

# Annual Report 2017







# BEYOND HOUSING

## Annual Report 2017

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# Strategic Direction 2015-2018



## Vision

All people to have safe, secure, affordable and appropriate housing

### Our Services

We will deliver services in ways that personify our values, promote the rights of people and ensure the best possible housing outcome for the most vulnerable in our communities.

### Our Leadership

We will be recognised as the leading advocate and provider of housing and homelessness solutions in our catchment and beyond.

### Our Team

We will be one team which values and supports each other to achieve the common goals of the organisation.

### Our Partners

We will work with Government agencies, Not for Profits and the private sector in relationships that benefit the people of our communities and/or our organisation.

### Our Growth

We seek growth recognising that it requires resources over time and will include concepts that, when tested, may not proceed.

### Our Systems

We will implement systems to increase productivity and measure what we do.

## Our Values:

### Rights -

*Housing is a Human Right*

### Fairness -

*Housing Justice for all people*

### Creativity -

*Seeking solutions*

### Quality -

*Striving to be the best*

### Collaboration -

*We cannot solve homelessness alone*



# From the Chair

## Welcome to the Rural Housing Network Limited – BeyondHousing’s - Annual Report for 2016-17.

The past year has seen a continuation of growth in demand for the affordable housing and support services provided by BeyondHousing across the Goulburn, Ovens and Murray regions.

The Board has invested significant time and resources this year to identify how we might increase the number of properties and the required support services within the current environment. To this end, the Board has conducted a number of reviews that have helped us to challenge the status quo, with a view to achieving more with the assets, resources and strengths that the organisation has available.

The Board undertook a Review in July 2016, from which it developed a Governance Improvement Plan. One of its key objectives was to gain a greater understanding of the organisation’s capacity for growth. From there a combined Board and Management Retreat in March 2017 commenced work on a significant review of our Risk Management Framework. The Risk Management and Policy Committee has continued this work, providing a solid framework to guide our current and future decision making.

The Leadership Retreat also confirmed the strong commitment of individual Directors and Managers to the organisation’s Vision and Values and we explored how they are used to assist our decision- making at both the strategic and operational levels. This resulted in a change to the structure of our meeting agendas and reporting mechanisms to provide a better balance of strategic

discussion and decision making, in addition to the important work of delivering sound financial and legislative governance.

During the year, the Board and Management Team continued to drive work on shovel ready projects, preparing us to deliver additional properties as funding became available, such as the singles units currently under development in Shepparton and Wodonga. We also continue to explore partnerships with other agencies to meet some of the demand for specialist properties within our regional footprint. We continue to enjoy a strong relationship with the Victorian Government and acknowledge its contribution to the growth of both our housing portfolio and support services; both of which are critical to achieving our Vision of ending homelessness.

We welcomed Neil Funston who joined the Board during the year, bringing engineering skills and a background in research and innovation. I would like to thank the Directors for their significant contributions to our work. They have displayed a willingness to participate fully in the sometimes robust debates and to embrace the resulting changes, helping to ensure the ongoing strength of the Board and BeyondHousing. In particular I thank them for their support over my first twelve months as Chair.

Finally, I would like to also acknowledge the commitment and dedication of the management and staff at BeyondHousing, and in particular, to thank our CEO Celia Adams for her support of the Board and myself during what has been another busy year.

Sue Paine  
Chair





# From the CEO

It is with great pleasure I present our first Annual Report as BeyondHousing. We have achieved a considerable amount this year and I am delighted to celebrate our successes with you.

The successful completion of our rebrand to BeyondHousing was our most exciting achievement. Importantly, our new name represents not only a fresh approach but spoke to our Vision and Purpose. I am delighted with our new BeyondHousing brand and am confident that it will serve us well into the future.

Our rebrand capped off our organisational 'reinvention' that has taken place over the past couple of years. This included updating our Values and embedding them into our daily operations; whilst also looking at how our Strategic Goals are reflected in our new brand.

When we developed our current Strategic Plan 2015-2018, we set six key goal areas: Services, Leadership, Team, Partners, Growth and Systems. As we move into the final year of the Strategic Plan, I believe that we have made excellent progress in all of these key areas.

We have extended the services we provide to people across our region, with several new programs being added during the year.

We have worked hard to be recognised as the leading advocate and provider of housing and homelessness solutions in our catchment and beyond. As a result of our media presence, we have been approached by Local Governments, service clubs and State and Federal politicians to provide feedback on homelessness and housing affordability, demonstrating that our understanding of housing issues within a regional context is well respected.

The HR Report will outline the steps that we have taken to strengthen our Team and ensure that we have the best people possible working for the organisation.

We continue to investigate, maintain and develop partnerships across the region. We have worked with Yooralla to investigate opportunities for housing for people with disabilities under the NDIS. We have worked closely with Local Government, in particular Wodonga, on their local responses to affordable housing issues. We maintain committed to reducing the impact of family violence on people's experience of homelessness by being part of the Family Violence and Housing Taskforce at a State level as well as local Family Violence networks. We have maintained our membership with a range of peak bodies including CHIA, CHIAVic, Powerhousing Australia and VCOSS. Our well established partnerships ensure we provide the best possible service to our clients and remain up to date with sector information.

We have capitalised on opportunities to increase our housing stock, adding properties under the Rapid Housing Assistance Fund and successfully applying for funding from the Victorian Property Fund.

To improve our systems, we completed an internal Productivity Review which benchmarked our workloads against like services and demonstrated little or no capacity for growth within existing resources. The Productivity Review will inform an Organisational Review to be undertaken in the coming year to identify the resources we need to grow.

The environment in which we operate is both dynamic and challenging. We have once again seen an increase in the number of people who are homeless or at risk. This presents a challenge

as we have managed this increase with limited resourcing, but it is testament to our staff team that we achieved excellent client feedback. I thank our team for their dedication and professionalism in working with vulnerable people, and their focus on our Values, particularly Creativity, Fairness and Quality to achieve good outcomes for people.

We face increased competition from larger service providers taking steps to cement themselves within this region. The National Regulation of Housing Providers will lead to providers from other states looking to move into Victoria. We're up for the challenge and will maintain our position through preserving our reputation and the trust we have developed with our communities, stakeholders and funding bodies.

We have maintained our registration as a Housing Association, with positive feedback from the Housing Registrar. We have also maintained accreditation under the Department of Health and Human Services Standards, receiving exceptional feedback about the quality of our systems, staff and the services we provide.

The introduction of the Victorian Housing Register presents a number of challenges for housing agencies, in terms of financial implications, stock allocation and ensuring appropriate supports are in place for people housed under the Priority Allocations Framework. This will be a subject of some discussion in the coming year.

As we look to the future, the Board has set a fairly ambitious target of increasing our housing stock to achieve our Vision and Purpose. Operationally, the development of our Growth Strategy that focuses on people, place and presence articulates how we will grow. The Organisational Review will provide for evidence-based resourcing decisions into the future.

I would like to thank our Directors for their work this year, including the Leadership Retreat which brought together the Board and Management Team to discuss a range of issues and develop strategies that will place the organisation in good stead in coming years. The role of a not-for-profit Director can be time consuming and requires a great deal of enthusiasm and commitment to the organisation and I thank our Directors for demonstrating these values.

**Celia Adams**  
Chief Executive Officer

# Homelessness

Homelessness can be triggered by a myriad of factors; relationship breakdowns, loss of employment, family violence, chronic health conditions or financial hardship. Often, it is a combination.

One of the most obvious trends over the past few years is the growing number of single people on low incomes who need assistance. A single person on a Centrelink income finds it increasingly difficult to access affordable rental housing in any of our regional centres; there is little or no suitable housing stock and rental costs are simply too high. There is no sign that this situation will change in the near future.

Our Homelessness Teams work diligently; sourcing crisis accommodation where they can, linking people to other agencies for material aid, making referrals to specialist services, and providing some level of support to people who are worried by their situation. Our workers do a fantastic job and are to be congratulated for their creativity in finding solutions.

We are committed to providing the best quality service we can and to that end provide ongoing specialist training to our staff members. Internal supervision and team meetings also assist us to share our knowledge and insights to support our clients and each other.

We have still found time to actively promote the issues of homelessness and housing justice to our broader community as we participated in events to acknowledge Anti Poverty Week and Homelessness Week and to fund raise to provide additional services to our clients. Thank you to the members of the Homelessness Team for your compassion and commitment to the people you work with.

**“I was at risk of becoming homeless. Visiting you was the first practical thing I did. I left feeling much better about my situation.”**





“Very compassionate and professional staff.  
Very thorough and quick with assistance.”



## James and Mary

James and Mary are partners and have been through some ups and downs together over the years. By his own admission, James has made some poor choices and one of them landed him in prison. Without James’ income, Mary struggled to pay the rent and eventually she relinquished the tenancy as a friend offered her some temporary accommodation.

A few weeks before James was to be released, their lives changed when Mary was diagnosed with cancer. She wasn’t prepared to commence treatment until James was released and he knew that his priority was to care for her.

With James out of prison, Mary’s friend said they could only stay with her for another two weeks, so it was with some desperation that they tried to find a new property. All of this was taking its toll on Mary’s health so eventually they approached BeyondHousing for support to move into a caravan park so that Mary could commence treatment.

Recognising that a caravan park was not a suitable long term option for James and Mary, BeyondHousing staff worked with them to pursue all options. They continued to search for a private rental property, but our Homelessness staff also collaborated with our Housing Services team to try to find a solution.

A suitable vacancy was identified and the BeyondHousing property was offered to James and Mary. Within the week they had signed the lease and were preparing to move in. More importantly, Mary had been to the doctor and organised for her treatment to begin. When James came into the BeyondHousing office to collect the keys to their new home, he said that he knew that this was his chance to prove to Mary that he could take care of her.

Of the people who sought our assistance:

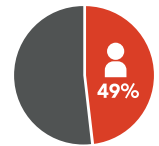


**29.2%**  
were in housing crisis



Almost a third of all people we saw were families with children

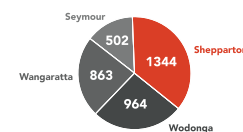
**20%**  
were living in inappropriate dwellings



Almost half of all people we saw were single people



**17.6%**  
faced housing affordability stress or financial difficulties



We saw more than **3600** people who were homeless or at risk of homelessness

We spent close to **\$300,000** on crisis accommodation

# Housing Support

The Housing Support team provides advocacy, support and case management services to social housing tenants through three program areas:

**Social Housing Advocacy & Support Program (SHASP)** - assists public housing tenants whose tenancy is at risk

**Indigenous Tenants at Risk (ITAR)** - supports Aboriginal and Torres Strait Islander people whose tenancy in either public or community housing is at risk

**A Place to Call Home (APTCH)** - supports vulnerable households to move seamlessly from Transitional to public housing.

Preventing eviction from secure and affordable housing is a critical component of preventing homelessness. For some people, issues with hoarding, a neighbourhood dispute, rent arrears or significant health problems can put their home at risk.

Using the Outcome Star<sup>®</sup> Tool, our workers support tenants to identify core life issues which impact on their housing. This forms the basis for client-centred case management, with workers providing onsite support to assist people to find solutions and measure the changes in their lives.

Our staff recognise that collaboration is key to achieving successful outcomes for people. We have strong partnerships with a range of services for specialized support, and with both DHHS and Aboriginal Housing Victoria as social housing landlords.

Both SHASP and ITAR exceeded their targets for the year which demonstrates the need for the services and the dedication of our workers who assist as many people as possible. They are to be congratulated for the excellent outcomes that their clients achieve.

The new financial year will see SHASP replaced by Tenancy Plus. The new program will be similar to its predecessor, but enable us to work with more community housing tenants, and provide more advocacy and support to people with complex needs.

## Maree

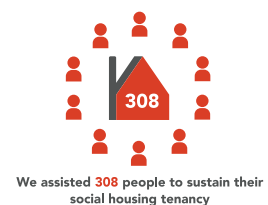
Maree was a nurse until a stroke left her with a brain injury and poor mental health. She lives in social housing and was offered the opportunity to move from a 3 bedroom to a brand new 2 bedroom unit. Although pleased to have a more modern home, Maree became increasingly anxious about moving.

Without assistance, Maree found it difficult to manage the move and so packed without sorting her belongings. The things that wouldn't fit into her new unit were stacked in her carport, which was soon full of boxes, bags and baskets, posing a risk of falling and causing an injury. Added to that, Maree had to park her car in the visitor's parking bays which caused complaints from other residents. Maree's tenancy was increasingly at risk and she became more anxious and unable to deal with the situation.

Maree was referred to SHASP for assistance. Although she welcomed the support, Maree found the magnitude of the problem overwhelming. Initially, appointments with her worker were limited in both frequency and duration. Maree was encouraged to think in terms of small steps, selecting just one or two boxes at a time.

Over the next ten months, Maree slowly worked through the clutter in the carport; sorting things into three categories – 'rubbish, recycling, retaining'. She talked about the reasons for keeping things and recalled memories when she found some of her personal treasures. Most importantly, Maree remained in control of what was kept and what was disposed of.

Today, Maree's belongings are sorted and all that remains in her carport are a few storage containers of important possessions. She can now park her car in the carport and her relationship with her neighbours has improved. Maree is understandably proud of herself and her achievements.



# Private Rental

Since the development of our current Strategic Plan in 2015, our work in the private rental market has grown significantly. Three programs provide services that contribute to our work in preventing homelessness.

**Sustaining Tenancies at Risk (STAR)** - assists people whose private rental tenancy is at risk, often due to rental arrears but can also be poor property maintenance, hoarding or neighbourhood issues.

**Private Rental Assistance Brokerage (PRAB)** - assists people with barriers to private rental; such as a poor rental history or limited income; using advocacy and brokerage to help to establish a tenancy.

**Tenancy Advice & Advocacy Program (TAAP)** - provides legal information, advice and advocacy for private tenants; including representation at the Victorian Civil & Administrative Tribunal (VCAT)

Collaboration and creativity are the hallmarks of STAR, now in its sixth year of operation. Working in a program that focuses on prevention and early intervention, our staff have built strong relationships with Real Estate Agents who now refer tenants requiring assistance to sustain their tenancies.

This placed us in good stead when we rolled out a new private rental program this year. PRAB is a new initiative of the Victorian Government and the quality of the work we do in the private rental market was acknowledged when we were invited to deliver it in this region. The staff advocate on behalf of homeless people; many with little or no rental history, and assist them to establish a new tenancy and a new beginning.

Although we have provided TAAP services since 2011, our successful tender in early 2017 ensures that we will continue to provide services for the next four years; with additional resources allocated to the Ovens and Murray area. TAAP is important in preventing homelessness; approximately 35% of people who sought our assistance in the past year faced possible eviction. It is testament to the skill of our TAAP workers that more than 30% of the matters were resolved using negotiation and advocacy, avoiding the need to attend VCAT.



## Peter and Jean

Peter and Jean were just an average couple, purchasing their own home, when Peter was injured in a workplace accident in 2013. They fell behind in their mortgage payments so sold the property in 2016 and moved into a rental property that they secured through a private landlord. By this time, Peter had retired and so their income was further reduced. They were struggling financially, but didn't want any-one, particularly their adult children to know about their situation.

They were missing rental payments but the landlord did not take legal action until the arrears stood at over \$6,000. In desperation, the landlord handed the property to a Real Estate Agent (REA) and a Notice to Vacate was issued. Peter and Jean were forced to seek assistance.

Together with BeyondHousing's STAR worker, Peter and Jean developed a repayment plan which the REA rejected as the debt was too large. The REA applied to VCAT to commence eviction proceedings.

With ongoing support from STAR, Peter and Jean finally talked to their adult children about their problem. Their son offered to pay almost half of the arrears and STAR also made a contribution.

From there, BeyondHousing staff worked collaboratively to find a long-term solution. The Private Rental Advocate negotiated for the Notice to Vacate to be withdrawn thereby preventing the hearing at VCAT, and reducing stress for the couple.

Peter and Jean agreed to attend Money Minded training that was being conducted by BeyondHousing. This gave both of them an insight into their spending patterns and helped them to develop a budget together. They have not missed a payment since.

Peter and Jean now understand the importance of paying both the rent and the outstanding debt, but more importantly, of facing up to difficult situations and being honest with themselves and each other. Jean is feeling much less stress now that they are in control of their finances. Peter has secured some part-time work and says that their rent is now their priority.



# Housing Services

Housing Services is an integral part of our response to homelessness and housing affordability; increasing the supply is a priority under our strategic objective for Growth. We currently manage over 700 tenancies in Transitional and long term housing and work closely with a range of partners to ensure that the housing is appropriate and that tenants are supported to maintain their tenancies. Our Tenancy Managers are to be congratulated for their commitment to providing safe, secure, affordable and appropriate housing for some of the most marginalised people in our communities. The achievement of many of the Key Performance Measures below would not be possible without their negotiation and advocacy skills.

“The security of a long term tenancy is a godsend. The rent is affordable on an aged pension and repairs are always performed efficiently.”

## Key Performance Measures

Each year Victorian Housing Associations and Providers report to the Housing Registrar on a range of Key Performance Measures, which are then benchmarked against similar agencies. Our data for 2015-2016 demonstrates that we continue to perform well.

Key Performance Measures	BeyondHousing 2015-2016	Similar Agencies 2015-2016
Turnaround times tenatable (days)	6.3	17.4
Turnaround times untenatable (days)	27.4	28.1
Rent outstanding from current tenants (%)	1.2	1.4
Tenancies maintained (%)	86.1	89
Tenant complaints resolved (%)	96.4	88.8
Occupancy Rate (%)	97.1	97.65
Evictions	0.4	8.9



“Knowing we are living in a stable situation while dealing with my husband’s illness has relieved me of much stress.”

## Housing Development

In 2016-2017 we participated in the Victorian Government’s Rapid Housing Assistance Fund by purchasing properties in Round 1 (for women and children escaping family violence) and Round 2 (for people experiencing recurring homelessness). Whilst funded to purchase sixteen properties, BeyondHousing was able to use cost efficiencies and its own reserves to purchase an additional 3 bedroom property that provides a home for a woman and her children who have fled violence.

Rapid Housing Assistance Fund	Government Funding	Our Contribution
12 x 2 bedroom		
4 x 3 bedroom	\$3,490,000	\$1,176,132
1 x 4 bedroom		

To ensure that these properties were allocated to those in greatest need, referrals were obtained from three sources:

- Victorian Housing Register (Priority Access)
- BeyondHousing’s Transitional Housing Program
- Local Family Violence and/or Homelessness Support Services

Our commitment to increasing accommodation for single people will continue this year. Combining funds from the Victorian Property Fund and our own reserves, we have purchased two large blocks of land centrally located in Shepparton and Wodonga. Three one bedroom units will be built on each site, offering some relief for single people on low incomes seeking affordable housing. The units are currently being designed by local builders and will be constructed using BeyondHousing’s specifications.

## Maintenance and Asset Management

Gathering data to assist us in managing our housing stock has been a focus for the Asset and Maintenance Team this year. Accurate data ensures that we develop and maintain a targeted annual action plan for maintenance management, which in turn minimises property lifecycle costs.

Thanks to the Asset and Management Team and to all of our Tenancy Administrators for their work in responding to requests for maintenance and liaison with our tenants and contractors.

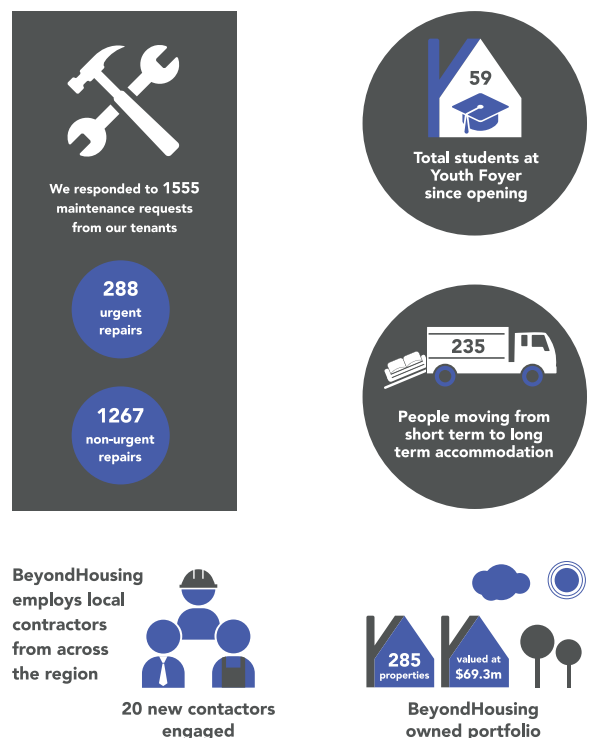
## Education First Youth Foyer

Shepparton’s Youth Foyer goes from strength to strength. Since being officially opened in September 2016, it has accommodated 59 young people. The Youth Foyer is a joint project between BeyondHousing, Berry Street and GO TAFE, providing affordable housing, with support services on site and strong links to education and employment opportunities. Community support has been strong, with local businesses and services providing industry information sessions to residents. Residents have also actively promoted the Youth Foyer to the broader community; hosting Open Days at the Foyer and a first birthday celebration.



## Looking ahead to the coming year...

We expect to see the Victorian Housing Register (VHR) implemented during the next 12 months. This will fundamentally change the way the community housing sector manages its housing allocations. Those agencies that opt in to the VHR will be required to allocate at least 75% of their social housing vacancies to households on the VHR’s Priority Access Group. In return, those agencies will be eligible for funding which forms part of the Homes for Victorians initiative, including funding for construction and homelessness and housing support programs. We are currently assessing the implications of participating in the VHR, in preparation for determining whether to sign a Participation Agreement with DHHS.



# Rebranding



The decision to rebrand the organisation was made in 2015 as part of our new strategic plan. The rationale for the change was to create a brand that represented the breadth of services we provide; that was also fresh and modern, as well as being aspirational; and that removed the location based name.

To commence the process, we surveyed the Board, Management and staff on what a new brand should say about us then prepared a brief that outlined what we felt was important:

- A name that would look to the future, for both the organisation and our clients
- A name and tagline that are synonymous with all aspects of what we do.
- 'Rural' did not typify our catchment as we largely operate in regional centres
- A logo that was warm, inviting and modern
- A colour suite that was more vibrant and differentiated us from Government.

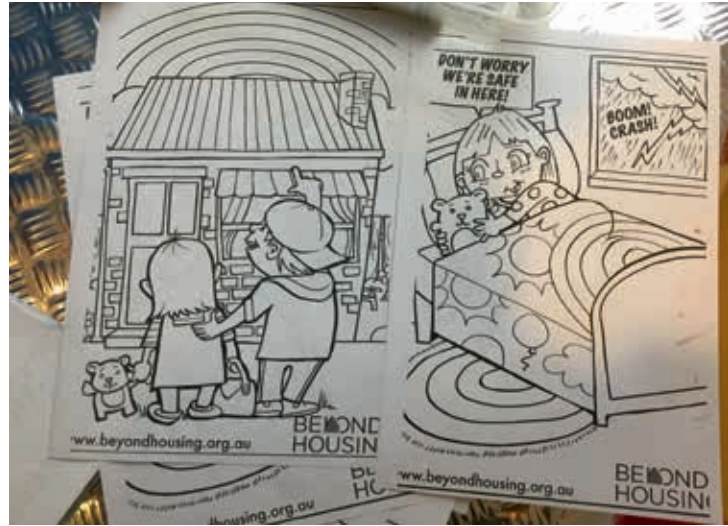
Following interviews with a number of rebranding consultants, we selected HM Group who demonstrated an understanding of the brief and a genuine commitment to working with us to achieve our rebranding goal. We brainstormed and reviewed more than fifty names, finally narrowing it down to three. We surveyed a range of stakeholders on the options and finally decided on one: BeyondHousing.

We believe that BeyondHousing represents that we do more than just housing; that we go 'beyond'. We also believe that when people have safe, secure, affordable and appropriate housing they can go 'beyond' – to better health, education, employment and social outcomes.

HM Group worked with us to create a logo suite, colour palette, font, brochures and posters that would represent our new brand and what we do. Our Media and Communications consultant, Birgit Schonafinger developed a communication plan to assist us to implement our key messages. Epiphany Law guided us in trademarking, registering the business name and other legal matters.

We launched BeyondHousing in June 2017, with an official function in Wangaratta and smaller launches at each of our sites. Feedback from staff, clients and partner agencies has been very positive and we have settled into our new look.





# Our People

## Executive:

Chief Executive Officer: Celia Adams  
Executive Assistant: Julie Quin

## Growth & Development:

Business Development Manager: Laura Harris  
Service Development: Lysa Johnstone

## Finance & Accounting:

Chief Financial Officer: Brian Hargreaves  
Manager Finance & Accounting: Nolene Adams  
Finance & Accounting Team: Pam Drage  
Yvette Laing  
Vicki Potts

## Human Resources:

Human Resources Manager: Louise Frichot  
Human Resources Administrator: Olivia Beaumont

Our CEO, Celia Adams received the 2017 Beth Thomson Lifetime Achievement Award at the Victorian Homelessness Achievement Awards, held in September. Pictured is Jenny Smith, CEO of the Council to Homeless Persons, Celia, and Sami Shah, MC for the event. The painting, by Charmaine Tracey is entitled Urbania, from her Swanston Street series.



## Team Leaders:

Rachel Houlihan (Wangaratta)  
Robyn Parker (Shepparton)  
Colette Ritchie (Wodonga)  
Kim Wheatley (Seymour)

## Housing Services:

Housing Services Manager: Leisa Makszin  
Housing Services Team: Cinnamon Brauman  
Vailia Brushe  
Kylie Doig  
Joanne Garner  
Terry Hallinan  
Christeen Hartley  
Annette Johnstone  
Colleen Miners  
Joanne Robinson  
Nicole Sargeant  
Kylie Sullivan

## Client Services:

Client Services Manager: Catherine Jefferies  
Client Services Team: Christine Adam  
Belinda Aloï  
Jade Blair  
Janette Bussell  
Gayle Casey  
Shannon Carroll  
Richard Clancy  
Don Cook  
Madison Dickman  
Courtney Dupuy  
Pip Else  
Bruce Gray  
Jason Hutson  
Paul Irungu  
Cazz Kardol  
Lisa Ramsay  
Kirstie Reaper  
Lyndal Shilland  
Anne Threadgold  
Samantha Tiernan  
Jessica Toohey  
Sandy Wingate  
Paige Zamperoni

## Reception:

Lena Al Helwani  
Kathleen Cruickshanks  
Ashley Polachek  
Cherie Smallwood

## Hume Regional Homelessness Network:

Jan Armstrong



# Human Resources

When we reviewed our organisational values in 2016, we saw it as an opportunity to embed those values into our everyday operations. Values not only improve outcomes for our clients, but just as importantly, they should provide common goals for every-one involved with the organisation. By clearly stating our expectations, staff have a better understanding of what we, as an organisation believe. After consultation across the staff team, supervision and performance evaluation was aligned more closely with our Values. Feedback from staff was recorded more formally and used to improve our employment practices and we also reviewed our exit surveys to capture better information from exiting employees. We believe that these changes are all part of using our Values to guide our work and improve job satisfaction for our staff.

To this end, we have also focused on using our Values more actively in our recruitment and induction processes, to get a better "organisational fit". We strive to have the best pool of applicants from which to choose by carefully selecting where and how we advertise. We have put our Mission Statement and Values at the fore-front of screening, interview and induction processes. We have been rewarded with successful recruitment campaigns that have attracted educated and committed people to our organisation.

We recognise that we work in a challenging environment. Reliance on government funding can create uncertainty for some people and our clients often have complex issues and display challenging behaviours. We have tried to meet these challenges with a number of strategies, including:

- Additional accredited education and professional development opportunities
- Employee health and well being initiatives eg. Walk at Work
- Team building exercises and workplace challenges eg. Stand Up Desk Challenge

With four offices spread across the region, our All of Staff Days are central to training and collaborating with our staff. Whilst they are important for sharing organisational information, they are also an opportunity for people to have some fun and create a team culture. During this year we have played cricket and T-ball, had dancing lessons and participated in a range of art and craft activities. Feedback from staff indicates that they value this balance of work and fun.

## HR Top Ten Achievements

- 1 Increased staffing from 49 to 52 people (43.8 to 46.4FTE)
- 2 Reduced staff turnover by 4%
- 3 No Lost Time injuries
- 4 No Work Cover claims
- 5 No Fair Work claims or investigations
- 6 100% of staff returned to work after taking parental leave
- 7 85% staff participation in health & wellbeing activities
- 8 Family Violence Leave Policy implemented
- 9 Relocated Seymour office to improve client access and staff safety
- 10 Three student placements completed

We are proud of our achievements. Staff turnover has reduced and almost 45% of our staff team have been with us for more than 5 years. Our longest serving employee, Kylie Sullivan celebrated her 20 year milestone during the year. We look forward to the coming year as we will survey our staff to measure staff engagement and satisfaction. This will give us more data on what initiatives are working well and help us to identify further areas for improvement.

## Paul Irungu

Paul commenced work with us in April 2017. He immigrated with his family from Kenya in 2012 and settled in South Australia, where he completed a Masters in Social Work. After being appointed as a Homelessness Support Worker with BeyondHousing, Paul and his family settled in Shepparton. This is what Paul said about his experience of working with BeyondHousing.

### What attracted you to the role of Homelessness Support Worker with BeyondHousing?

I have a strong desire to make a difference in people's lives and I felt that this role would give me an opportunity to make a contribution to homeless people. Shelter is a basic human need but not everyone has a place to call home. I want to see every person have a roof over their head.

### What have you enjoyed most about working for BeyondHousing?

I enjoy the teamwork among my colleagues and their commitment to support people who are doing it tough. I value knowing that I am not alone but rather, this is a collective responsibility.

### Has our organisation met your expectations?

BeyondHousing has exceeded my expectations by giving me an opportunity to apply my knowledge. Working on the frontline with clients experiencing a crisis is sometimes challenging but very rewarding when you can see that you have assisted them.

### What is the organisational value that most resonates with you, and why?

There are two key organisational values that clearly underpin my role as Homelessness Support Worker; Rights and Collaboration. Housing is a basic human right and no-one should be without it. Secondly, we cannot solve homelessness alone so BeyondHousing works with other organisations to resolve the issues our clients face.



# Communication

“Your staff member went beyond my expectations. She was very understanding and extremely helpful.”

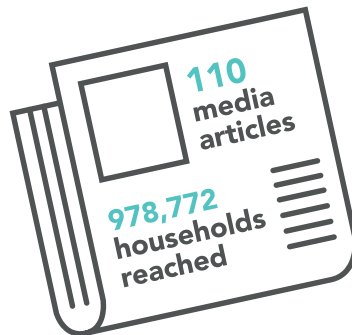
We see communication as critical to achieving our Strategic Goal of Leadership. We have actively engaged with the media across the region, promoting the issues of homelessness and affordable housing, usually with a 'local flavour'. As a result, media outlets have taken up issues and raised awareness of how homelessness is manifested in their communities. This in turn has led to increased numbers of people and organisations contacting BeyondHousing, seeking more information on homelessness and housing affordability. From our media presence, individuals and groups have also approached us with offers of support and assistance for our clients.

Social media has also been at the forefront of our communication. We have promoted our staff and their achievements on Face Book and participated in national campaigns on Twitter. Rebranding the organisation provided us with an opportunity to revamp our website - making it easier to navigate and updating links to other organisations.

“It was good that I could do this in Benalla, because of transport.”

We encourage our clients to communicate with us about the services we provide and what improvements they would like to see. People are encouraged to provide feedback, either by completing a feedback form or by talking with our staff about their experience at BeyondHousing.

“Every-one was very friendly and helpful. I was not kept waiting and did not feel rushed.”



“The service, help and understanding is above and beyond. You are a great service to the community.”

“I feel a burden has been lifted. I am impressed and relieved.”

We received feedback from more than **250 clients**



Overall satisfaction



Rating of staff member



Website

**22,350** visitors  
**77.5%** new visitors



Facebook

Reach: **63,362** people  
**147** posts



Twitter

**110** tweets

# Business Development

A key focus of Business Development in the past year has been the development of a Growth Strategy that provides direction and detail on how we can expand the services we offer and increase our housing options to achieve our mission; to end homelessness. At the same time, we have also developed a Fundraising Strategy that supports our growth.

Our Growth Strategy is integral to our Strategic Plan, with three key objectives:

- Increase our **Property** portfolio, to have more homes for our communities
- Assist more **People** who are homeless or at risk though the services we offer
- Increase our **Presence** so people know what we do, and what we stand for.

We are using our data as an evidence base to determine our priority areas for growth. Data from both our Homelessness and Housing Services demonstrates that there are many single people struggling to enter the private rental market; due both to their low incomes and the chronic shortage of affordable properties across our region. In response, we successfully tendered for funding from the Victorian Property Fund, approved by the Minister for Consumer Affairs, Gaming & Liquor Regulation, to build one bedroom properties in Shepparton and Wodonga. To increase affordability we will use solar systems and energy efficient options to reduce living costs. Our aim is to build properties that are liveable, space efficient and a safe place to call home.

The Victorian Government's Strategy, Homes for Victorians, provides opportunities for us to increase housing options. In addition to our focus on housing for single people, we are also

developing shovel-ready proposals for short term and crisis options for families and young people and social curriculum to support people with living skills.

Our Fundraising Strategy has four strands:

- Regular giving opportunities from core supporters of the organisation
- Events that bring communities together, raise money and build awareness
- Localised campaign fundraising for building homes in our communities
- Exploring corporate sponsorship and building on existing relationships with philanthropic organisations.

We have implemented a Workplace Giving Program with North East Water, with employees making regular donations as part of the payroll process while the Mitchell Shire continues to support us with the Kilmore Colour Run.

Our staff do a fantastic job in promoting Homelessness Week and Anti Poverty Week with events in the regional centres to raise awareness of homelessness whilst also raising funds with BBQ's, raffles and Trivia Nights. Other fundraising initiatives such as sales of bulbs and chocolates and casual wear days help to provide additional funds that support people seeking our assistance.



# Our Supporters & Partners 2016-2017



We acknowledge the ongoing support of the Victorian Government to deliver the following programs:

- Opening Doors Framework
- Social Housing Advocacy & Support Program
- Indigenous Tenants at Risk
- Transitional Housing Program
- Sustaining Tenancies at Risk
- Private Rental Brokerage
- Tenancy Advice & Advocacy Program
- Education First Youth Foyer

We acknowledge the Victorian Government's capital investment in community housing through the:

- Rapid Housing Assistance Fund (Family Violence and Homelessness)
- Victorian Property Fund (approved by the Minister for Consumer Affairs, Gaming & Liquor Regulation)

We would like to thank people who have supported us during the year. This includes businesses which have donated prizes for raffles, food for community barbeques and spaces for exhibitions etc. Thank you for your generous support of BeyondHousing and the people we work for.

In particular, we would like to thank Anittel, which has generously donated prizes towards our fundraising efforts.

Thank you to people who have donated funds through our fundraising events or through GiveNow. Your generosity has enabled us to offer additional assistance to people who are homeless or at risk.

Thank you to Mitchell Shire's FREEZA Initiative for their support of homelessness through the Kilmore Colour Run.

We would particularly like to acknowledge Craig Heiner, Managing Director and the staff of North East Water who participate in our work-place giving campaign, making fortnightly contributions to our Wodonga Building Fund.





# Directors' Report For the year ended 30 June 2017

Your directors present the financial statements of the Rural Housing Network Limited ('the Company') for the year ended 30 June 2017.

## Directors

The following persons were directors of Rural Housing Network Limited during the whole of the financial year and up to the date of this report unless otherwise stated:

Peter Quigley (resigned 18/11/2016)

Charles Philip Oates

Owen Webb

Darran Stonehouse

Susanne Paini

Tony Byrt

Ann Telford

Cade Gow

## Company secretary

Owen Webb was appointed as Company Secretary on 28 November 2012.

## Principal activities

The principle activity of the entity during the financial year was:

To provide housing support services to disadvantaged households; broadly grouped into the following areas: Transitional Housing Services, Long Term Housing Services and Rental Housing Support Services.

No significant changes in the nature of the entity's activity occurred during the financial year.

## Objectives

Rural Housing Network Limited's objective is for all people to have safe, secure, affordable and appropriate housing. Rural Housing Network Limited is committed to ending homelessness. Our aim is to provide the full range of quality housing and homelessness services by working in partnership with Government, business, communities and individuals.

## Strategies

Rural Housing Network Limited's strategies to achieve these objectives are -

1. To expand and continuously refine our services to increase the efficiency, effectiveness and reach
2. To become widely recognised as the leading advocate and provider of housing and homelessness solutions
3. To support our people and structure our organisation as a single effective team
4. To work with Government, agencies, not for profit and private companies in a range of relationships that benefit our communities, and
5. To seek growth recognising that it requires resources and the testing of a variety of concepts over time

## KPI's

Rural Housing Network Limited monitors its financial performance by setting targets for some key financial benchmarks. Performance against these indicators for the financial year ending 30 June 2017 and prior year are set out in the Table below.

Performance Indicator	2017		2016	
	Actual	Benchmark	Actual	Benchmark
Earnings (excluding Capital Grants) before Interest Expense, Tax, Depreciation & Amortization (EBITDA) to Interest Expense, 'Interest Cover'	3.99 Times	1.35 Times	4.66 Times	1.35 Times
EBITDA as percentage of Operating Revenues	13.92%	> 15%	17.99%	> 15%
Net Assets as percentage of Total Assets	83.7%	> 75%	84.3%	> 75%
Current Assets to Current Liabilities	1.50 to 1.00	1.00 to 1.00	1.50 to 1.00	1.00 to 1.00
Total Borrowings to Total Equity	14.5%	<15%	14.7%	<15%

## Information on directors

### Peter Quigley

Director since 4/06/2008 (resigned 18/11/2016)

Responsibilities:

- Chairperson from 27/01/2011
- Risk Management & Policy Committee
- People & Culture Committee

Occupation - Architect

### Susanne Paini

Director since 5/11/2008

Responsibilities:

- Chairperson from 30/11/2016
- Finance & Audit Committee
- People & Culture Committee

Occupation – Chief Executive Officer

### Charles Philip Oates

Director since 22/06/2001

Responsibilities:

- Treasurer from 30/11/2016
- Finance & Audit Committee

Occupation – Retired

### Ann Telford

Director since 24/2/2016

Responsibilities:

- Risk Management & Policy Committee

Occupation – Executive Manager

### Tony Byrt

Director since 29/1/2014

Responsibilities:

- Risk Management & Policy Committee

Occupation – Project Manager

### Darran Stonehouse

Director since 31/10/2012

Responsibilities:

- Risk Management & Policy Committee

Occupation – Lecturer

### Owen Webb

Director since 30/11/2011

Responsibilities:

- Secretary from 28/11/2012
- Risk Management & Policy Committee
- People & Culture Committee

Occupation – Solicitor

### Cade Gow

Director since 28/11/2012

Responsibilities:

- Deputy Chair from 30/11/2016
- Finance & Audit Committee

Occupation - Accountant

## Meetings of directors

The number of meetings of the Company's directors held during the year ended 30 June 2017, and the number of meetings attended by each director were:

	No. of Meetings Attended	No. of Meetings Held*
Susanne Paini	11	11
Phil Oates	10	11
Owen Webb	6	9
Peter Quigley	3	4
Tony Byrt	10	11
Ann Telford	9	11
Darran Stonehouse	8	11
Cade Gow	7	11

\* reflects the number of meetings held during the time the director held office during the year.

The Company is incorporated under the Corporations Act 2001 and is a company limited by guarantee. If the Company is wound up, the constitution states that each member is required to contribute a maximum of \$10 each towards meeting any outstanding and obligations of the entity. At 30 June 2017, the total amount that members of the company are liable to contribute if the company is wound up is \$70 (2016: \$130).

## Auditor's independence

A copy of the auditors' independence declaration as required by the Australian Charities and Not-for-profits Commission Act 2012 has been received and can be found following this director's report.

This directors' report is signed in accordance with a resolution of the directors.



Director  
Susanne Paini



Director  
Charles Philip Oates

Wodonga  
25 October 2017

# Concise Financial Report

For the year ended 30 June 2017

## Statement of Profit and Loss and Other Comprehensive Income

	Note	2017 \$	2016 \$
<b>Revenue</b>	2	14,769,861	10,741,933
Employee benefits expense		(3,489,782)	(3,231,868)
Depreciation and amortisation expense	3	(799,313)	(765,951)
Finance costs	3	(383,134)	(395,833)
Property expenses		(1,248,166)	(1,076,357)
Client expenses		(871,263)	(652,397)
Maintenance and asset management expenses		(508,081)	(490,097)
Administrative and office expenses		(1,014,666)	(864,669)
Rents remitted expenses		(2,168,192)	(1,997,070)
Carrying value of assets disposed	3	(83,548)	(23,915)
<b>Surplus before income tax</b>		4,203,716	1,243,776
Income tax expense		-	-
<b>Net surplus for the year</b>		4,203,716	1,243,776
Other comprehensive income		-	-
<b>Total comprehensive income for the year</b>		4,203,716	1,243,776

## Statement of Financial Position

	2017 \$	2016 \$
<b>ASSETS</b>		
<b>Current Assets</b>		
Cash and cash equivalents	4,486,705	3,288,922
Trade and other receivables	171,615	172,491
Other assets	113,933	102,358
<b>Total Current Assets</b>	4,772,253	3,563,771
<b>Non-Current Assets</b>		
Property, plant and equipment	64,393,974	60,150,244
<b>Total Non-Current Assets</b>	64,393,974	60,150,244
<b>Total Assets</b>	69,166,227	63,714,015
<b>LIABILITIES</b>		
<b>Current Liabilities</b>		
Trade and other payables	2,301,652	1,613,377
Borrowings	328,734	320,981
Provisions	501,631	402,521
<b>Total Current Liabilities</b>	3,132,017	2,336,879
<b>Non-current liabilities</b>		
Borrowings	8,057,610	7,588,210
Provisions	64,735	80,777
<b>Total Non-Current Liabilities</b>	8,122,345	7,668,987
<b>Total Liabilities</b>	11,254,362	10,005,866
<b>Net Assets</b>	57,911,865	53,708,149
<b>EQUITY</b>		
Retained profits	57,911,865	53,708,149
<b>Total Equity</b>	57,911,865	53,708,149

## Statement of Changes in Equity

	Retained Earnings \$
<b>Balance at 1 July 2015</b>	52,464,373
Net surplus for the year	1,243,776
Other comprehensive income for the year	-
<b>Balance at 30 June 2016</b>	53,708,149
Net surplus for the year	4,203,716
Other comprehensive income for the year	-
<b>Balance at 30 June 2017</b>	57,911,865

## Statement of Cash Flows

	2017 \$	2016 \$
<b>Cash Flows from Operating Activities</b>		
Receipt of government grants	10,128,862	5,680,367
Receipts from other	5,175,209	4,827,920
Payments to suppliers and employees	(9,154,673)	(8,128,371)
Interest received	80,958	71,598
Finance costs	(383,134)	(395,833)
<b>Net cash inflow/(outflow) from operating activities</b>	5,847,222	2,055,681
<b>Cash Flows from Investing Activities</b>		
Proceeds from sale of property, plant and equipment	-	25,373
Payment for property, plant and equipment	(5,126,592)	(2,162,903)
<b>Net cash inflow/(outflow) from investing activities</b>	(5,126,592)	(2,137,530)
<b>Cash flows from Financing Activities</b>		
Repayment of borrowings	(328,734)	(163,962)
Proceeds from borrowings	805,887	435,121
<b>Net cash inflow/(outflow) from financing activities</b>	477,153	271,159
<b>Net Increase/(Decrease) in Cash Held</b>	1,197,783	189,310
Cash at the beginning of the financial year	3,288,922	3,099,612
<b>Cash at the End of the Financial Year</b>	4,486,705	3,288,922



# Notes to the Concise Financial Report

For the year ended 30 June 2017

## Note 1. Summary of significant accounting policies

### Basis of preparation of the Concise Financial Report

The concise financial report is an extract of the full financial report for the year ended 30 June 2017. The concise financial report has been prepared in accordance with Australian Accounting Standard AASB 1039: Concise Financial Reports.

The financial statements, specific disclosures and other information included in the concise financial report are derived from and are consistent with the full financial report of the Rural Housing Network Ltd. The concise financial report cannot be expected to provide as detailed an understanding of the financial performance, financial position and financing and investing activities of the Rural Housing Network Ltd as the full financial report. A copy of the full financial report and auditor's report will be sent to any member, free of charge, on request.

## Note 2. Revenue

	2017 \$	2016 \$
<b>Revenue from Government Grants</b>		
Capital grants	3,772,065	481,000
Recurring grants	5,748,064	5,283,246
	9,520,129	5,764,246
<b>Other Income</b>		
Interest earned	82,847	78,723
Donations received	11,076	47,089
Rental income	5,113,144	4,802,143
Other	35,259	41,578
Recoveries	7,406	8,154
Total Other Income	5,249,732	4,977,687
Total Revenue	14,769,861	10,741,933

## Note 3. Profit

### Net gains and expenses

Profit before income tax expense includes the following expenses:

	2017 \$	2016 \$
<b>Expenses</b>		
<b>Depreciation and Amortisation</b>		
Land and buildings	431,729	403,520
Motor vehicles	15,331	14,872
Plant and equipment	102,020	103,701
Furniture, fixture and fittings	213,932	209,590
Building improvements	36,301	34,268
Total Depreciation and Amortisation	799,313	765,951
<b>Finance Costs</b>		
Interest expense	283,469	297,652
Loan facility fees	99,665	98,181
	383,134	395,833
Audit services	15,660	15,700
<b>Property, Plant and Equipment</b>		
Proceeds on disposal	-	25,373
Disposals at written down value	(83,548)	(49,288)
Net gain/loss on disposals	(83,548)	(23,915)

## Note 4. Events Occurring after Reporting Date

There were no significant events occurring after the reporting date likely to impact the affairs of the Company in future.

## Note 5. Analysis of Financial Report

The discussions and analysis is provided to assist members in understanding the concise financial report. The discussion and analysis is based on the Rural Housing Network Ltd financial statements and the information contained in the concise financial report has been derived from the full financial report of the Rural Housing Network Ltd for the year ended 30 June 2017.

## Statement of Profit and Loss and Other Comprehensive Income

For the 2016/2017 year, a reported surplus of \$4,203,716. The reported surplus was achieved on Total Revenues of \$14.770M. Comparative figures for the prior year, 2015/2016 were a surplus of \$1,243,776 and Total Revenues of \$10.742M.

Included in the current year's result was capital grants income of \$3,772,065 which related to funding by the Department of Health & Human Services for the housing spot purchase programme entitled the 'Rapid Housing Assistance Fund' (RHAF). The prior year 2015/2016 included capital grants of \$481,000. The underlying Operating Surplus therefore, for the 2016/2017 was \$431,651 compared to \$762,776 for the previous year. Operating Income for the reporting year was \$10.998M which was higher than the prior year of \$10.261M, an increase of 7.2%.

The increased Operating Income reflected in part higher recurring government operating, specific program grants, primarily the introduction of the Private Rental Assistance Program, which resulted in operating grant income amounting to \$5.748M compared to the previous year's recurring grant income of \$5.283M. Operating Grants represented 52.3% of total operating income which was slightly up on the prior year of 51.5%.

Community Housing Rental and Other Income for the 2016/2017 year was \$5.250M, which was up on the corresponding period \$4.978M, an increase of 5.5%. The higher rental income reflected in part the rent for part of the year from the seventeen properties purchased under the RHAF initiative.

Operating expenses for the 2016/2017 year, (excluding interest expense) totalled \$10.184M compared to \$9.102M in 2015/2016. Increases in expenses in 2016/2017 on the previous year, was partly reflected in employee salaries and benefits costs with additional staff required for new programs and additional housing management. In addition, property costs were higher due to establishment costs associated with the 'start up' of the Shepparton Youth Foyer, but were offset to some extent by concessional allowance on water authority and sewerage charges. Administrative and office expenses were higher in 2016/2017 due mainly to re-branding expenses associated with the change to the "BeyondHousing" trading name. The increase in Client Expenses indicated additional brokerage available to secure tenancies at risk under the Private Rental Assistance Program.

Depreciation expense in the 2016/17 year was \$799,313 compared to \$765,951 expensed in the prior year. This in part was related to the additional housing stock acquired under the RHAF program.

Interest Income in 2016/2017 of \$82,847 was up slightly on the prior year (2015/16 - \$78,723) despite lower interest rates being received for term deposit investments and was due to the increase in term deposit investment held during the year. Interest expenses for the current year of \$383,134 were just below the 2015/2016 year of \$395,364. Although borrowing increased marginally during the year the current environment of low interest rates assisted in the favourable movement in this expense.

## Statement of Financial Position

As at 30 June 2017, Net Assets were \$57.912M, compared to \$53.708M at June 30, 2016, an increase of 7.8%. Current Assets including Cash and Cash Equivalents amounted to \$4.772M at the end of 2016/2017 year, compared to the corresponding total of \$3.564M at the end of prior year.

Property, Plant and Equipment at the end of 2016/2017 totalled, at written down value, \$64.394M, which represented an increase of \$4.244M when compared to 2015/2016 balance of \$60.150M. The increase was mainly due to the land and building value of the seventeen houses purchased through the RHAF program. In addition, a further block of land has been purchased for future housing development. On the office equipment front a new telephone and IT communications network upgrade was completed.

Current Liabilities increased to \$3.132M at the end of 2016/2017 compared to the 2015/2016 closing balance of \$2.337M. The increase of \$0.795M occurred in the areas of Operating and Capital Grant in Advance receipts, GST Liability and in employee entitlements provision for Annual Leave and Long Service Leave.

Non-Current Borrowings increased to \$8.057M in 2016/2017 from \$7.588M last year. The net movement represents borrowings to supplement capital grants for the housing spot purchases made under the RHAF program offset by principal repayments for all bank facilities.

## Statement of Cash Flows

During 2016/2017 operating, investing and financing activities generated a net increase in Cash Held of \$1.198M compared to an increase of \$0.189M in 2015/2016. The major movements in cash flow movement in 2016/2017 were with regard to the increased capital and operating grants received, up \$4.448M on the previous year. These grants were applied to the capital expenditure for the current year which amounted to \$5.127M, compared to \$2.162M in the 2015/2016 year. The capital expenditure program was also financed in part by additional long term net borrowings of \$0.806M from existing bank facilities with the balance being funded from operating cash flows, while principal repayments on loan facilities continued during 2016/17 with payments amounting to \$0.328M being made during the year.

# Directors' Declaration & Independent Audit Report

Rural Housing Network Limited trading as Beyond Housing

## Directors' Declaration

For the year ended 30 June 2017

The directors of Rural Housing Network Limited declare that the concise financial report of the Company for the year ended 30 June 2017:

- a) complies with Accounting Standard AASB 1039: Concise Financial Reports; and
- b) is an extract from the full financial report for the year ended 30 June 2017 and has been derived from and is consistent with the full financial report of the Rural Housing Network Limited.

This declaration is made in accordance with a resolution of the directors.



Director  
Susanne Paini



Director  
Charles Phillip Oates

Wodonga  
25 October 2017

 **JOHNSONSMME**  
Audit and Assurance Services

520 Swift St  
PO Box 375  
Albury NSW 2540

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## Independent auditor's report to the members of Rural Housing Network Ltd

### Report on the concise Financial Report

The accompanying concise financial report of Rural Housing Network Ltd comprises the statement of financial position as at 30 June 2017, the statement of profit and loss and other comprehensive income, statement of equity and statement of cash flows for the year then ended and related notes, derived from the audited financial report of Rural Housing Network Ltd for the year ended 30 June 2017. The concise financial report does not contain all the disclosures required by the Australian Accounting Standards.

### Auditor's opinion of the Financial Report

In our opinion, the concise financial report Rural Housing Network Ltd for the year ended 30 June 2017 complies with Australian Accounting Standard AASB 1039 Concise Financial Reports.

### 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 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.

### Directors' responsibility for the concise Financial Report

The Directors are responsible for the preparation and presentation of the concise financial report in accordance with Accounting Standard AASB 1039 Concise Financial Reports, and for such internal control as the Directors 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 concise financial report, the Directors are responsible for Rural Housing Network Ltd'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 Directors either intend to liquidate the registered entity or to cease operations, or has no realistic alternative but to do so.

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

Our objective is to obtain reasonable assurance about whether the concise 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 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 the concise 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 at: <http://www.aasb.gov.au/Home.aspx>. This description forms part of our auditor's report.

  
Johnson's MME  
Chartered Accountants

Ryan Schischka  
Director

Albury  
25 October 2017

Achieving goals together

Liability limited by a scheme approved under Professional Standards Legislation.  
Johnson's MME Audit & Assurance Services Pty Ltd  
ABN 71 017 062 808



# BEYOND HOUSING

## Office hours

Monday to Friday  
9am – 5pm

82 High St  
**Wodonga**  
PO Box 761, 3689  
(02) 6055 9000

40 – 42 Rowan St  
**Wangaratta**  
PO Box 273, 3676  
(03) 5722 8000

54 Tallarook St  
**Seymour**  
PO Box 839, 3661  
(03) 5735 2000

43B Wyndham St  
**Shepparton, 3630**  
(03) 5833 1000

For further information

### Visit our website

[beyondhousing.org.au](http://beyondhousing.org.au)

### Email us

[info@beyondhousing.org.au](mailto:info@beyondhousing.org.au)

### Follow us

@beyondhousing



BeyondHousing respects your privacy, your dignity and your culture. We are a Child Safe organisation and all offices are disability accessible. Interpreter services are also available. All services are free of charge.

