



Amélie Housing

ANNUAL REPORT

FINANCIAL YEAR
2020/21



I've been honoured to be Chair of a passionate, dedicated and growing company providing for those at the greatest risk of homelessness.

We are focused on creating a safe and secure pathway to housing for our tenants.

Cathy Beaton
Chair



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A client and her family were able to secure private tenancy after 9 months

Our client and her four children fled domestic violence from another state and were referred to our service for emergency accommodation. The family showed up with only the clothes they were wearing, and no other belongings and two of the children showed severe behavioural issues. The family had no documentation, case workers had no background of the family and had to engage with DCJ - Interstate and local DCJ to find out further information. Our client was very hesitant at first to give any information or to ask for help, over time she has gained trust with both of her case workers

Overtime, supports were put in place

- The Mother has received a Medicare card and documents sent off for birth certificates
- Accommodation/ Transitional and brokerage for whitegoods and furniture
- Enrolled two (2) children into school. Case workers have engaged with the school about their attendance and behaviours ongoing
- During home visits, case workers have observed living skills and provided support in this area with the family more open to advice
- Case worker has supported the mum with setting routines for children.
- Two children were referred to a Paediatrician.
- Provided brokerage and activities for the children and the mother
- Financial assistance with school items
- The family have access to Brighter Futures and Start Safely programs

The client and her children resided in a SVDP refuge and then moved into an Amélie Housing transitional property for 9 months. Residing in an Amélie transitional property allowed the family to build a rental ledger/ history and they have since secured a private rental and moved in.



FROM THE CHAIR

Amidst a year of external challenges, we celebrate our successes at Amélie Housing over the last year. I am pleased to say that we are delivering on our strategic direction, strengthening our finances and expanding our portfolio of properties. We were thrilled with our tenant satisfaction score of 89% which is a credit to the Amélie Housing team and our partners who are focused on creating a safe and secure pathway for housing our tenants.

The completion of the SAHF (Social and Affordable Housing Fund) construction program this year contributed to the growth in the number of properties Amélie Housing manage.

The innovative scheme of connecting our tenants to a broader range of wrap around support services leveraged from our Vinnies Conference community commenced this year. This will continue to grow in coming years, further developing our model of housing assistance that builds on the professional and voluntary services of the Society of St Vincent de Paul.

The Board has defined its 4 year plan to 2025, focused on continued growth of our portfolio, improving the housing services we offer to enhance our tenants' well-being and operating as a sustainable company with significant staff retention and maintaining a constant focus on compliance and risk to ensure long term success for Amélie Housing.

In the past year the Board have undertaken a comprehensive performance review. The outcome of this review has laid the foundation to determine the Board skills and knowledge that are required to meet the governance needs of a rapidly expanding company. This year also marked my final year as Chairperson of the Board. I've been honoured to be Chairperson of a passionate, dedicated and growing company providing for those at the greatest risk of homelessness. It has been a privilege to witness the inauguration, development, and growth of Amélie Housing over the last 2 years and I would like to thank my fellow Directors for their support and commitment on a voluntary basis.

Thank you also to the Society of St Vincent de Paul for its unwavering support in helping Amélie Housing build hope through housing amongst the most vulnerable in our communities. I'd like to acknowledge the Conference volunteers, and all our Partners, who without them, our work would not be possible on a daily basis.

Additionally, I wish to record my deep appreciation and gratitude to Brian Murnane, Amélie Housing CEO, his executive leadership team and all Amélie Housing staff for their integrity and commitment to our tenants and achieving our goals.

CATHY BEATON
Chair

Our Angel of Heartfelt Pity stands adjacent to St Vincent de Paul and Amélie Housing office in Lewisham that was presented in 1926 to then what was Lewisham Hospital to watch over patients.

FROM THE CEO

Amélie Housing commenced operating as the National Community Housing Provider for the Society of St Vincent de Paul on July 1, 2019

- Amélie Housing has a mandate from the Society's National Council to operate as their national community housing provider
- The State Councils of NSW, SA and the ACT have joined the company as members and transferred their community housing business to the company
- In 2021 the Society of St Vincent de Paul Victoria resolved to appoint Amélie Housing as the manager of the Big Housing Build Tender for VincentCare Community Housing - the Registered Housing Agency of the Society in Victoria
- Discussions are being held with other State Councils about the potential of joining
- Amélie Housing's mandate extends to the wider Catholic tradition in Australia – partnerships with Dioceses across the country are a high priority.
- Amélie aims to be a leader amongst faith-based organisations in providing affordable housing to those experiencing housing stress

Having completed our second year of operation the focus of the Board and Management over the past year has been on:

- Long-term financial sustainability of the company
- Developing services for our tenants
- Engaging the voluntary services of St Vincent de Paul Society Members in the provision of tenant participation and community development
- Growing the size of our property portfolio
- Addressing backlog maintenance and property upgrades
- Completion of the Social and Affordable Housing Fund construction program
- Managing COVID related issues
- Working with the Society to expand housing services in Victoria

Conference Member Engagement

The unique relationship between Amélie Housing and the Society of St Vincent de Paul (the Society) enables Amélie Housing to provide appropriate housing to a higher proportion of households with high and complex needs.

A small committee was established to develop training material and assist volunteer members of "Vinnies Conferences" to assist tenants independently of services provided by Amélie Housing.

Experience has shown that safe engaged neighbourhoods require broad community involvement and our Conferences will spearhead locally relevant engagement activities.

This collaboration that our wider network can offer tenants is our Point of Difference with other providers.

Social and Affordable Housing Fund (SAHF)

- The 502 dwelling construction program was completed, this included:
- 256 dwellings constructed across 8 sites owned by the Society of St Vincent de Paul
- 246 dwellings purchased in 4 projects from the private market

The SAHF construction program was completed in 3 years and 9 months from the execution of the SAHF Agreement and under the approved budget.

Victoria Big Build Tender

In March Amélie Housing lodged a Tender to Homes Victoria for the construction of 164 social and affordable dwellings. The tender was prepared by Affordable Housing Solutions and lodged on behalf of VincentCare Community Housing. Advice was received in late June that the tender was successful. The construction program will commence in late 2021.

Year in review

Given all the issues arising from the pandemic it has been enormously challenging yet at the same time a very satisfying year. The level of service provided to tenants continues to improve resulting in an 89% tenant satisfaction, the size of property portfolio has increased, management systems and procedures have been streamlined, a staff restructure has resulted in improved staff satisfaction and improved productivity as evidenced by the excellent results in the key performance indicators such as low rent arrears, low vacancy rates, vacant and void property management and low staff turnover.

Under the leadership of Cathy Beaton, the Company Chair, the Board and staff are united in their commitment and dedication to provide safe, secure, social and affordable housing and support for people experiencing housing stress.

Thanks

The ongoing support of the Society's National Council State and Territory Councils of the Society as well as the State and Territory Governments in the jurisdictions we serve is acknowledged and very much appreciated.

BRIAN MURNANE
Chief Executive Officer



Supporting family bonds

Gaining affordable stable housing enabled many positive things to happen in his life.

Firstly, it allowed his son to move in with him, which has been a positive move for them both.

This Tenant successfully completed vocational training in mental health and gained a placement with Baptist Care. This course led to a job as a Mental Health Support Worker in supported accommodation.

This tenant had worked as a mechanic for 28 years - a career that was physically hard and believed to have contributed to his substance misuse. He said that he never understood people loving work but now that he has changed careers, he understands how enjoying work spills over into enjoying life.

Since moving into the house and starting work, this tenant has purchased himself a car, fridge, air conditioner, vacuum cleaner and a mower. His teenage son has also obtained work, his license and a car. His next goal is saving and planning a holiday, which will be his first in many years.

This father and his son are enjoying living as a family. Having stable, affordable accommodation has given him the space and time to focus on improving himself, his relationships and reaching his goals.

Mercy Housing NSW



KEY ACHIEVEMENTS

CONTINUED GROWTH IN OUR PROPERTY PORTFOLIO

- Amélie has increased the number of properties available to people in need by 10% from 1 July 2020 to 30 June 2021
- 1,418 properties under management housing 2,516 tenants

RECOGNITION THAT TENANT SAFETY AND SATISFACTION CONTINUES TO BE AMÉLIE PRIORITY

- Overall score of 89% in Community Housing Industry Association NSW (CHIA, NSW) tenant satisfaction parameters

RECOGNITION OF QUALITY SERVICE DELIVERY

- Amélie Housing performs above the benchmark in quarterly reporting across every Department of Community & Justice (DCJ) and South Australian Housing Association (SAHA) category including Occupancy, Turnaround Times, Vested Asset Leveraging and Timeliness

CREATING INCLUSIVITY

- The POD Project commenced in 2021. This collaboration is the powerful Point of Difference (POD) that Amélie Housing and the wider Vinnies network can offer to our tenants and build safer engaged communities
- Amélie Housing set up its own RAP Committee to spearhead the development of its own Reconciliation Action Plan. The foundations were laid and this year will see the development of its own RAP.

IMPROVING PROPERTIES WITH GOVERNMENT GRANTS

- Received a grant of \$1.1M from NSW Land And Housing Corporation (LAHC) for 55 property upgrades in NSW

SUPPORTING OUR PEOPLE AND RECOGNISING THEM

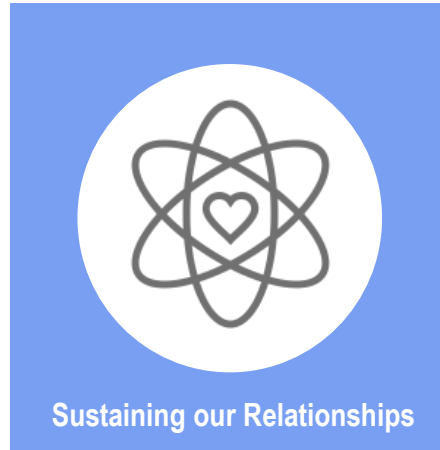
- Launched our Employee Recognition Awards to reward and recognise outstanding team members for their contribution, as voted by their peers and this will be turned into an annual event
- The team grew by 27% nationally
- Our team demonstrated resilience working from home through Covid 19 and access to support internally
- Actively supporting our tenants under COVID-19 restrictions



OUR VALUES



We value teamwork within our company



We value relationships that will enable us to achieve common goals



We value service to our community

We will work collaboratively to build a culture that is trusting, supportive and empathic and empowers staff to set goals and celebrate achievements

We will foster relationships with external people and agencies as required to achieve outcomes

We aim to 'build' communities that are economically, socially and environmentally sustainable

We will share information in a transparent way, actively listen to one another, and be open and flexible to adapt to new ideas

We will respectfully cooperate with partners agencies, establish clear working arrangements, and value the contribution they make

We will listen respectfully to the members of communities in which we serve and seek to provide solutions and support to achieve shared goals

OUR VISION

We are a national leader advocating justice in housing markets and a major player in the provision of social and affordable housing to the most disadvantaged members of society



OUR MISSION

To provide safe, secure, social and affordable housing and support to people in housing need

OUR STORY

Amélie Housing is a national community housing company providing for those at the greatest risk of homelessness.

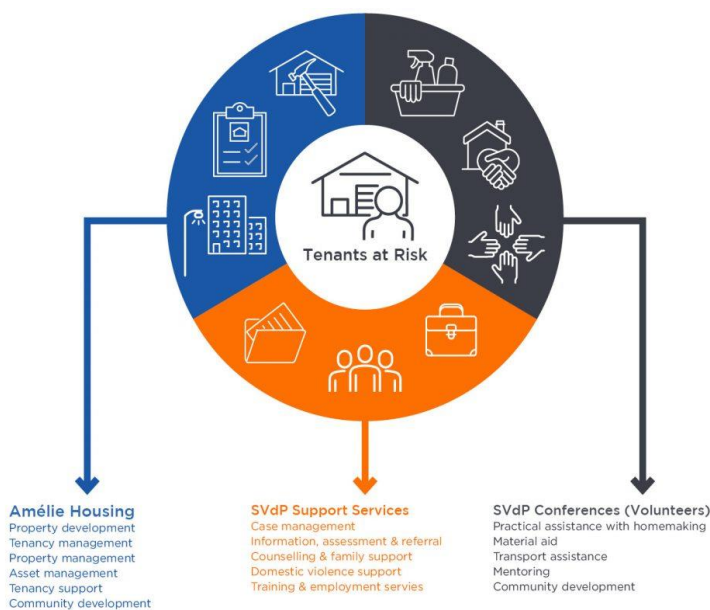
Amélie Housing was formed through the merger of the state-based housing businesses of the Society. Amélie is a registered Tier 1 provider, an ACNC registered Tax Concession Charity with Deductible Gift Recipient and status as a Public Benevolent Institution.

As a designated Special Work of the Society of St. Vincent de Paul, Amélie is one of a number of programs specially developed to support the most vulnerable.

partners in care

Partnering with specialist SVDP services teams and the volunteer members of 'Vinnies Conferences', Amélie Housing provides for households with high and complex needs.

Amélie shares the Society's overarching mission and forms part of the national response to homelessness and the critical shortage of social housing



Amélie is primarily responsible for property and tenancy management, while the Society provides support and facilitates access to services required.

Our case management approach enables Amélie Housing and the Society to collectively assist those at risk to stabilise their tenancy and enhance their quality of life.

BUILDING AN IDENTITY

The Amélie logo graphically reflects our aim to provide hope through housing. It also seeks to demonstrate the special relationship we share with the Society of St Vincent de Paul.

Like the Society, Amélie Housing offers a 'hand up' to those experiencing homelessness and housing need. Hands are key graphic devices in both the Amélie Housing and St Vincent de Paul logos.

The house demonstrates the security a home offers, its central role in family and community - a place to live and grow.



HOW WE HELP

CRISIS Accommodation	TRANSITIONAL Housing	LONG TERM & Fee-For-Service	SOCIAL Housing	AFFORDABLE Housing
Short-term housing for people who are homeless and in need of on-site support and case management	Medium-term housing for people at risk of homelessness in need of on-site support and case management	Long-term housing for people in need to ensure a sustainable tenancy	Long-term housing for very low-income people needing off-site support and case management. Rent is charged as a percentage of income (between 25-30%) plus Commonwealth Rent Assistance (CRA)	Long term housing for low-moderate income earners requiring affordable housing near employment. Rent is charged as a percentage of market rates (usually 75%)

WHO IS AMELIE ?

Amélie Soulacroix was the wife of Frédéric Ozanam, who founded the Society of St Vincent de Paul in Paris in 1833.

Within the Society, Amélie’s name graces many projects dedicated to the care of women and families.

In Australia, Amélie House is a crisis accommodation service that has supported vulnerable women and those experiencing domestic violence.

In 2012 when the Society launched a special purpose community housing company, her name and legacy were seen to reflect the vision held for this new initiative.

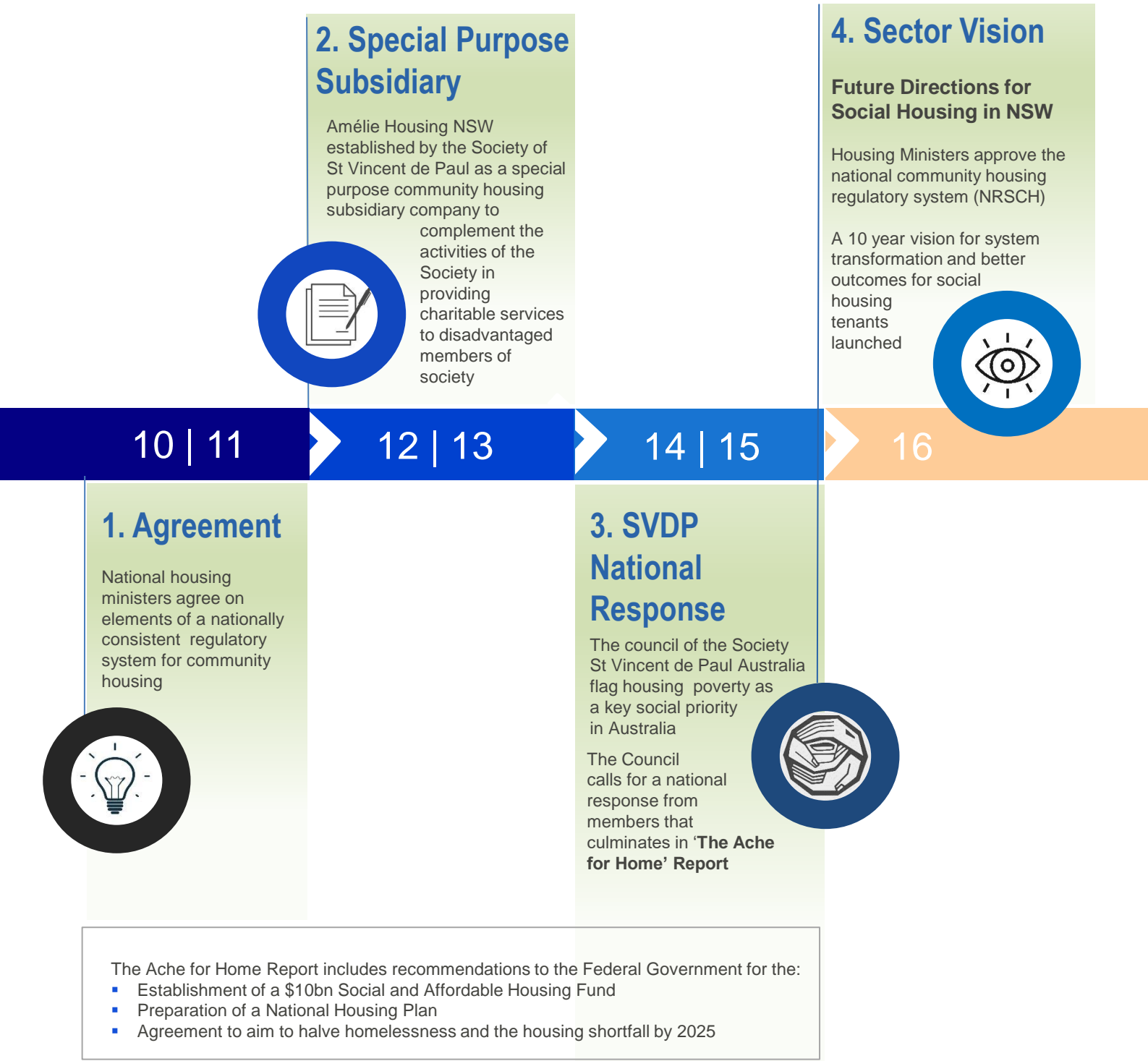
A celebrated love story, Amélie and Frédéric worked together in service to the poor and most vulnerable, she supported his social justice research at the Sorbonne, partnered with him in supporting the development of the Society while tending to the care of their young daughter Marie.

On September 8, 1853, Frédéric’s died aged just 40. Amélie, only 32 herself resolved to facilitate the publication of his research and letters to ensure his legacy.

Amélie lived until 70 years, she was a strong figure in her own right, remaining dedicated to the service of the poorest and most vulnerable

OUR JOURNEY

Historically, social housing policy and provision in Australia was the responsibility of State governments. State Councils of the Society of St Vincent de Paul responded, establishing relevant social housing initiatives to create pathways from their homelessness services to long term stable housing



5. 500 new homes by 2020

SVDP Housing successfully bid to partner with the NSW government in a \$240m initiative jointly funded by the Social and Affordable Housing Fund (SAHF)

The agreement includes the provision of 500 dwellings by 2020 with coordinated access to tailored support services designed to empower residents

7. A national profile

Ecclesia Housing approves constitutional amendments and the new national entity is renamed **Amélie Housing**

Membership is invited from the SVDP national and state councils

Amélie Housing assumes responsibility for SVDP Housing operations and staff

All non-SAHF activity is consolidated into the new organisation



9. Settling in amid catastrophe

With 2020 came the Black Summer Bushfires and COVID-19 pandemic

Amid the chaos, Housing Officers continue to support residents, focus on safety and make preparations to welcome new Tenants to Maitland, Burraneer, Katoomba

New Residents Welcomed

CAMPBELLTOWN
MERRYLANDS
LILYFIELD
JORDAN SPRINGS

| 17

2018

| 19

2020

| 21

6. New Partners Welcomed

Ecclesia proposes a merger opportunity to like minded community housing providers to join their national response to housing poverty

Ecclesia Housing accept the SVDP merger opportunity

St Vincent de Paul Housing (established 2012) is restructured into a Special Purpose Vehicle to ensure SAHF project viability



DUBBO
ALBURY
PENRITH

New Residents Welcomed

8. Expansion and a stronger future

Frédéric Ozanam Housing SA (established 1984) merge with national community housing provider (CHP) Amélie Housing – 01.07.19

ACT Council of St Vincent de Paul transfer community housing operations to Amélie Housing – 04.11.19



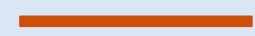
10. Growing and expanding

In 2020 and 2021 COVID-19 continued. Amid the ongoing challenges, Housing Officers continued to support residents, & focus on safety.

Amélie Housing demonstrated growth in financial profits and cost improvements.

The team expanded, new roles were created and new faces joined the team. We had our inaugural Amélie Team Awards.

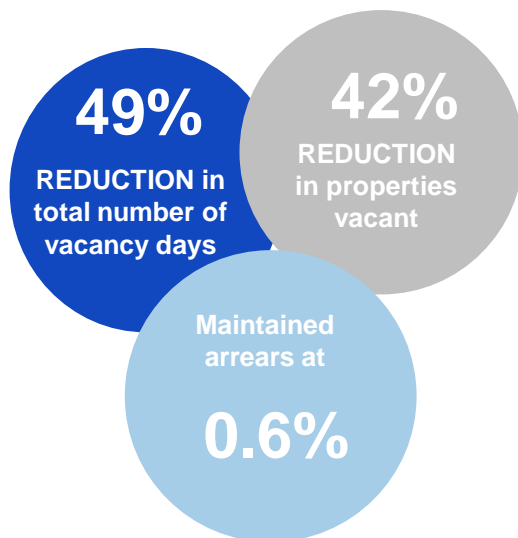
New housing sites were blessed and opened with traditional Smoking Ceremonies, welcoming new families into our accommodation



STATE, SAHF, NATIONAL DISABILITY & INCLUSIVITY REPORTS

NSW & ACT REPORT

NSW



ACT



KEY HIGHLIGHTS

We have had another busy year navigating the new world of Covid 19, and adapting the way we work to continue our service to tenants, communities and stakeholders.

In NSW & ACT teams we have:

- Developed more stringent KPIs around Customer Service and Performance across the teams
- Focussed on reviewing internal practices to streamline practices across the wider team
- Reviewed our Service Level Agreement, and commenced a roll out plan to meet with all our partners by December 2021
- 26 formal meetings with our Support Partners so far, consulting on the Service Level Agreement and standardising our customer service expectations
- Received funding in the amount \$1,100,000 to deliver upgrade work on 55 LAHC owned properties under the management of Amélie Housing
- Signed 11 new Service Level Agreements and have another 17 nearing completion
- Improved relationships with our partners, with streamlined communication process and a centralised point of call in the Support Coordinator role
- Streamlined our NRAS procedures
- Documented our Tenant Information Packs and sign up processes to distribute to team members and tenants

ASSET MANAGEMENT & MAINTENANCE

There were some significant achievements in the maintenance and management of our assets.

1. Development of the Strategic Asset Maintenance Plan including
 - The development of 10 year Maintenance Plan for Amélie, SAHF and SDA portfolios
 - The roll out of Property Assessment Surveys (PAS) across the entire Amélie Portfolio to assess and plan for the upkeep of our properties
2. Delivery of the CHP Capital Works Program
 - Amélie were successful in a tender process for grant funding in the amount \$1,100,000 to deliver upgrade work on LAHC owned properties under Amélie's management.
 - Overall 55 properties were upgraded, delivering:
 - ✓ 14 new kitchens,
 - ✓ 14 new bathroom,
 - ✓ 35 properties internally painted
 - ✓ 37 properties with new flooring
 - ✓ 10 external works like guttering and fencing

PERSONAL DEVELOPMENT & LEARNING

Despite the challenges of navigating the delivery of training in a world with Covid 19, we remain committed to the learning and development of our team. As such we have undertaken:

- Aboriginal Cultural Awareness training
- Bullying and Harassment training
- Safety card training
- Housing Pathways (refreshers and new modules as they become available)
- NRAS refreshers
- Tenant database training (SDM)

PEOPLE

We have had another busy year navigating the new world of Covid 19, and adapting the way we work to continue our service to tenants, communities and stakeholders.

Our team have demonstrated great resilience in adapting to a working from home environment, and the increased use of technology - where the norm was face to face and have flourished.

We have developed new ways to stay connected, learn and support one another during such a turbulent time.

Some team changes include:

- In late 2020 we undertook a review of the team structure and our team's skillsets. We looked at ways to streamline practices across the team, and what improvements were needed to achieve our goal of delivering more efficient, and effective tenancy management services

The restructure highlighted a number of ways that we could improve and these lead to

- The development of a specialised Asset team, including a 1800 number to centralise not only repairs and maintenance calls but all calls coming into the organisation
- The introduction of the Support Coordinator role to work closely with our support partners and vulnerable tenants to make connection to appropriate services, when an unmet need is identified
- The introduction of a Income Recovery Officer to reduce debt by work closely with tenants to sustain their tenancies
- The introduction of Office Manager, one point of contact for all our front and back office needs, ensuring we are more efficient and our teams are supported nationally. This has ultimately improved our customer service to tenants, applicants and other stakeholders
- Restructuring the way our teams meet to ensure participation, support the achievement of personal learning and development goals, and upskilling staff. This has impacted the effectiveness of all our meetings, allowing more time in service to our tenant communities
- Increased our capacity in SDM (our tenant database) to allow staff access as they need it

SA REPORT

Amélie Housing SA has once again had a successful year. While not as effected by the Covid 19 virus as our interstate counterpart, we have managed still to provide a professional service to our tenants, communities and stakeholders. Staff have adapted to the new way of communicating with the introduction of online meetings instead of face-to-face meetings.

This year the Amélie Staff in South Australia have collectively nearly 102 years of working in the housing sector.

Amélie Housing SA again had a positive result for our annual budget, met all Corporate KPIs and have a successful result from the Tenant Satisfaction Survey conducted during the year.

Amélie SA has continued to move forward in their planning for the development on the block of land at Elizabeth North. The first draft plan for the site looks like having 21 potential units built. The units will consist of social and affordable housing. At the time of this report the plan is being costed and it is hoped that the first sod of soil can be turned in early 2022.

A partnership between Amélie Housing SA and the Holy Cross Congregation of Dominican Sisters has resulted in Amélie Housing SA providing the tenancy management of 16 properties in the Cumberland Park area.

Over the last year, we have welcomed 74 new household members to the Amélie family totalling 542 household members.

KEY ACHIEVEMENTS

Housing Officers

Housing officers (Mary and Margaretha) have spent a great deal of effort to create Hoarding and Squalor partnerships, ongoing work with external services in providing assistance and case plans for tenants to work towards their goals of living clutter free.

They have worked with the South Australian Metropolitan Fire service to provide our tenants with free hoarding/squalor training session and advice about fire prevention in the home.

Housing Officers through the year have spent time with tenants providing advice and information on improving their gardens.

Rents

The **Rent Officer** (Marianne) successful completed this year's Rent Review on time with minimal issues. Rent Arrears management has also been a success and they have been the lowest for many years. This has been achieved by good negotiation with tenants listening and understanding our tenants and offer assistance where needed.

Residential Bonds online (RBO) now implemented for all tenants – this will enable real-time online reporting and a much more efficient way of managing bond lodgements and refunds.

Accounts

The **Accounts Officer** (Tania) has spent quite a bit of time researching where Amélie Housing and its tenants can and should have received a rebate from Government Services. These include Local Council rebates, Emergency Service Levy and Water and Electricity rebates.



The SA Team: Roman, Mary, Tania, Marianne, Jonathon, Margaretha

Roman Kowalczyk
SA State Manager

SAHF REPORT

St Vincent de Paul Housing, under a services agreement with the State Government of New South Wales, Department of Communities and Justice (DCJ) have developed, built and delivered 502 new Social and Affordable Housing homes within 12 sites across Sydney metropolitan and regional NSW as part of the Social and Affordable Housing Fund (SAHF).

SAHF homes are new dwellings, built to the latest standards of design, safety and accessibility. This innovative scheme connects SAHF residents to a range of wrap around support services designed to empower people to improve their lives and achieve greater security and independence.

The Society of St Vincent de Paul and its Conference members have provided support to people in need in Australia for over 140 years. Working collectively with St Vincent de Paul Housing and the Society's national community housing provider, and Amélie Housing we are ensuring the highest quality service delivery and positive outcomes for SAHF Tenants by building hope through housing.

KEY ACHIEVEMENTS

1. Delivery of 6 of 12 sites were completed for a total of 231 new dwellings for 2020/21
2. Achieved first occupancy letting for all SAHF dwellings (502 total properties)
3. Fully transitioning from the asset delivery phase to the Service Delivery phase
4. Successfully delivering and tenancing the largest and final SAHF site in Cardiff (94 units) targeted at people over the age of 55 and people living with disabilities
5. High tenant satisfaction results across tenancy management services (84%)
6. Construction program fully completed in 3 years and 9 months and under approved budget

Malcolm Picken
SAHF Manager

CREATING HOPE THROUGH HOUSING – DEVLIN COURT OPENING

Devlin Court in Merrylands, Western Sydney, part of St Vincent De Paul Housing and Amélie Housing's Social and Affordable Housing Fund (SAHF) project marked its official blessing, welcome and opening on May 27th. Built on the former Holroyd Timber & Hardware site, it is now home to 78 families with 502 dwellings.

The Devlin Court community was joined by MPs, Family and Community Services team members, distinguished guests, the project development team, housing officers, family and friends for an auspicious mix of events to mark the occasion.

Uncle Lex Dadd and Bishop Vincent Long OFM Conv, Bishop of Parramatta, brought a spiritual element to proceedings.

Dadd, a Warmuli man, senior Darug custodian, member of the Blue Mountains Aboriginal Culture & Resource Centre (ACRC) and Adjunct Fellow at the Department of Geography & Planning, Macquarie University performed a moving smoking ceremony and



an interpretation of Uncle Ted Gaboo's Gunyalungalung song (vocals & clap sticks).

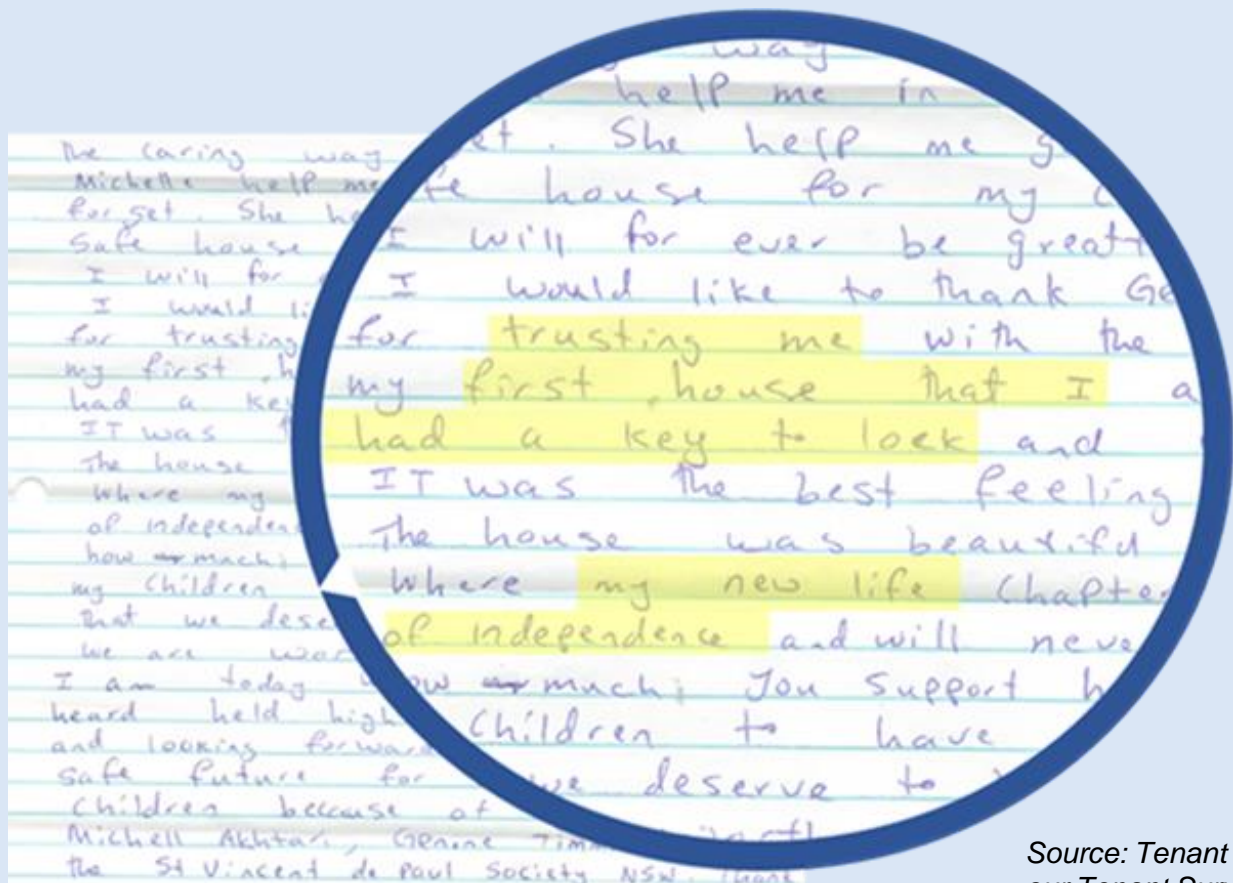


Bishop Long performed the Rite of Blessing, and prayed that all who live in the Devlin Court Community find love, respect, hope and joy.

SVDP NSW President, Peter Macnamara, Director of Mission, Leo Tucker and SVDP Housing & Amélie Housing CEO, Brian Murnane also welcomed Mr Mark Devlin who shared stories of growing up at the Merrylands timber yard. Accompanied by his mother Mayda Devlin, sisters, brothers and cousins, he told of the family's pride in contributing to the sites next phase of building hope through housing.



Creating independence and inclusivity



Source: Tenant Letter from
our Tenant Survey 2021

NATIONAL DISABILITY ACCOMMODATION

Amélie Housing is a registered provider of Specialist Disability Accommodation (SDA) under the National Disability Insurance Scheme (NDIS). In order to ensure our practices and procedures are appropriate and compliant with the NDIS we are required to undergo a re registration audit every two (2) years. In late 2020 and were re assessed by an NDIS independent auditor and approved to maintain our status as an SDA provider.

Our service manages the maintenance of group homes for participants/tenants who require specialist housing solutions to assist with the delivery of supports that cater for participants extreme functional impairment and/or very high support needs.

The primary aim of our service is to help participants live as independently as possible exercising free choice and have access to supports in their home, consistent with Amélie Housing's commitment to empowering participants on their journey to greater independence.

We currently have four (4) homes with a capacity to accommodate eighteen (18) participants. Three of our

homes are located in the Sydney metropolitan area and the other located in regional area. We are currently in discussion with other Supported Independent Living (SIL) providers to expand our services.

We are committed to providing all participants with:

- a secure and safe home for as long as the participant needs a place to live
- maintaining the homes in a reasonable state of repair and responding in a timely manner to requests for maintenance
- take all reasonable steps to enable participants to have quiet enjoyment of their room
- give participants, carers and their families information about managing maintenance, complaints or disagreements
- listen to participants and carers feedback and resolve problems quickly
- access to an independent (at no cost) advocacy service who can assist participants and or their family members to address and resolve issues that may arise.

Bernie Murphy
Disability Accommodation Manager

CREATING INCLUSIVITY

THE POD PROJECT

Safe engaged neighbourhoods require broad community involvement and St Vincent de Paul Conferences can spearhead locally relevant engagement activities.

This collaboration is the powerful point of difference (POD) Amélie Housing and the wider Vinnies network can offer. The POD Project sets us apart from other community housing providers and supports an opportunity for friendship among our tenants.

In 2021 Amélie Housing started discussions with conferences and this will continue throughout 2022.



RAP

Throughout 2020/21 Amélie Housing has developed its own RAP Committee, made up of five (5) members with the aim of developing its own Reconciliation Action Plan in 2021/22.

The foundations for the Amélie RAP are progressing with the following achievements in 2020/21:

PROTOCOLS

Amélie Housing already regularly undertakes a range of activities that support Reconciliation Action and have formalised the following practices:

- Committee meeting monthly
- Acknowledgement of Country at every Amélie Housing meeting, on the website and in our marketing collateral
- Smoking Ceremonies at the opening of new sites and Amélie Housing events e.g. Devlin Court, Merrylands
- Inclusion of visuals in documents, marketing materials e.g. email signatures, brochures
- Reviewing internal policies to ensure they are appropriate for First Nation's Staff and Clients
- F2F Cultural Training
- Ensuring that First Nation's People have access to tenancies for newly constructed homes

EXTERNAL ENGAGEMENT

- Representation on the Society Stronger Voices Committee
- Working closely with First Nation's organisations to service community need and to ensure culturally appropriate service delivery
- Ensuring Amélie Housing representation at key First Nation's services interagency/stakeholder meetings

INTERNAL ENGAGEMENT:

- Reporting in weekly ELT meeting and bi-monthly Board Meetings
- Collection of data
- NAIDOC Week email signatures
- Reconciliation Action Week at our Cardiff site

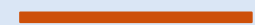


TENANT SATISFACTION & SAFETY

Tenant Satisfaction and safety continues to be a priority at Amélie Housing, receiving an overall score of 89% in Community Housing Industry Association NSW (CHIA, NSW) tenant satisfaction parameters.

The NRSCH sets a 75% threshold for overall satisfaction, satisfaction with condition of home, and satisfaction with repairs and maintenance. The table below provides a summary of overall combined satisfaction with these key service areas, and a comparison of Amélie Housing's results to NRSCH thresholds.

Indicator	Amélie Housing	NRSCH Threshold	Difference
Overall satisfaction	89%	75%	+14
Repairs and maintenance satisfaction	80%	75%	+5
Satisfaction with condition of home	85%	75%	+10



TEAM AND CULTURE

RECOGNITION AWARDS

In June 2021, Amélie Housing celebrated the launch of its Amélie Housing Recognition Awards. These awards are peer nominated, recognising the team members who have made a difference and/ or a significant contribution to Amélie Housing. The categories for these awards are:

- **Excellence Award** Recognised by peers for displaying excellence through strong emotional intelligence and empathy
- **Innovation Award** Recognised by peers as an innovator – problem solving and/or finding a more effective way to do something
- **Amélie Award** Integrating Amélie Housing's values

This year there were eighteen (18) nominations and four (4) award winners.



Rachael Carney (NSW)
Excellence Award



Jonathon Armstrong (SA)
Innovation Award



Margaretha Mutsaers (SA)
Excellence Award



Tracey Andrews (NSW)
Amélie Award

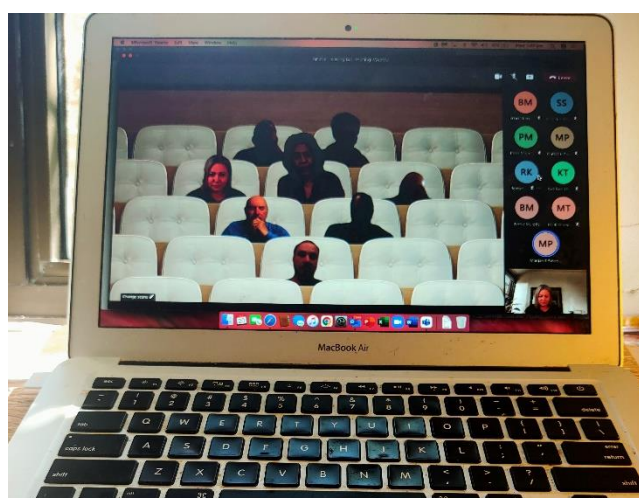
STAYING CONNECTED

Initiatives designed to support a safe and inclusive workplace

Team Meetings

Throughout 2020/21, Amélie Housing implemented measures to keep the team safe and keep them connected to each other.

Team meetings were introduced to ensure that the team felt inclusive and to build operational resilience.



Team Events

In December 2020, the National Amélie Housing team had their annual Team Event at the Balmain Rowing Club. It is a great social event to bring the team together and discuss the year ahead and celebrate the wins of the previous year.

This is now an annual event for the team.





As a Housing Officer, I regularly meet people who live by the saying “when life gives you lemons, make lemonade”. Whether it’s struggles with English as a second language, resettling in a new community or learning to live with disability – I am constantly impressed by people’s resilience and determination. It shows in the way they greet me and their neighbours, their care for their property, keeping things neat, tidy and clean, their willingness to ask for support when its needed and the gratitude shown when they receive it.

I work with a great team. My State Manager is an understanding boss who encourages us to consider the needs of our tenants individually. My positive experiences are many and am regularly reminded of the good in the world, even on the most difficult days.

Margaretha Mutsaers
SA Housing Officer



NRSCH EXECUTIVE ASSESSMENT 2020/21

Amélie Housing is assessed as overall compliant with all performance outcomes under the National Regulatory Code (NRC).

Determination is based on an assessment of the evidence submitted by Amélie Housing and obtained through other authorized sources to determine compliance with the requirements of the National Law and National Regulatory Code.

In accordance with the Registrar's functions under section 10(1)(d) of the National Law 'to monitor compliance by registered community housing providers with community housing legislation', Amélie Housing is assessed as Compliant with the Regulatory Code as required under section 15(2)(a) of the National Law.

12 January, 2021



12 January 2021

Cathy Beaton
Chairperson
Amélie Housing
20 West Street
LEWISHAM NSW 2049

Dear Cathy,

FINAL COMPLIANCE DETERMINATION REPORT

I write to inform you that the compliance assessment of Amélie Housing (Amélie) that my office undertook has now been finalised. Two documents are attached for your information.

The first document provides the outcome of the compliance assessment and highlights where recommendations for improvement are made. The second document contains the executive assessment based on the findings of the compliance assessment. Please be aware, as part of the transparent reporting initiatives of the NRSCH, Executive Assessments are now publicly available on the NRSCH National Provider Register.

I foresee no requirement to adjust the current level of regulatory engagement with Amélie with the next standard compliance assessment provisionally scheduled to commence in October 2021.

Should there be significant changes to either the scale or scope of your operations, or the occurrence of a notifiable event that is eligible under section 15(2)(h) of the Community Housing Providers National Law, please notify Tony Hindery, Compliance Officer in my office on 02 8741 2582 or email at tony.hindery@facns.nsw.gov.au. Should it be necessary, an earlier compliance assessment may be scheduled.

Amélie's full compliance assessment is available upon request.

Please contact my office if you would like to discuss any of the issues in this letter or the attachments.

Yours sincerely

Stacey Broadbent
A/Registrar of Community Housing NSW



AMELIE HOUSING FINAL COMPLIANCE DETERMINATION

This determination is based on an assessment of the evidence submitted by Amélie Housing and obtained through other authorised sources to determine compliance with the requirements of the National Law and the National Regulatory Code.

In accordance with the Registrar's functions under section 10 (1)(d) of the National Law 'to monitor compliance by registered community housing providers with community housing legislation', this assessment concludes that community housing provider Amélie Housing is compliant with the Regulatory Code as required under section 15(2)(a) of the National Law.

Type of compliance assessment: Standard

Areas of focus: All performance outcomes

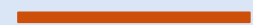
The outcomes for each of the performance areas, along with the overall determination are outlined in the table below:

COMPLIANCE OUTCOME – Overall Assessment	
Overall Determination	Compliant
COMPLIANCE OUTCOME – Individual Performance Outcome Assessments:	
1. Tenant and housing services	Compliant with recommendations
2. Housing assets	Compliant
3. Community engagement	Compliant
4. Governance	Compliant
5. Probity	Compliant
6. Management	Compliant
7. Financial Viability	Compliant

Accordingly, the following recommendation was made in this compliance assessment to assist Amélie Housing to maintain a level of compliance consistent with the requirements of the Regulatory Code.

RECOMMENDATIONS TO DEMONSTRATE COMPLIANCE	
1. Tenant and housing services	Amélie provided its action plan to ensure tenants are aware of the options available to lodge complaints and appeals. Amélie is to report on the effectiveness of its strategies to improve tenant's knowledge on complaints and appeals management in the next compliance round.

This is an accurate copy of information published in the Registrar's Final Determination published 12 January, 2021.
For more information on the National Regulatory System for Community Housing (NRSCH) visit: www.nrsch.gov.au



GOVERNANCE

OBJECTIVES & STRATEGY

OBJECTIVES

The short-term objectives of the company for the next 4 years (2021 – 2025) are to:

1. Serve our tenants by improving the housing services we offer and support them to enhance their well-being
 - A diverse and sustainable portfolio combining social, affordable and transitional housing
 - ❖ 60% social housing; 30% affordable housing; 10% transitional housing
 - A unique housing service linked to support helping tenants sustain their homes and enhance their lifestyle
 - ❖ All housing officers trained to support our tenants, improve staff awareness of tenant needs and develop responsive housing services
2. Operate an innovative sustainable company by building management capacity to achieve sustainable growth within acceptable risks
 - Retain and invest in staff skills at all levels of the organisation
 - ❖ Less than 10% staff turnover per annum
 - Produce a balanced budget each year
 - ❖ 5% surplus on operations
 - Maintain a constant focus on compliance and risk to ensure a long term future for the organisation
 - ❖ Meet all NRSCH performance standards in all jurisdictions every year; avoid all major or catastrophic events within our control and manage risks without hampering innovation
3. Assist those in housing stress by growing our housing portfolio and achieving greater recognition in our industry
 - Take opportunities to grow our portfolio of long term social and affordable housing
 - ❖ 20% growth in long term housing
 - Articulate our mission and vision at every opportunity and build a profile as a leading community housing provider in Australia
 - ❖ Leadership role in National Housing Conference and recognition in AHI Awards

The long-term objectives are to:

- Cooperate with the Society in other States to establish a national Community Housing Company;
- Undertake the re-development of Society property for community housing purposes;
- Leverage the value of Society property to invest in expanding the provision of community housing;
- Work with all levels of the Society to provide support services for tenants in the communities where they live;
- Work collaboratively with other agencies of the Catholic Church to utilise church land to increase the supply of social and affordable housing;
- Obtain secured debt facilities with recognised lenders to finance a growth strategy;
- Re-development of properties transferred to the Company (from either the Society or Housing NSW);
- Implement innovative models of housing providing pathways out of homelessness into secure housing; and
- Support the social and economic development of communities experiencing social exclusions through community development

STRATEGY

Amélie Housing is well advanced in establishing its internal capacity and is in a position to selectively expand its overall operational capacity. Amélie Housing's ongoing commitment to continual improvement will enable it to refine business systems and processes while strategically collaborating on the provision of housing and support services as well as selected property development projects.

The primary focus for 2020/21 will be to selectively expand in property and tenancy management.

Principal Activities:

During the financial year the principal continuing activities of the company were the provision of Housing Services.

RISK MANAGEMENT & COMPLAINTS HANDLING

Risk Management and Internal Controls

- Recognising and managing risks and establishing and implementing effective internal control systems is a key focus of the Amélie Board and Senior Management
- Managing risk involves recognising the context of our current business operations and having regard to our strategic goals and objectives, attempting to predict material events that may have adverse or positive effects on our business in the future. Effective risk management enables Amélie to make effective strategic decisions
- Implementing effective internal controls involves establishing standard operating procedures in key areas of our business as well as effective management and financial reporting systems
- Having a clearly defined risk appetite, the effective management of risks and the development of internal control systems will enable Amélie Housing to continuously improve in how it does business

Complaints Handling

Encouraging feedback from parties external to Amélie Housing including customers, suppliers and/or strategic partners that are not satisfied, can offer opportunities to maintain or enhance loyalty and approval levels.

Amélie Housing has established a Complaints Handling Program that is designed to:

- Encourage constructive feedback from external parties
- Provide a complainant with access to an open and responsive complaints handling process
- Enhance our ability to capture and resolve complaints in a consistent, systematic and responsive manner
- Enhance our ability to identify systematic and recurring problems, continually improving internal systems and controls
- Assist us develop a customer-focused approach to resolving complaints and to assist staff improve their skills in working with customers



BOARD



Cathy Beaton,
GAICD

Chair,
Governance
Committee Member



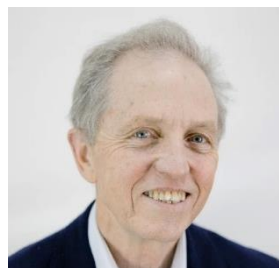
Barnie van Wyk,
B JD, BA LLB, G
Dip Accounting,
Cert IV Property
Mgt, G Dip
Government
(Security), CFP,
FAICD

Deputy Chair
Audit and Risk
Committee



Stewart Chapman
B Com, M Com
(Hons), B Leg

Director



Brendan Moran,
M Arts

Director
Governance
Committee



Michael Dureau
FTSE (Hon) FIEAust,
FIChemE, FAIE,
FAICD, CP End, CSci,
JP

Director
Chair, Asset
Management &
Development
Committee



Anthony Carpani
B Eng, FAICD

Director
Asset Management
& Development
Committee



Peter Miller
B Com, FCPA,
FAICD, ACIS

Director
Chair, Audit, Risk &
Finance Committee



Lesley Wyatt, Director
B Soc Sc, M Soc
Admin

Director



Beverly Kerr,
B Soc Sc
(continuing), MAICD

Director
Audit, Risk and
Finance Committee



John Kell
BA LLB, M Env
Stud, FAICD

Company
Secretary

Acknowledgement of Contribution

During 2021, Cathy Beaton and Barnie van Wyk announced their eminent retirement. The Board and Executive acknowledge their significant contribution to Amélie Housing and driving the vision forward, to be a leading CHP focused on tenant satisfaction, growth, efficient operation and financial sustainability; and their contributions to the SAHF pilot launched in partnership with the NSW Department of Communities & Justice.

The sector knowledge and commitment to the Amélie vision both Cathy and Barnie have brought to the organisation has significantly contributed to the success of our cross-border development approach, ensuring a focus on program diversity and robustness that will support future growth. The Board wishes you every future success.

Tony Carpani has been elected to take over as Chairman following the Annual General Meeting. The Board wish him every success as Chairman.

BOARD

MISSION & SPIRITUALITY

“There was no room for them in the inn.” (Luke 2:7)

Our mission, serving the disadvantaged and the vulnerable, gives voice to the principles of Catholic Social traditions, and is at the heart of the mission, purpose and spirit of Amelie Housing. This radical call of inclusivity, accompaniment and restoration for the disadvantage and marginalised of our society was deeply listened to in the faith filled lives of Frederic and Amélie Ozanam for as Frederic expressed “By drawing closer to the poor we draw closer to God.”

This imperative of our mission was profoundly inspired 400 years ago when St Vincent de Paul, our spiritual patron, was assigned funds by Louis XIII for his congregation’s mission. St Vincent chose to use the money to build 13 small houses close to Saint Lazare, the motherhouse of the Congregation of the Mission, to care for abandoned children.

However, this Vincentian partnership did so much more for homeless people. It provided care for displaced people of war, supported, and housed refugees. It provided Hospice care to shelter, clothe, feed and train older people living on the streets or in the slums of Paris. These homes brought children the gifts of literacy, numeracy and education to the poor – enabling them to escape the inter-generational poverty that often ended in homelessness. We are inspired by Vincent’s 13 houses. He saw a need and responded with concrete action.

Pope Francis call us to a “revolution of tenderness” which transforms us to be “more truly human”. He, like Vincent, expresses a God who dwells in the depths of our humanness and.

they constantly witness to this incarnational faithfulness that reaches out to people in difficulty with a natural tenderness, changing lives, transforming dignity.

The voice of St Vincent’s 13 Houses project, now an international Vincentian movement, is also the voice of Amelie Housing, one of not just a housing provider but also one of service and compassionate love. This journey has its ups and down but no one said that true service comes easy!

As the Spiritual Adviser for our housing companies, I am profoundly proud of this continued critical expression of our mission articulated in the dedication of members and staff. May the Spirit of this faith tradition and the spirit of our founders, especially St Vincent, continue to burn in us and inspire us to take that extra step as we serve in radical inclusivity, restoration and accompaniment in the service of the gospels and our call in this mission for the future.

Thomas Merton provides a wonderful reasoning to this way of being...“To say that I am made in the image of God is to say that love is the reason for my existence, for God is love. Love is my true identity.

Selflessness is my true self. Love is my true character. If, therefore, I do anything or think anything or say anything or know anything that is not purely for the love of God, it cannot give me peace, or rest, or fulfillment or joy.”



Leo Tucker
Executive Director -
Mission and Spirituality

EXECUTIVE



Brian Murnane

Chief Executive
Officer



Mark Thompson

National Operations
Director



Li Ming

Chief Financial
Officer2



Margaret Paheerathan

National Corporate
Services Director



Bernie Murphy

Disability
Accommodation
Manager



Poppy Whiting

State Manager, NSW
& ACT



Roman Kowalczyk

State Manager, SA



Malcolm Picken

SAHF Program Manager

Acknowledgement of Contribution

Li Ming ceased her employment with Amélie on the 30th of June to follow other career opportunities.

The Board & Management are most appreciative of the contribution Li made to the development of Amélie Housing. She was a valued member of the Executive Leadership Team and we all wish her the very best for her future endeavours.

We would also like to take the opportunity to farewell some key team members that have left Amélie Housing this year – Michael Kerans, State Manager (NSW), Leila Gholami, Housing Officer (NSW), Adrian Cobb, Senior Housing Officer (ACT) and Colleen Casey, Finance Officer. We thank them for their contribution and wish them the very best.



FINANCIAL OVERVIEW

AMÈLIE HOUSING
ACN 103 181 700

STATEMENT OF PROFIT OR LOSS AND OTHER COMPREHENSIVE INCOME
FOR THE YEAR ENDED 30 JUNE 2021

	Note	2021 \$	2020 \$
Revenue	1	10,511,416	9,054,494
Other income	1	24,171	12,950
Expenses			
Employee benefits expenses		(4,077,651)	(3,168,914)
Depreciation and amortisation expenses		(292,654)	(241,173)
Finance costs		(215,149)	(204,088)
Occupancy expenses		(5,555,351)	(5,294,632)
Administration expenses		(1,164,195)	(1,210,697)
(Deficit) before fair value adjustments and income tax		<u>(769,413)</u>	<u>(1,052,060)</u>
Revaluation of investment properties	9	<u>6,477,107</u>	<u>1,798,620</u>
Surplus before income tax		5,707,694	746,560
Income tax expense	20(b)	<u>-</u>	<u>-</u>
Surplus after income tax expense for the year		5,707,694	746,560
Other comprehensive income for the year, net of tax		<u>-</u>	<u>-</u>
Total comprehensive income for the year		<u><u>5,707,694</u></u>	<u><u>746,560</u></u>

The above Statement of Profit or Loss and Other Comprehensive Income should be read in conjunction with the notes available in the full transcript Annual Report available at ameliehousing.org.au

AMELIE HOUSING
ACN 103 181 700

STATEMENT OF FINANCIAL POSITION
FOR THE YEAR ENDED 30 JUNE 2021

	Note	2021 \$	2020 \$
CURRENT ASSETS			
Cash and cash equivalents	3	2,698,162	1,665,895
Trade and other receivables	4	664,160	690,508
Other current assets	7	499,794	586,043
Non-current asset held for sale	5	-	1,300,000
Financial assets - investments	6	1,745,804	1,548,397
TOTAL CURRENT ASSETS		5,607,920	5,790,843
NON-CURRENT ASSETS			
Property, plant & equipment	8	273,686	289,973
Intangibles		75,780	151,346
Investment properties	9	121,060,213	114,523,263
Right-of-use assets	10	466,008	623,213
TOTAL NON-CURRENT ASSETS		121,875,687	115,587,795
TOTAL ASSETS		127,483,607	121,378,638
CURRENT LIABILITIES			
Lease liabilities	11	164,547	153,413
Trade and other payables	12	2,868,672	2,527,097
Contract liability	13	55,285	-
Borrowings	14	-	4,838,000
Employee entitlements		706,504	557,713
TOTAL CURRENT LIABILITIES		3,795,008	8,076,223
NON-CURRENT LIABILITIES			
Lease liabilities	11	343,600	503,110
Borrowings	14	4,838,000	-
TOTAL NON-CURRENT LIABILITIES		5,181,600	503,110
TOTAL LIABILITIES		8,976,608	8,579,333
NET ASSETS		118,506,999	112,799,305
EQUITY			
Retained surpluses		29,316,044	23,608,350
Member contributions		89,190,955	89,190,955
TOTAL EQUITY		118,506,999	112,799,305

The above Statement of Financial Positive should be read in conjunction with the notes available in the full transcript Annual Report available at ameliehousing.org.au

AMELIE HOUSING
ACN 103 181 700

STATEMENT OF CHANGES IN EQUITY
FOR THE YEAR ENDED 30 JUNE 2021

	Member contributions	Retained surpluses \$	Total equity \$
Opening balance as at 1 July 2019	-	22,861,790	22,861,790
Surplus after income tax expense for the year	-	746,560	746,560
Total comprehensive income for the year	-	746,560	746,560
<i>Other transactions with owners in their capacity as owners</i>			
Member contribution on merger	89,190,955	-	89,190,955
Balance as at 30 June 2020	89,190,955	23,608,350	112,799,305
 Opening balance as at 1 July 2020	 89,190,955	 23,608,350	 112,799,305
Surplus after income tax expense for the year	-	5,707,694	5,707,694
Total comprehensive income for the year	-	5,707,694	5,707,694
<i>Other transactions with owners in their capacity as owners</i>			
Member contribution on merger	-	-	-
Balance as at 30 June 2021	89,190,955	29,316,044	118,506,999

The above Statement Change in Equity should be read in conjunction with the notes available in the full transcript Annual Report available at ameliehousing.org.au

AMELIE HOUSING
ACN 103 181 700

STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 30 JUNE 2021

	2021 \$	2020 \$
CASH FLOWS FROM OPERATING ACTIVITIES		
Receipts from customers (inclusive of GST)	11,723,320	9,836,968
Payments to suppliers and employees (inclusive of GST)	(11,608,102)	(9,948,091)
Interest received	24,171	12,950
Finance costs paid	(193,045)	(184,095)
Net cash used in operating activities	(53,656)	(182,313)
CASH FLOWS FROM INVESTING ACTIVITIES		
Payment for intangible assets	-	(84,136)
Proceeds from sale of property, plant and equipment	8,863	47,630
Payments for property, plant and equipment	(52,460)	(154,769)
Proceeds from sale of non-current assets held for sale	1,300,000	-
Payment for investments	-	(76,616)
Net cash from/(used in) investing activities	1,256,403	(267,891)
CASH FLOWS FROM FINANCING ACTIVITIES		
Payment for lease liability	(170,480)	(99,299)
Repayment of borrowings	(4,838,000)	-
Proceeds from borrowings with parties	4,838,000	-
Net cash used in financing activities	(170,480)	(99,299)
Net increase/(decrease) in cash and cash equivalents	1,032,267	(549,503)
Cash transferred on merger of Amelie Housing SA	-	1,719,769
Cash and cash equivalents at beginning of the financial period	1,665,895	495,629
Cash and cash equivalents at the end of the financial period	2,698,162	1,665,895

The above Statement of Cash Flows should be read in conjunction with the notes available in the full transcript Annual Report available at ameliehousing.org.au



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Level 11, 1 Margaret St
Sydney NSW 2000
Australia

DECLARATION OF INDEPENDENCE BY CLAYTON EVELEIGH TO THE DIRECTORS OF AMELIE HOUSING

As lead auditor of Amelie Housing for the year ended 30 June 2021, I declare that, to the best of my knowledge and belief, there have been:

1. No contraventions of the auditor independence requirements of section 60-40 of the *Australian Charities and Not-for-profit Commission Act 2012* in relation to the audit; and
2. No contraventions of any applicable code of professional conduct in relation to the audit.

Clayton Eveleigh
Director

BDO Audit Pty Ltd

Sydney, 26 October 2021

BDO Audit Pty Ltd ABN 33 134 022 870 is a member of a national association of independent entities which are all members of BDO Australia Ltd ABN 77 050 110 275, an Australian company limited by guarantee. BDO Audit Pty Ltd and BDO Australia Ltd are members of BDO International Ltd, a UK company limited by guarantee, and form part of the International BDO network of independent member firms. Liability limited by a scheme approved under Professional Standards Legislation.

This is an accurate copy of information published in the Amélie Housing Annual Financial Report, 30 June, 2021



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Level 11, 1 Margaret St
Sydney NSW 2000
Australia

INDEPENDENT AUDITOR'S REPORT

To the members of Amelie Housing

Report on the Audit of the Financial Report

Opinion

We have audited the financial report of Amelie Housing (the registered entity), which comprises the statement of financial position as at 30 June 2021, the statement of profit or loss and other comprehensive income, the statement of changes in equity and the statement of cash flows for the year then ended, and notes to the financial report, including a summary of significant accounting policies, and the responsible entities' declaration.

In our opinion the accompanying financial report of Amelie Housing, is in accordance with Division 60 of the *Australian Charities and Not-for-profits Commission Act 2012*, including:

- (i) Giving a true and fair view of the registered entity's financial position as at 30 June 2021 and of its financial performance for the year then ended; and
- (ii) Complying with Australian Accounting Standards - Reduced Disclosure Requirements and Division 60 of the *Australian Charities and Not-for-profits Commission Regulation 2013*.

Basis for opinion

We conducted our audit in accordance with Australian Auditing Standards. Our responsibilities under those standards are further described in the *Auditor's responsibilities for the audit of the Financial Report* section of our report. We are independent of the registered entity in accordance with the auditor independence requirements of the *Australian Charities and Not-for-profits Commission Act 2012* (ACNC Act) and the ethical requirements of the Accounting Professional and Ethical Standards Board's APES 110 *Code of Ethics for Professional Accountants (including Independence Standards)* (the Code) that are relevant to our audit of the financial report in Australia. We have also fulfilled our other ethical responsibilities in accordance with the Code.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Other information

Those charged with governance are responsible for the other information. The other information obtained at the date of this auditor's report is information included in the Director's Report, but does not include the financial report and our auditor's report thereon.

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

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

This is an accurate copy of information published in the Amelie Housing Annual Financial Report, 30 June, 2021



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

Responsibilities of responsible entities for the Financial Report

The responsible entities of the registered entity are responsible for the preparation and fair presentation of the financial report in accordance with Australian Accounting Standards - Reduced Disclosure Requirements and the ACNC Act, and for such internal control as the responsible entities determine is necessary to enable the preparation of the financial report that is free from material misstatement, whether due to fraud or error.

In preparing the financial report, responsible entities are responsible for assessing the registered entity's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the responsible entities either intends to liquidate the registered entity or to cease operations, or has no realistic alternative but to do so.

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

Auditor's responsibilities for the audit of the Financial Report

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

A further description of our responsibilities for the audit of the financial report is located at the Auditing and Assurance Standards Board website (<http://www.auasb.gov.au/Home.aspx>) at: http://www.auasb.gov.au/auditors_responsibilities/ar4.pdf

This description forms part of our auditor's report.

BDO Audit Pty Ltd

BDO

Clayton Eveleigh
Director

Sydney, 26 October 2021

This is an accurate copy of information published in the Amélie Housing Annual Financial Report, 30 June, 2021



OUR PARTNERS

Amélie Housing acknowledges the contribution of our Conference Volunteers whose tireless work in Amélie Housing communities brings hope through housing.

Amélie Housing acknowledges the NSW, ACT and SA Governments and departments including NSW Department of Communities and Justice; NSW Land and Housing Corporation; South Australia Housing Authority (SAHA) and Housing ACT.

Amélie Housing recognise our work would not be possible without the vast array of partner organisations working alongside us everyday.

Thank you to the organisations represented here and the many others who are not. Our shared aims improve outcomes for those most in need.



St Vincent de Paul Society
good works



Acknowledgement of Country

Amélie Housing acknowledges Aboriginal and Torres Strait Islander peoples, as the Traditional Custodians of this land, with deep respect. May Elders, past and present, be blessed and honoured. May we join together and build a future based on compassion, justice, hope, faith, and reconciliation.



Commitment to Diversity

Amélie Housing supports equality, embraces diversity and condemns any kind of discrimination.

Amélie Housing supports all people regardless of race, religion, ethnicity, sexual orientation, gender identity or disability.





A 22 year old young parent with a 2 year old son was referred to us by a Community Housing Provider who was concerned about her living arrangements due to overcrowding and family alcohol misuse. From a young age she had lived transiently between her parents separate homes and she rarely attended school, taking a year off school when she was just 14 years old to become the carer of her nephew. She gave birth to her son when she was 20 years old and lived in overcrowded accommodation before being housed in supported accommodation. Having this accommodation has allowed her to establish and maintain a successful tenancy, be linked in with and engaged with other support services including mental health supports, parenting supports, debt reduction through a work development order and improved living skills (including financial management)

New South Wales
Housing Officer Team





Amélie Housing

Building hope through housing



NATIONAL OFFICE

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ACT

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JOIN THE NATIONAL RESPONSE TO HOUSING POVERTY

Amélie Housing invites enquiry from providers interested in finding out more about the provision of national community housing