,610	Rates, Service Charges & Levies	130,149	
98,885	Long Term Maintenance	104,505	
<b>419,645</b>			<b>426,988</b>
	<b>ADMINISTRATIVE EXPENSES</b>		
2,098	Advertising, Promotion & Events	1,780	
5,445	Accounting & Audit	5,500	
2,855	Bad Debts Written Off	3,437	
2,758	Bank Charges & Transaction Fees	2,968	
21,684	Consultants & Legal	27,749	
13,423	Computer & IT Expenses	17,010	
11,406	Depreciation & ProfiULoss on Disposal	29,322	
1,154	Employee Fringe Benefits	11,229	
0	Honorariums	7,650	
3,169	Loan Interest & Expenses	0	
2,930	Marketing & Web Expenses	600	
8,710	Minor Equipment Purchases & Repairs	5,599	
4,586	Office Expenses	9,859	
2,572	Postage	2,644	
7,849	Printing, Fax, Stationery and Photocopying	4,838	
3,863	Professional Indemnity & General Insurance	3,947	
47,373	Rent, Service Charges & Electricity	49,093	
511	Security	2,203	
1,051	Subscriptions, Licenses & Govt. Charges	165	
32,938	Superannuation	39,613	
6,899	Telephone	5,760	
8,499	Training & Other Staff Expenses	4,712	
14,426	Travel, Motor Vehicle, Accommodation & Meals	17,892	
349,140	Wages & Salaries	433,500	
2,079	Workers Compensation Insurance	1,904	688,974
977,063	Total Expenditure		1,115,962
<b>388,277</b>	<b>OPERATING SURPLUS</b>		<b>378,048</b>

## STATEMENT OF PROFIT OR LOSS AND COMPREHENSIVE INCOME FOR THE YEAR ENDED 30 JUNE 2020

2019		2020
388,277	<b>Net Surplus for the year</b>	378,048
	<b>OTHER COMPREHENSIVE INCOME</b>	
0	Items that will not be reclassified subsequent to profit or loss	0
0	Items that will be reclassified subsequent to profit or loss	0
388,277	<b>Total comprehensive income for the year</b>	378,048

## STATEMENT OF CASH FLOWS FOR THE YEAR ENDED 30 JUNE 2020

	2019 \$	2020 \$
<b>CASH FLOWS FROM OPERATING ACTIVITIES</b>		
Receipts from Government Grants - recurrent	0	0
Receipts from Government Grants - non-recurrent	0	42,804
Receipts from Other Sources	1,351,678	1,434,139
Interest received	11,812	15,359
Payments to suppliers and employees	-985,633	-1,066,401
<b>Net cash provided by / used in operating activities</b>	<b>377,857</b>	<b>425,901</b>
<b>CASH FLOWS FROM INVESTMENT ACTIVITIES</b>		
Proceeds from sale of plant and equipment	0	20,000
Payments for purchase of property, plant and equipment	-4,695	-92,912
Other Investment Inflows	2,625	0
<b>Net cash provided by/used in investment activities</b>	<b>-2,070</b>	<b>-72,912</b>
<b>CASH FLOWS FROM FINANCING ACTIVITIES</b>		
Proceeds from Borrowings	0	0
Repayment of Borrowings	-340,000	0
<b>Net cash provided by / used in financing activities</b>	<b>-340,000</b>	<b>0</b>
<b>Net Increase/(Decrease) in Cash Held</b>	<b>35,787</b>	<b>275,488</b>
<b>Cash at the Beginning of the Reporting Period</b>	<b>1,211,397</b>	<b>1,247,184</b>
<b>Cash at the End of the Reporting Period</b>	<b>1,247,184</b>	<b>1,522,672</b>
<b>NOTES TO THE STATEMENT OF CASH FLOWS</b>		
<b>Reconciliation of Cash</b>		
Cash on Hand	300	500
Cash at Bank	1,246,884	1,522,172
Other (specify):		
	<b>1,247,184</b>	<b>1,522,672</b>
<b>RECONCILIATION OF NET CASH USED IN OPERATING ACTIVITIES TO OPERATING RESULT</b>		
Operating Result	388,277	378,049
Depreciation /Asset Revaluations (net)	11,405	29,321
Increase / (Decrease) in Provisions	-11,206	9,507
(Increase) / Decrease in Current Receivables	-5,994	-9,525
(Increase) / Decrease in other Current Assets		0
Increase I (Decrease) in Creditors & Payables	-4,625	18,549
Other (specify):		
<b>NET CASH PROVIDED BY / USED IN OPERATING ACTIVITIES</b>	<b>377,857</b>	<b>425,901</b>

## NOTES TO AND FORMING PART OF THE ACCOUNTS FOR THE YEAR ENDED 30 JUNE 2020

### 1. Statement of significant accounting policies

The committee has prepared the financial statements on the basis that the entity is a non-reporting entity because there are no users dependent on a general purpose financial report. The financial report is therefore a special purpose financial report that has been prepared in order to meet the requirements of the ACNC Act. The organisation is a not for profit entity for the purpose of preparing financial statements under Australian Accounting Standards.

These financial statements have been prepared in accordance with the recognition and measurement requirements specified by Australian Accounting Standards and Interpretations and the disclosure requirements of AASB 101 Preparation of Financial Statements, AASB 107 Statement of Cash Flows, AASB 108 Accounting Policies, Changes in Accounting Estimates and Errors and AASB 1054 Australian Additional Disclosures.

#### Basis of preparation

The financial statements have been prepared on an accruals basis and are based on historical costs unless specifically advised otherwise. The going concern assumption has been applied.

The following significant accounting policies, which are consistent with previous years unless stated otherwise, have been adopted in the preparation of this financial report:

#### Income Tax

The entity is exempt from income tax pursuant to the provisions of the Income Tax Assessment Act.

#### Property, Plant & Equipment

Where applicable each class of property, plant and equipment is carried at cost (unless specifically stated otherwise) less accumulated depreciation.

#### Depreciation

Where applicable depreciation is charged on plant and equipment at rates determined by their estimated useful lives and using the reducing balance

method. Assets with a cost of less than \$1,000 are written off in the year of purchase.

#### Employee Benefits

Where applicable Annual Leave and Long Service Leave are accrued at current rates of pay for all eligible staff.

#### Significant management judgement in applying accounting policies & Estimation Uncertainty

Management undertakes a number of judgements, estimates and assumptions about recognition and measurement of assets, liabilities, income & expenses. The actual results may differ from the judgements, estimates and assumptions made by management and will seldom equal the estimated results.

The following are the significant management judgements that may have been used in applying the accounting policies of the entity:

#### Useful lives of depreciable assets

Management reviews the useful lives of depreciable assets at each reporting date based on the expected utility of the assets. Actual results may vary due to many factors including obsolescence.

#### Provisions - Long Service Leave and Annual Leave

The liability for long service leave and annual leave is recognised and measured at the present value of estimated future cash flows at reporting date. In determining the present value of the liability attrition rates, pay increases and inflation are taken into account.

#### Audit Fees

Audit fees of \$5,500 were paid to Vickery Accounting during the financial year.

#### BAPHC Lease for Life Contingent Liability

The Lease for Life Contingent Liability recognises deposits paid by tenants which are repayable upon termination of the residents contract.



# Tenant Stories

## BARBARA FLEAY

My childhood centered around the town of Brunswick until I came to Bunbury to attend high school. On leaving high school I started work at Cronshaws, however, my lifelong passion began at the age of 11 when I joined Girl Guides. Girl Guides has opened many doors and given me opportunities to travel interstate to camps and to meet and make many lifelong friends. As a leader I have also been able to give my girls the opportunity to travel interstate.

I have been fortunate enough to have received several awards in Guiding and also the City of Bunbury Senior Citizen of the Year. I was also the first runner into Bunbury with the Olympic Torch as part of the Sydney Olympic torch relay.

I have been given the health to still run my Guide unit, to assist the Hospital Comforts Fund for 30 years and to volunteer at Bunbury Nursing Home for 25 years. In addition, I am involved with CWA Bunbury Soup Van and the Bunbury branch for the Seniors Recreation Council of WA Inc.

When I became a Girl Guide 69 years ago, I made a promise to do my best to serve my country and to help other people. I have tried to keep that promise and I have gained far more than ever could be imagined by volunteering. When someone holds your hand and says thank you for a small something done, that is your reward.

People have helped me all my life especially my parents and life hasn't always been easy so when I can help someone else, I say why not.



## DON MACPHERSON

One of our newer members of the Alliance Housing family, Don, recently relocated to one of Alliances' over 55's complexes. Don absolutely loves living here in the complex where he says everyone is very friendly and it is quiet.

On moving in to his new property in January this year Don set to work on bringing the lawn back to life which is looking wonderful now. Don takes pride in maintaining his surroundings and has cared for his lawn and garden in both the properties he has lived in since becoming a tenant of Alliance Housing.

Having recently had knee surgery Don's friends Dianne, Helen, Dillon and Paul were only too happy



to help him bring in and spread the mulch which really looks great. Don would like to say a big thank you to his friends for helping him finish off the work he had started in his garden and yard.

# Tenant Stories

## MAL & SUE BROOKS

Alliance Housing have welcomed Malcom and Sue Brooks early in 2020 to the community, though they are not strangers to the area. Malcom was born in Busselton (on the front porch of the hospital in fact!) and has lived around the area as a child. Both Sue and Malcolm are from Army families and they met at an Army barracks in Bunbury. They married and went on to have ten children. A large family was not something Sue was used to as she is one of three but Malcom is one of eight children.

The family stayed in the area before leaving to live in Manjimup for a time and then to Albany for 25 years. Sue and Malcom have been raising their 12 years old grandson Matt since he was a baby and decided it was time to move back to the Bunbury area to be closer to family.

They all love living in the area and especially Matt who thinks it's great that he doesn't have to go far for a swim and that he can ride his bike to school, which he is really enjoying to. Matt has gone from a small primary school straight to a large high school and has made the transition really well.

Milo, the family pet also loves going for a ride on Matt's bike too.





## LOUISE ILEY

Louise is a very active Alliance Housing tenant. She has worked at Active Industries for 20 years and has made many good friends there and enjoys making the boxes to send to local vineyards. Louise also works in a local fast food outlet, which she has done so for the last 15 years. Louise loves talking to people and being busy. Her tasks include, making potato and gravy (yum!), making boxes, clearing tables and changing tong holders.

Louise also visits a local gym three mornings a week where she has a personal trainer and practices balancing exercises and uses weights and the treadmill. Louise is also a very capable cook and likes to cook steak and chicken and says that chicken is her favorite.

When Louise is not busy working, exercising or cooking, she is a champion ten pin bowler for the Bunbury City Bandits team. She has a display cabinet full of medals and trophies and enjoys playing in competitions, either in Bunbury or sometimes other places like Perth.

When asked what the best bit about living in Bunbury is, Louise immediately said, seeing her friends!

Well done from Alliance Housing Louise, your positive and active attitude towards life is wonderful.



## JULIE BALLANTYNE

Julie has been a resident with Alliance Housing for 6 years this year and has long been involved in community care, not just in Bunbury but also in the north of state. Caring for others is a big part of Julie's life and has been instilled in her since she was a child as her parents would often take in children who were less fortunate than themselves.

Julie worked in a child care environment in Broome where she provided social support to disabled children and also completed training to enable her to work one on one with the children and spent time with the Elders of the area learning about the Indigenous culture.

Since being in Bunbury, Julie provides disability support to members of the community and was also involved in the early set up of the Doors Wide Open facility, a facility for those struggling with drugs and alcohol. Another project Julie was involved in was at the Bunbury Regional Prison, a course called 'The Ripple Effect' which taught the inmates the effect their actions have on themselves, loved ones and the community.

Julie has four sons and loves spending time with her grandchildren and teaching them life experiences through camping trips and cave adventures. Julie says the best thing you can teach your children is resilience and her honest and open approach with community work over the years has helped her gain a greater connection with her family.





## TENANT SURVEY PRIZE WINNER

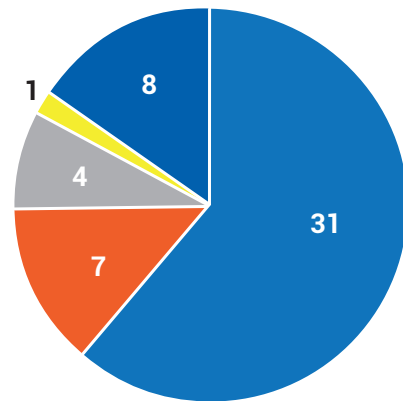
Congratulations to Melfe on winning this year's Bunnings Voucher in our Tenant Survey draw. All Alliance Housing WA's tenants that returned this year's Tenant Survey and wished to participate, went in the draw to win a \$50 Bunnings Voucher. A big thank you to all our tenants who returned their surveys and comments, your participation in how we can better improve our services is always valued and encouraged.



“ I like how the trades/ maintenance personnel ring directly to organise best time that suits us ”

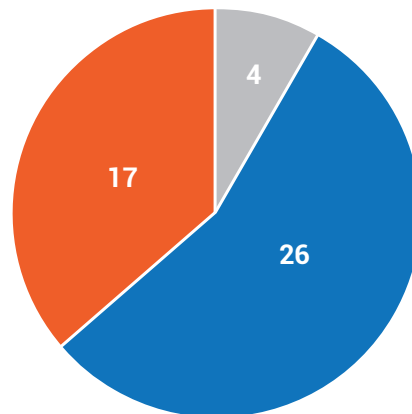
# Tenant Survey Results

Times contacted before maintenance issue addressed



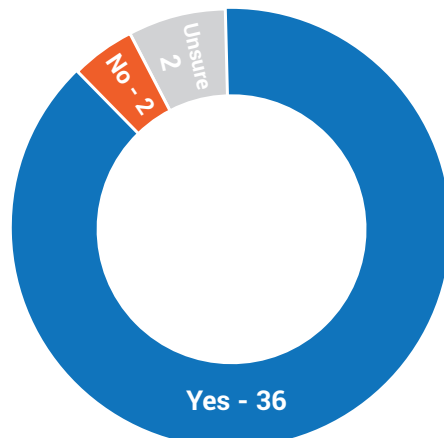
Once Twice 3 times More than 3 times Not relevant

Staff Attitude, knowledge and Skills



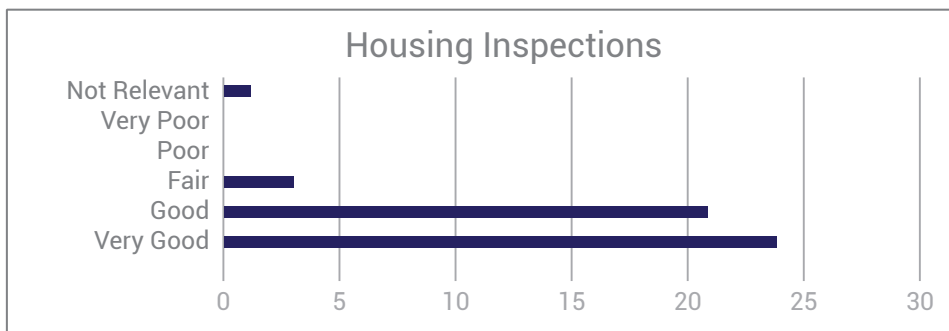
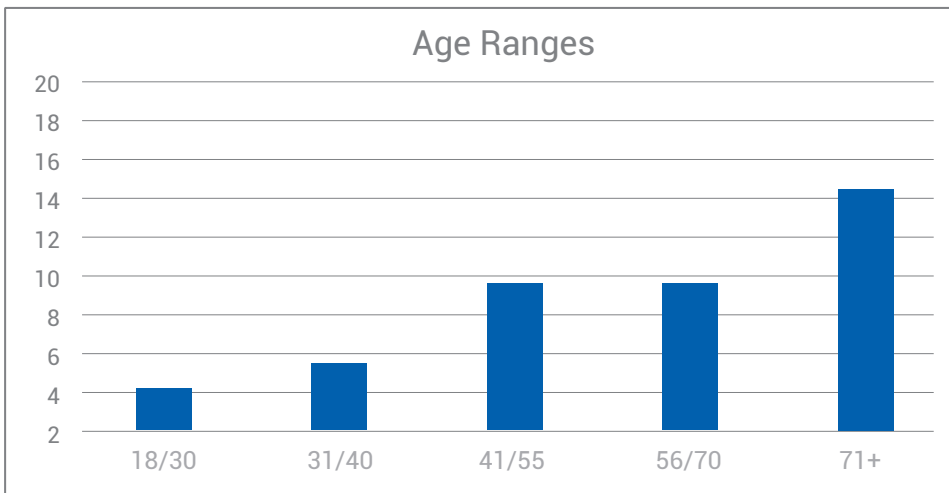
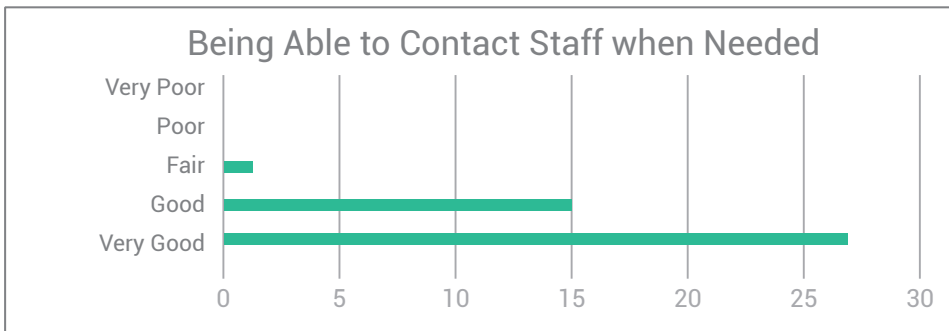
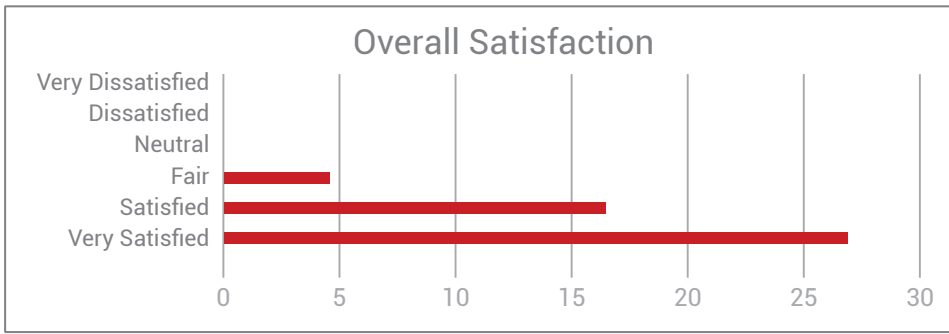
Very Good Good Fair Poor Very Poor

Know How to Make a Complaint



Yes - 36





“ No suggestions you are doing everything right in my opinion ”

“ I am very happy & content living here ”

“ You are very good ”

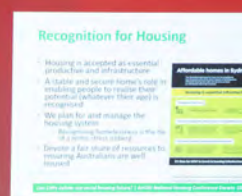
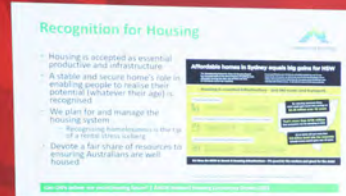


# National Housing Conference – Darwin August 2019

**Alliance Housing's CEO, Mike Bateman and Business Manager, Kay Shaw, attended the National Housing Conference in Darwin in August 2019. The Conference is held every two years and is the largest gathering for the social and affordable housing sectors in Australasia.**

Convened by the Australian Housing and Urban Research Institute (AHURI) in partnership with territory or state government in the host city, the conference plays an important role in the guidance of the national dialogue on housing and homelessness priorities. Housing practitioners, policy makers and researchers have the opportunity to share, celebrate, debate and promote impactful ideas.

The NHC focuses on the big picture national challenges and the NT's capital was the perfect platform for meaningful discussion around Indigenous housing experiences, as well as the major national housing policy issues.







**Alliance**  
Housing WA



# SMART2ASK - for help and information.



**Alliance Housing was proud to play a key role in initiation the inaugural SMART 2 ASK Expo in Bunbury in February. The expo provided an informal setting for people of all ages at risk of social or financial stress to find out about entitlements and help that is available if and when needed. Many Alliance tenants took advantage of finding out more about various support services and almost all were fortunate to take home prizes and much needed goods.**

A huge thank you to Alliance Housing's contractors who contributed services, vouchers or household items to the prize pool. Their generosity was outstanding and a welcome surprise to the many winners. Thanks too to the tenants who helped by sharing their own money saving hints and tips.

We had a wonderful day at our Alliance table connecting with members of the community and seeing the happy faces of visitors taking home carry bags full of various items and prizes while taking advantage of finding out about services for themselves or their friends. Some were fortunate to enjoy free haircuts, eye & health tests and take home free plants donated by local businesses. We look forward to being involved with the staging of the February 2021 expo and encouraging more of Alliance tenants to join in this fun, informative day.





# Step Up Step Down



## March 2020 saw Alliance Housing commence management of Richmond Wellbeing's new Step Up Step Down facility in Glen Iris, Bunbury.

The SUSD Bunbury service is designed to provide a home-like environment where those recovering from mental distress can stay for up to 30 days to access additional supports. The facility offers

10 single accommodation units and participation in programs and activities, such as group therapy, art, exercise, mindfulness and healthy eating. Dedicated mental health recovery professionals are also available to the residents 24 hours a day.

Richmond Wellbeing has provided residential and outreach mental health services for over 45 years and is the largest provider in Western Australia. They deliver mental health recovery services across a significant geographical footprint in a welcoming, safe and positive environment.



## PRESENT

Jan Pedersen	Alliance Housing WA
Rob Holmes	Alliance Housing WA
Christine Penny	Alliance Housing WA
Lyn Kearsley	Tenant
Estelle Jay	Tenant
Daphne Smith	Tenant
Pam Colgan	Tenant
Don Macpherson	Tenant
Kay Shaw	Alliance Housing WA
Shirley Wood	Alliance Housing WA
Mike Bateman	Alliance Housing WA (CEO)
Kathy Crossman	Alliance Housing WA (Staff)
Rebecca McLean	Alliance Housing WA
Murali Mahendran	Alliance Housing WA
Melfe Greenhalgh	Alliance Housing WA
Ben de Chaneet	Recruitwest
Marie Friend	Bethanie
Michelle Mackenzie	Shelter WA
Dean Fraser	Neami
John Benson	Alliance Housing WA
Kieran Merritt	Individual

## APOLOGIES

Doug Wenn	Alliance Housing WA
Nola Marino	MP
Andrew McRobert	Alliance Housing WA
Julie	SW
Jennifer Boon	Westpac Bank
Renee Pitt	Breakaway Aboriginal Corp
Anne Mitchell	Morrissey Homestead
Barbara Fle	Resident

# Minutes of the Annual General Meeting.

Held Wednesday 16th October 2019 –  
12 noon at Alliance Housing,  
U2/93 Albert Rd Bunbury WA.

## OPENING OF MEETING

Chairperson Jan Pedersen opened the meeting at 12 Noon and welcomed all present.

Acknowledgment of traditional landowners.

## ACCEPTANCE OF MINUTES OF 2018 ANNUAL GENERAL MEETING

**Recommendation:** That the minutes of the 2018 AGM held 17th October 2018 be accepted as a true and correct record.

**Moved:** Christine Penny

**Seconded:** Melfe Greenhalgh **Carried**

**Any questions arising from previous minutes: Nil**

## CHAIRPERSON'S REPORT

- Chairperson Jan Pedersen's Report was presented as on page 4 of the Annual Report. Jan summarised the report in her presentation.
- A moments silence and reflection in honour of 2 long serving Board members Paul Connell & Peter Proctor was held.
- Jan thanked the Board members, retiring Board members, CEO and staff for their valuable contributions during the past year.

## EXECUTIVE OFFICER'S REPORT

**Mike Bateman presented his report as contained on Page 3 of the Annual Report, and:**

- Introduced new Tenancy Officers Kathy Crossman and Rebecca McLean.
- Advised Business Manager Kay Shaw, will complete a 2 year Post Graduate Studies in Social Sciences in one month.
- Acknowledged the continuing contributions of Kay and Shirley as valuable staff members.
- Acknowledged the of Jan (AH Chairperson) contribution in progressing the Donnybrook Over 55's project. The site will now be gifted to AH by the Donnybrook Shire. The Royalties for Regions grant of \$2M will now become the responsibility of AH. A revised "Business Case" will now be formulated and submitted to the SWDC.
- Thanks to all the Board members for their assistance in achieving NRSCHS accreditation. E.g. Attending Governance training, setting up a Risk/ Audit sub-committee and more precise policies.
- Referred to the Annual Report pages 14 & 15, which has stories from some of our tenants, indicating that this is what AH is all about, positive outcomes for our tenants.
- Thanked other Community Service Groups for the continuing and developing partnerships.
- Thanked Michelle MacKenzie from Shelter WA



(Our Guest Speaker) for her informative presentation on what the current thoughts of government are and how Shelter is involved.

#### Any questions for the CEO: Nil

#### TREASURER'S REPORT

**Christine Penny presented the Treasurer's and Audit Report as outlined on pages 5 to 13 of the Annual Report indicating:**

- In the financial year 2018-2019 the total Operating Income for the year was \$1,365,340.
- A well-managed budget during the year has resulted in a surplus for the year of \$388,277.
- Total equity of \$8,060,415, putting the organisation again this year into a strong position for our future financial investment into providing and maintaining property and tenancies for clients in our local regions.
- All surpluses are invested into our properties or into planned projects that enable our future growth.
- **Thanks to all at AH for their sustained efforts.**

#### Any questions arising from either reports:

*Will there be a Treasurer's position next year?*

- The new constitution was approved on 23rd August 2018, so that both the Treasurer and Secretary's positions can now be ex-officio, as endorsed by the Board.

**Moved:** acceptance of the Treasurer's Report: Christine Penny

**Seconded:** Murali Mahendran **Carried**

#### CHANGES TO THE CONSTITUTION by Special Resolution

Board had discussed and approved Constitution changes prior to AGM.

#### No further questions were asked.

Constitutional change:

Part 1. B. -The Objects of the Association:

**Special Resolution:** Add to the Objects: 'Work with agencies to support mutual clients'

**Resolution Moved:** Rob Holmes

**Seconded:** Ben de Chaneet **Carried Unanimously**

**Special Resolution:** Add to the Objects: 'To enrich the lives of tenants'

**Resolution Moved:** Christine Penny

**Seconded:** John Benson **Carried Unanimously**

#### DISSOLUTION OF 2018/2019 BOARD

The Chairperson declared all positions vacant and called on Michael Bateman to take the chair for the election of the Chairperson for the ensuing year.

#### ELECTION OF 2019-2020 OFFICE BEARERS AND BOARD OF MANAGEMENT

Nominations had been received for the following positions

#### Chairperson:

Jan Pedersen Re-nominated Accepted

**Jan Pedersen resumed the Chair.**

**Vice Chairperson:** Murali Mahendran

**Moved Acceptance of Nomination:** Christine Penny

**Seconded** Melfe Greenhalgh and **Carried**

**Position Accepted**

#### Board Member:

Christine Penny Re-nominated Accepted

#### Board Member:

Robert Holmes Re-nominated Accepted

#### Board Member:

Doug Wenn Re-nominated Accepted

#### Board Member:

Melfe Greenhalgh Re-nominated Accepted

#### Board Member:

John Benson Re-nominated Accepted

#### Board Member:

Ben de Chaneet Re-nominated Accepted

**Nominating as a new Board Member:** Renee Pitt

**Moved** acceptance of all

Board position nominations: Christine Penny

**Seconded:** Melfe Greenhalgh **Carried**

Welcome was extended to Renee as a new Board Member

**The 2019/2020 Board was declared elected.**

#### APPOINTMENT OF AUDITOR

**Recommendation:** Des Duplex be appointed as auditor for the financial year 2019-2020.

CEO & Business Manager will to investigate alternate auditors over the next 12 months.

**Moved:** Christine Penny

**Seconded:** Murali Mahendran **Carried**

#### GENERAL BUSINESS

Smart2Ask is a Pop Up Expo will be held in late February 2020 following the Chef's Long Table Charity Lunch in Bunbury to provide information and hands-on cost-saving hints for those who are doing it tough, on low to medium incomes, homeless or needing help. 60 agencies are expected to attend. AH tenants are being asked about as to what they would like to see, hear or learn at the Expo and what money saving ideas they would like to share with others. AH tenants received advice with the recent Newsletter.

#### CLOSE OF MEETING

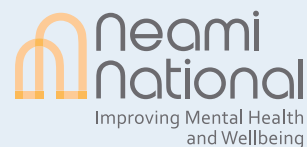
There being no further business Chairperson Jan Pedersen thanked all for their attendance and declared the Annual General Meeting 2019/2020 closed at 12.35 pm and invited all to enjoy refreshments together.



**Alliance**  
Housing WA

Supporting Affordable Housing in the South West

# ALLIANCE HOUSING VALUED PARTNERS



Government of **Western Australia**  
Department of **Communities**  
**Housing**



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