



Australasian Housing Institute



# Professional Excellence in Housing Awards



**2015 Awards Program Nomination Summary**

## 2015 Award Program Silver Sponsors



# Introduction

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

The Institute has run an awards program since 2004. This program has become increasingly popular with members and other housing professionals. The Australasian Award Winners will be announced during the **National Housing Conference 2015 in Perth** and a ceremony will be held after the **Conference Welcome Reception on 28th October 2015**.

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

### WHY ENTER THE AWARDS?

The AHI Professional Excellence in Housing Awards provide the social housing sector with a platform to recognise and reward those who dedicate their career for the benefit of their community. Providing recognition for these outstanding achievements helps inspire others in developing a vibrant social housing profession.

The Awards are free to enter and provide entrants with the opportunity:

- To reward great work and achievements by individuals and teams;
- To recognise best practice and high standards of service;
- To promote and celebrate innovation; and
- To develop and increase the profile of our profession.

## Judging Process

One of the strengths of the AHI Awards program is the **comprehensive judging process**, which relies on the generosity of the panel of judges who are highly experienced and respected social housing professionals from all around Australia and New Zealand. The judging process is transparent, fair and independent.

We thank those whose job it is to make the very difficult decisions:

- **Francis Brazil**, New South Wales
- **Chris Chaplin**, Victoria
- **Andrew Davis**, South Australia
- **Tony Gilmour**, New South Wales
- **Victor Jackson**, Queensland
- **Natalie Jameson**, New Zealand
- **Roger Jameson**, New Zealand
- **Marlene Littlewood**, South Australia
- **Tina Simcock**, New Zealand



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## 2015 Award Categories

# The Eight Categories of the 2015 Awards

- **2 individual awards** which recognise achievements of individuals who have made an outstanding contribution to the housing sector;
- **5 team awards** which are open to housing organisations or project teams; and
- **1 Tenant Award** that is aimed at an individual or a group of residents or tenants who have undertaken a project or initiative to benefit others in their community.



### Individual Awards

Outstanding Achievement  
Inspirational Team Member



### Team Awards

Excellence in Social Housing  
Leading Innovation  
Leading Housing Development Project  
Leading Asset Management  
Leading Tenants Engagement Practice



### Tenant Award

Tenant Led Initiative



#### Category Sponsors:

Outstanding Achievement



Inspirational Team Member



Excellence in Social Housing



Leading Innovation



Leading Housing Development Project



Leading Asset Management



Leading Tenants Engagement Practice



Tenant Led Initiative



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# Selection Criteria

Awards will go to housing professionals who are judged to have made a significant and lasting difference: to tenants or service users, to their community, to their colleagues and to their profession. Each nomination will be judged against the following criteria:

- The extent to which the person, group or team has reflected the intent expressed in the category descriptor;
- Evidence of sustainable benefits for the community, the environment or the workplace;
- Ideas that are transferable, and can be adapted for use in other places and settings; and
- The achievement of excellence in practice through the application of strategic thinking, innovation, consistently high standards, and/or continuous improvement of the tenant/customer experience and themselves.

## Individual Awards

### Outstanding Achievement

The winning candidate will be a housing professional who has made a strong impact on social housing. Their work will demonstrate the enormous difference one person can make to the profession, a place or an issue.

### Inspirational Team Member

The winning candidate will be a person who consistently shows a willingness to add value over and above their official role, and who motivates others by the approach they take to their work.

## Tenant Award

### Tenant Led Initiative

Individual or a group of residents/tenants who have undertaken a project or initiative to benefit others in their community. Their project or initiative will have achieved real outcomes and has inputs and outputs that are self-sustaining.

## Team Awards

### Excellence in Social Housing

An organisation that shows excellence in the provision of social housing by going beyond the expected, as well as showing initiative and courage.

### Leading Innovation

Initiatives or projects that have led to significant change in their own organisation or community, with lessons that could be applied more broadly to other housing organisations.

### Leading Housing Development Project

Residential development that increases the quality of life for its tenants.

### Leading Asset Management

A service that is consistently rated by tenants and stakeholders as excellent and/or has elements of a new way of asset management that reduces waiting times and costs.

### Leading Tenants Engagement Practice

A project or initiative that supports and enables tenant engagement in the community - particularly where there was disengagement before - that stands out, empowers and brings tenants into the decision making process.



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## NZ Nominations

### Excellence in Social Housing

- Housing NZ | Canterbury Earthquake Recovery Programme
- Housing NZ | Partnership with Creating Communities
- Housing NZ | Rheumatic Fever Prevention Programme
- Housing NZ | Tenancy Liaison Team
- VisionWest Community Housing Team
- Whangarei Accessible Housing Trust

### Outstanding Achievement

- Keith Preston | Nelson Tasman Housing Trust
- Lisa Woolley | Vision West Community Trust

# New Zealand Finalists

## EXCELLENCE IN SOCIAL HOUSING AWARD

### Housing NZ | Canterbury Earthquake Recovery Programme



In 2010 and 2011, Christchurch and Canterbury were devastated by earthquakes, later described by scientists as the worst New Zealand had ever experienced. One hundred and eighty-five people died. More than 7,000 people were injured. Several hundred thousand homes and buildings were damaged. The central business district was destroyed.

In the immediate aftermath of the February 2011 earthquake, the New Zealand Government established the Canterbury Earthquake Recovery Authority to coordinate the recovery and then the rebuild of the region.

Housing New Zealand, as the largest provider of social housing, suffered substantial losses to its Canterbury housing stock. Ninety-five percent of its 6,200 properties was damaged. To enable the repair and rebuild programme to be achieved efficiently, HNZ established the Canterbury Earthquake Recovery Office, based in Christchurch. It was staffed with engineers, tenancy liaison personnel, people with construction backgrounds, strategists and communicators. Their mission: to repair 5,000 damaged properties and to build 700 new homes for displaced tenants. Their challenge was to achieve this within a constrained time period with minimal disruption to tenants' lives and working within the financial parameters of the insurance claim's settlement.

Having successfully implemented an immediate post-quake urgent repair strategy, the team was able to ramp up its personnel requirements and achieve a fast-action increase by contracting with two external companies and co-locating them within the existing office. It was a 'first' for HNZ, one of many 'firsts' in the new environment.

**Highly Commended for the Award:** VisionWest Community Housing Team

## OUTSTANDING ACHIEVEMENT AWARD

### Lisa Woolley | Vision West Community Trust



Lisa has been working within Community Services for most of her adult life, whether as a volunteer or a paid employee, and is committed to working in the community, addressing issues of social justice. For the last 16 years, she has been working for Vision West Community Trust and has been CEO for the last 13 years. She is passionate about community development and addressing social issues such as poverty, marginalisation, unemployment and homelessness.

Over the last 10 years, Lisa has been highly involved in developing community-based social housing. She has served on the Council for CHA for six years, as well as on the Ministerial Advisory Panel, Ministry of Social Development Panel, and other social housing reform panels and reference groups that influence future policy direction. Lisa has a Graduate Diploma in Not-For-Profit Management and a Masters in Social Practice.

Lisa sees her role as, "Staying connected with the team and with the people we are serving". She is committed to making a real difference in the lives of people and has demonstrated this personally and professionally over the years, particularly through her influence as CEO at Vision West.

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## NZ Nominations

### Inspirational Team Member

- Jenni Loui | Housing NZ
- Keith Preston | Nelson Tasman Housing Trust

### Leading Tenants Engagement Practice

- Housing NZ | Canterbury Earthquake Recovery Programme
- Tenant Protection Association
- Wellington City Council | City Housing

# New Zealand Finalists

## INSPIRATIONAL TEAM MEMBER AWARD

### Keith Preston | Nelson Tasman Housing Trust



If anyone in New Zealand doesn't know Keith then they haven't been involved with social housing for long. 2014 marked the 10th anniversary of the establishment of Community Housing Aotearoa (CHA) and Nelson Tasman Housing Trust (NTHT). Keith was a key person in the establishment of both organisations so 2014 was also a significant milestone for him.

Keith has been involved in both organisations since before they began, and he remains an active and important member of both today. He is currently the director of NTHT, which means being responsible for the day-to-day management and growth of the trust. Before taking on the director's role two years ago, he was the trust's chair. He is still the Treasurer of CHA and has been a member of its national council for most of its 10 years. He has undertaken a huge amount of work for both organisations and much of that unpaid.

There are very few people in New Zealand who have had more experience or who have contributed as much to community housing as Keith. His contribution truly is outstanding, has involved much hard work and a huge time commitment – a significant part of it unpaid. Keith has given so much because he is passionate about and committed to the growth of community housing in NZ.

**Highly Commended for the Award:** Jenni Loui | Housing NZ

## LEADING TENANTS ENGAGEMENT PRACTICE AWARD

### Tenant Protection Association



Established in the late 1970s and incorporated in 1982, the Tenant Protection Association offers a range of services from advice and advocacy to education, outreach and in-depth case managed tenancy support.

At an individual level, tenants benefit from a consistent well informed credible advice/advocacy service. Practical, pragmatic advice and strategies backed up by a thorough understanding of the law that governs rental properties and experienced staff with effective networks assists people to negotiate toward improving their own and their families safety and ongoing wellbeing.

In the past two years in an environment of significant upheaval, there have been over 20,000 calls through the phone service and, post earthquake, the call duration has risen significantly. TPA has conducted 80 education sessions, prevented numerous evictions and stabilised a large number of tenancies at significant risk of eviction, in a time of unprecedented rental scarcity in both the private rental market and the social housing arena. TPA has provided 160 rental clinics in the eastern suburbs (hardest hit by the earthquakes). They have also organised 15 housing forums with an estimated attendance of over 2,000 participants. TPA has worked tirelessly to improve rental housing standards.

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## NZ Nominations

### Leading Housing Development Project

- Accessible Properties NZ | 8-10 Middleton Road Development
- Housing NZ and City Living Ltd | Pomare Redevelopment Project
- Queenstown Lake Housing Trust | Suffolk St Project

### Leading Asset Management

- Housing NZ | Rolleston Prison Homes Programme
- Wellington City Council | City Housing

# New Zealand Finalists

## LEADING HOUSING DEVELOPMENT PROJECT AWARD

### Accessible Properties NZ | 8-10 Middleton Road Development



8-10 Middleton Road is a mixed tenure development in the suburb of Johnsonville in Wellington, New Zealand. It was completed in December 2014 and is part of the growing intensification of housing in the Johnsonville suburban hub, only 500 metres from the town centre.

The development consists of eight two-bedroom units owned by Accessible Properties New Zealand Ltd and eight privately owned townhouses. They were developed by Middleton Capital Limited and constructed by Holmes Wellington Ltd.

Social housing tenants occupy the units owned by Accessible Properties, which are indistinguishable from the remainder and include facilities developed to meet the needs of people with limited mobility, such as wheelchair access. They are rented to tenants who receive the Government's Income Related Rent Subsidy.

The mixed tenure, high quality housing has created an excellent living environment for social housing tenants and fostered community involvement and inclusion. In addition, the relationships that have formed between tenants were a surprise but are one of the greatest achievements of this development.

## LEADING ASSET MANAGEMENT AWARD

### Housing NZ | Rolleston Prison Homes Programme



One of Housing New Zealand's innovative projects, as part of the post-earthquake recovery period, was an initiative to partner with the Department of Corrections to create a learning environment for offenders in Canterbury whereby they could be trained in trade skills that would assist with getting work on release from prison.

The project, initiated in 2013, involved two new construction yards being built at Rolleston Prison, south of Christchurch, houses being moved onto the site, repairs and refurbishment being undertaken and the houses then relocated onto new sites in the city and re-tenanted. It was a project that was welcomed by the public, interest groups and politicians for innovative thinking.

Time wasn't considered the essential factor. It was more about enabling skills to be taught in a positive environment, well supervised with professional tutors.

The joint project was signed in December 2012. It took a further 10 months for the construction yards to be completed and for the first houses to be moved onto the site, tutors selected and the offenders schooled in the training regime that would be implemented.

When the first completed four houses were moved to their new sites and the new tenants moved into their new homes, it was a celebration of achievement – giving offenders and houses a 'second chance.'

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## NZ Nominations

### Leading Innovation

- Housing NZ | Curtain Project
- Housing NZ | Rheumatic Fever Prevention Programme
- Housing NZ | Rolleston Prison Homes Programme
- Western Bay of Plenty Maori Housing Forum
- Whangarei Accessible Housing Trust

# New Zealand Finalists

## LEADING INNOVATION AWARD

### Whangarei Accessible Housing Trust



The Whangarei Accessible Housing Trust built eight fully accessible, high quality rental homes in the Takanini suburb of Auckland in June 2014. The provision of the homes transformed the lives of the eight tenants and their families who had previously been living in homes that were unsuited to even their basic needs.

The trust was formed in 2006 with a commitment to providing affordable accessible homes to people with disabilities. The trust's point of uniqueness is the majority of trustees have lived experience of disability ensuring the trust truly represents the community it serves.

The completion of the Takanini project proved that high quality fully accessible homes can be built in a highly competitive market. Becoming a registered community housing provider in 2014 enabled the trust to offer tenants a range of renting options depending on their financial circumstances.

The trust owns 20 accessible homes in Whangarei but the move into a highly competitive and expensive Auckland market was a challenge. The feedback from tenants meant the trust was confident the housing quality and designs met the needs of their clients. The Takanini project was made possible by a government grant and funding from the Jubilee Trust, Ripple Trust and Kiwi Bank, and partnership with CCS Disability Action to provide infrastructure and financial support.



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NSW Awards Sponsor:



## NSW Nominations

### Excellence in Social Housing

- Compass Housing
- Evolve Housing
- SGCH | Sustainable Tenancies Team
- Wentworth Community Housing

### Outstanding Achievement

- Bernie Coates | NSW Land and Housing Corporation
- Andrea Galloway | Evolve Housing
- Diana King | Link Housing
- Mark Reader | FACS
- Stephanie Ring | FACS
- Lyndall Robertshaw | Compass Housing
- Nick Sabel | Wentworth Community Housing
- Megan Ward | Argyle Housing

# NSW Finalists

## EXCELLENCE IN SOCIAL HOUSING AWARD

### Evolve Housing



In three years, Evolve Housing's (Evolve) housing portfolio has almost doubled, making the organisation one of Australia's largest Community Housing Providers (CHPs) with almost 4,200 social and affordable housing properties owned or managed.

Evolve sustainable and person-centred housing for people with disability was awarded high level Platinum Livable Housing compliance that recognises design adaptability and longevity. With a mixed tenure model, it promotes social inclusion, incorporating affordable housing that acts as an informal support for disabled residents. Evolve is a pioneer in the delivery of accessible digital communications in the CHP sector. The development of a website built to Web Content Accessibility Guidelines (WCAG) AA accessibility standards has removed physical and technological barriers to make information for clients more accessible.

Evolve sustainable innovative funding and partnership models generate revenue used for growing housing supply. Private market funding generated over \$140 million and the creation of a fee-for-service division has secured ongoing revenue streams. Revenue will be used to fund future housing developments and resident engagement initiatives.

Evolve resident engagement strategy is demonstrated in the Journey Home® model, which illustrates the relationship between integrated housing and social services. The Evolve suite of person-centred support services provide residents with a path they can each travel that will lead to independence.

**Highly Commended for the Award:** SGCH Sustainable Tenancies Team

## OUTSTANDING ACHIEVEMENT AWARD

### Andrea Galloway | Evolve Housing



Andrea Galloway has been the CEO of Evolve Housing (Evolve) since January 2012 and, in that time, has overseen tremendous growth of the organisation, with the housing portfolio almost doubling, professionalisation of Evolve's corporate image and introduction of a range of new services to residents and stakeholders.

Prior to being CEO of Evolve, Andrea was the VP of Lucent Technologies, CEO of PinkRoccade, CEO of Spherion Group, ranked in *Business Class Magazine's* Top 10 Women in Business 1999, Top 50 Most Powerful Women in Business in Australia 2000, and won the Telstra Business Woman of the Year Award 2014 for Business Innovation. Andrea's key 2013-15 accomplishments:

- A unified corporate vision aligned to Evolve's core mission of relieving housing stress and homelessness;
- Development of Journey Home® and resident engagement support programs to create a pathway for resident independence, demonstrating the social and economic value of community housing;
- Partnerships that have developed innovative and sustainable disability and mixed tenure housing models;
- Leadership of internal reform to diversify revenue streams, project-managing social, affordable and disability housing projects that raised almost \$140 million in private finance;
- Facilitation of joint ventures with like-minded organisations in Tasmania and Central Coast, to grow social and affordable housing; and
- Delivery of robust financial results – in 2013-14, operating surplus was up 19 percent to \$4.4 million and income increased 6 percent.

Under Andrea's stewardship, Evolve is now a Global Mark accredited, Tier-1 national Community Housing Provider (CHP) managing a portfolio of almost 4,200 houses that are home to 11,500 people, making Evolve the fourth largest CHP in Australia.

**Highly Commended for the Award:** Bernie Coates | NSW Land and Housing Corporation

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NSW Awards Sponsor:



## NSW Nominations

### Inspirational Team Member

- Lucy Andrews | Compass Housing
- Bernie Coates | NSW Land and Housing Corporation
- Diana King | Link Housing
- Dusanka Mrdjjenovic | Hume Community Housing
- Ivana Pantic | FACS
- Melissa Prior | SGCH
- Angus Ramsey | Pacific Link
- Mark Reader | FACS
- Stephanie Ring | FACS
- Nick Sabel | Wentworth Community Housing
- Charlie Souma | Evolve Housing
- Bernadette Welfare | Argyle Housing

### Leading Tenants Engagement Practice

- Bridge Housing Community Team
- Community Housing Ltd NSW
- Compass Housing | In the House
- Compass Housing | Tenancy Specialist Model
- FACS | Northern Sydney District Assessment Team
- Link Housing | Forming Links
- SGCH | Washington Park Garden Group

# NSW Finalists

## INSPIRATIONAL TEAM MEMBER AWARD

### Bernadette Welfare | Argyle Housing



Since Bernadette's appointment as Argyle Community Housing's first housing pathways advisor in 2010, Bernadette has been Argyle's homelessness champion. Throughout 2013-15, Bernadette has worked tirelessly to raise awareness of the plight of homelessness people, and the lack of services and support available in regional NSW.

Bernadette brings passion and enthusiasm to her role, and has made a real impact on the local community with her homeless BBQs and guest speaking engagements with various organisations and service groups.

Bernadette is also Argyle's longest serving tenant participation worker and, in partnership with her tenant committee, continuously endeavours to identify and meet the needs of all tenant groups. She has developed a close working relationship with the local senior citizens association and, through them, is working to connect older Argyle tenants to their community.

Bernadette consistency displays a willingness to go above and beyond what is considered her normal work role. She is a true inspiration to her team, her clients and to all who come in contact with her in the course of her work with Argyle.

## LEADING TENANTS ENGAGEMENT PRACTICE

### Bridge Housing Community Team



Building Bridges – Bridge Housing's Community Building and Engagement Strategy 2014-2017 – was created by the Bridge Housing Community Team in collaboration with tenants, staff, and stakeholders over a period of nine months. It was a key element of Bridge Housing's Strategic Plan 2012–2015 responding to priorities for the sector and best practise in community engagement.

Building Bridges outlines strategic objectives, engagement principles, and a three-year community action plan for how staff will work together to improve wellbeing, and strengthen a sense of community for tenants, their families and household members through:

- supporting successful tenancies;
- making sure that tenants have a real say in the way they do things;
- increasing access to opportunities; and
- strengthening neighbourhood and community connections.

Building Bridges was created by working in a collaborative community action planning process comprising research, workshops, briefings, discussion, and debate with over 90 tenants, staff, support partners and the Tenant Advisory Group. It outlines an approach building on core business activities, community strengths and partnerships. It proposes a way of working with tenants as customers, clients and community members/citizens, and captures their vision for positive change and priorities for action.

**Highly Commended for the Award:** Community Housing Ltd NSW

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NSW Awards Sponsor:



## NSW Nominations

### Leading Housing Development Project

- Compass Housing | Islington Project
- Link Housing | Potts Hill Project

### Leading Asset Management

- Bridge Housing Strategic Asset Management Plan

# NSW Finalists

## LEADING HOUSING DEVELOPMENT PROJECT AWARD

### Compass Housing | Islington Project



Compass expanded their supported housing portfolio to include a specialised housing program for youth (aged 16-25 years of age). The program is targeted toward youth and young adults who are studying or working, and who need and are engaged with a support provider to provide safe, secure, independent living. Compass decided, while still in development stage, this complex would be targeted toward youth tenants due to its proximity to the local TAFE and public transport services.

This program is currently operated at a single complex in the Islington area central to the Newcastle CBD, and within walking distance to Hunter TAFE. This four storey complex comprises of 24 studio units featuring kitchenettes, laundries & bathrooms. Each tenancy is provided with the opportunity of secure housing, during which time the clients must be engaged with a support partner and either working or studying throughout their tenancy. The ultimate goal is to support the tenant to remain on a pathway to full employment and self-sustainability.

Compass entered into a partnership with a local developer to deliver this development. The modern design and finishes consider environmental sustainability and allow functional living, which has since received recognition from the HIA Awards for Special Purpose Housing of the Year, as well as Apartment Complex of the Year.

## LEADING ASSET MANAGEMENT AWARD

### Bridge Housing Strategic Asset Management Plan



Established in 1985, Bridge Housing is a Tier 1 provider under the National Regulatory Scheme for Community Housing, and provide affordable housing solutions to low and moderate income households across the inner and middle ring of the Sydney metropolitan area.

The Strategic Asset Management Plan was restructured, enhanced and expanded to include in-depth analysis of a range of internal and external factors to embed asset management into the governance framework, and provide a vital planning tool for the asset team to make decisions that will drive the organisation towards the strategic outcomes they aim to achieve over the next 10 years.

The exceptional, high-level analysis of the Strategic Asset Management Plan, Asset Maintenance Program and quarterly reporting are a fundamental component of good governance, and have achieved the following outcomes:

- significantly improved transparency and understanding of the asset operations for key stakeholders;
- significantly improved the ability to actively manage the expenditure during the financial year and forecast future annual expenditure with greater accuracy;
- improved tenant satisfaction with the maintenance services;
- raised property condition standards through the identification and targeting of high-risk properties; and
- provided a framework to ensure the properties are developed, disposed of and upgraded in a structured and planned manner, with the sole purpose of meeting the housing needs of the existing and future tenants.

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NSW Awards Sponsor:



## NSW Nominations

### Leading Innovation

- Achieve Australia | Crowle Gardens
- Compass Housing | Logan City Community Housing
- Evolve Housing Website
- FACS | Youth Subsidy Demonstration Project
- Hume Community Housing Team
- Wentworth Community Housing | Community Services Team
- SGCH Affordable Housing Response

### Tenant Led Initiative

- Greenway Tenants Group Inc
- Janette Crocker | Oakley Gardens | Thornleigh

# NSW Finalists

## LEADING INNOVATION AWARD

### Evolve Housing Website



The newly redesigned Evolve Housing website, adopts innovative design methods and content strategy to ensure the organisation's vision and mission are communicated in a highly accessible and engaging way. The website is designed to high Web Content Accessibility Guidelines, making it accessible to people with disabilities including vision and hearing impairments, learning and cognitive limitations. Using responsive website design technique, the website has been constructed so that the structure, content and images adapt to suit the device and web browsers. This is in response to the well-documented trend of increased mobile usage amongst internet users.

To allow for the culturally diverse audiences to have equal access to information, the website features a translator function capable of translating all text content to 57 different languages.

The website also allows the creation of online forms for various purposes, such as submitting repairs and maintenance requests, reporting anti-social behaviour, apply for leave (staff only) and so on.

The seamless integration of content and interactivity is a key aspect of the new website. By setting up a robust and easy-to-use digital platform, they democratise the dissemination of information and empower staff to provide better services to the residents.

Since its launch, visitors to the website have increased by an astounding 112%. The use of online materials has reduced paper usage by 40% whilst the streamlined processes improved the quality of services.

**Highly Commended for the Award:** Achieve Australia Crowle Gardens

## TENANT LED INITIATIVE AWARD

### Greenway Tenants Group Inc



The Greenway Tenants Group in the Northern Sydney District is a tenant led initiative based at the Greenway Buildings in Kirribilli. Led by President Bryce Gunn, membership of the group is free and open to all residents of the high-density social housing complex, which has a total of 311 one-and-two bedroom units.

The group's key focus is to build community, thereby improving the lives of those living in the social housing complex. It also assists many of the human service agencies, government and non-government organisations that provide support to tenants at the Greenway Buildings.

In recent years, they have pioneered a number of initiatives intended to help residents, including the launch of a weekly tenants' newsletter in English and Chinese to advise of upcoming events, beginners and advanced English classes, and a community centre that includes a book and DVD library. The Tenants Group also hosts regular BBQs to promote understanding and celebrate diversity.

It has also been instrumental in plans to develop a Wellbeing Clinic at the Greenway Buildings.

Alongside this, the Greenway Tenants Group has formed strong relationships with government and non-government service providers active in the Greenway Buildings, and is able to advocate effectively for the needs of residents and act as an equal partner in the work that takes place within the buildings.

**Highly Commended for the Award:** Janette Crocker | Oakley Gardens | Thornleigh

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QLD/NT Awards Sponsor:



**QLD/NT Nominations**

**Excellence in Social Housing**

- Churches of Christ Care | Community Chaplaincy Program
- Churches of Christ Care | Spin Project
- Horizon Housing Company

**Outstanding Achievement**

- Andrew Black | BHC

# QLD/NT Finalists

## EXCELLENCE IN SOCIAL HOUSING AWARD

### Horizon Housing Company



Horizon Housing – as a consolidated group of two charities – manages and develops community and affordable housing for those on low and moderate incomes. Formerly the Gold Coast Housing Company, the organisation commenced operations 20 years ago and is an amalgamation of two community housing organisations. The organisation is governed by a dedicated voluntary Board of Directors and managed by a committed team of staff. Horizon Housing is managing the development of \$16.3 million of affordable housing in the Surat Basin region of Queensland on behalf of key stakeholders in the region including Maranoa Regional Council, Western Downs Housing Trust, Origin Energy and Santos. This has been in response to a growth in housing need in the region as a result of increased resource activity, particularly coal seam gas. Horizon Housing’s partnerships with resource companies is helping them fulfil their mandated social obligations as part of their environmental approvals from the Queensland Government.

Since 2013, Horizon Housing has delivered 59 units of affordable housing in the region for key workers not employed in the resources sector. This includes some product for affordable sale. A further 30 affordable housing outcomes are currently in the development process and due for delivery between February 2015 and 2016. This includes a mixture of affordable rental and affordable purchase products.

Also, as the manager of all social housing properties in the Maranoa region, and manager of the Santos Rent Assistance program, Horizon Housing is providing an integrated and tailored response to affordable housing in the Surat Basin.

## OUTSTANDING ACHIEVEMENT AWARD

### Andrew Black | BHC



Andrew Black has been an integral member of the BHC team, even prior to the inception of the organisation. Andrew’s first role was to work with BHC’s CEO David Cant on the initial feasibility of what is now one of QLD’s largest housing providers.

Andrew’s commitment as Development Financial Analyst is behind each and every home and tenant outcome BHC has achieved in its 13 years. Andrew’s industrious and diligent work has ensured the maximum number of quality homes have been delivered providing much-needed accommodation for over 3,500 households. This has been managed by Andrew while still ensuring the organisation’s financial sustainability for the long term. Furthermore, what makes Andrew’s tireless work even more special is his exceptionally humble nature, truly making him BHC’s unsung hero.

From 2013/15, Andrew has developed and implemented new financial models for housing developments, unlike previous methods used by the company, to produce a new wave of housing provision. Without Andrew’s innovation, many potential projects and homes for those in need would have been left on the cutting room floor. Andrew’s ability to massage numbers in countless spreadsheets while maintaining responsibility for financial security is an often thankless job but one that makes the company’s achievements possible.

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QLD/NT Awards Sponsor:



**QLD/NT Nominations**

**Leading Tenants Engagement Practice**

- Bric Housing Company | Project Patch
- Churches of Christ Care | The A Team
- Churches of Christ Care | Coogera Apartments Art Exhibition
- Common Ground QLD/Micah Project | 'From the Ground Up' Art Project

**Leading Housing Development Project**

- Coast2Bay Housing Group – Daliya House
- Yumba Meta Housing | Ernest and Maud Hoolihan Village

**QLD/NT Finalists**

**LEADING TENANTS ENGAGEMENT PRACTICE AWARD**

**Common Ground QLD / Micah Project Inc | 'From the Ground Up' Art Project**



The 'From the Ground Up' Art Project team is comprised of a diverse group of Brisbane Common Ground tenants facilitated by Micah Projects artist-in-residence, John Fitz-Walter. The project was conceived in late 2013 to fill an artistic void within the newly opened building. Thirteen large canvases were purchased and a vision soon emerged of a 13-storey tree, which would sprout through the building... from the ground up.

The size of the project, though ambitious, was considered necessary to ensure the artwork would not be lost within the multi-storey complex. Over 12 months, the tree came to life as each canvas branched into the next incorporating the symbolic world of its creators. While a core group of tenants kept momentum week after week, the project was designed to be inclusive. All ideas, all contributions were included in the final pieces. In this way, the tree evolves into a meaningful collection of ideas, images and stories – a celebration of the diversity of spirit and experience of those that call Brisbane Common Ground home.

This project is a rich example of genuine tenant engagement and personal empowerment. While Common Ground QLD and Micah Projects provided a fertile environment for the project to take place, the inspirations, process and outcomes have largely been generated by the tenants. It is their efforts and creativity that have transformed the project into a life-changing event.

**LEADING HOUSING DEVELOPMENT PROJECT AWARD**

**Coast2Bay Housing Group | Daliya House**



Coast2Bay Housing Group is a not-for-profit company that has been in operation since 1991. Coast2Bay aims to provide safe, quality housing solutions for people who face barriers to sustainable housing within the community. Coast2Bay partners with over 40 community service organisations to provide holistic, integrated and responsive services to a wide range of residents on the Sunshine Coast.

Daliya House offers a safe, short-term housing and care solution to homeless persons with non-acute mental illness who are ready to be discharged from hospital but do not have a home. The facility comprises a two-storey building that has been converted from an office space and provides housing for eight tenants at one time. Daliya House increases the quality of life for its tenants by removing them from a clinical hospital situation and housing them in a brand new facility, suitable for their needs, allowing increased freedom and a more relaxed setting to encourage a faster recovery and integration into the wider community.

Sustainability is a key factor behind the Daliya House concept. The aim for the facility is to provide tenants with the interaction, education, health, living, financial and social skills they need to return to the wider community. The provision of short-term accommodation provides an initial housing solution for tenants with the ability to sustain a longer-term housing arrangement into the future and reduce the risk of a return to homelessness.

2015 Award Program Silver Sponsors



QLD/NT Awards Sponsor:



## QLD/NT Nominations

### Leading Innovation

- Bric Housing Company | Project Patch
- Churches of Christ Care | Community Chaplaincy Program
- Churches of Christ Care | Spin Project
- Coast to Country Housing Company | Housing Connections
- Horizon Housing Company
- National Affordable Housing Consortium
- Yumba Meta Housing Association | Ernest and Maud Hoolihan Village

### Tenant Led Initiative

- Churches of Christ Care | Coogera Apartments Art Exhibition
- Churches of Christ Care | The A-Team

# QLD/NT Finalists

## LEADING INNOVATION AWARD

### Yumba Meta Housing Association | Ernest and Maud Hoolihan Village



Yumba Meta Housing Association (YMHAL) – a not-for-profit organisation – was established to provide suitable accommodation for the growing Indigenous population of the Townsville region in 1973. Ernest Hoolihan was Founder and President, and he believed Aboriginal and Islander people had the right of equality to housing. Today, YMHAL provides long-term, medium-term and short-term secure, affordable and culturally appropriate accommodation and housing-related support services to disadvantaged people of the Townsville region.

Yumba Meta Housing Association lobbied for eight years to obtain funding for the Innes Estate Elders accommodation project, which was opened as the Ernest and Maud Hoolihan Village in 2013. The project resulted in 16 two-bedroom, eco-designed homes for elderly Indigenous couples or single people. This facility was developed by local Aboriginal and Islander people to suit the needs of local elders who required amenities of a culturally appropriate, aged independent living facility.

Living in a community of Indigenous elders in a relaxed and beautiful environment makes tenants feel sheltered and socially comfortable, and enhances their overall wellbeing. The retirement village is a testament to Yumba Meta Housing Association’s capacities and future intentions. The village is a model for community-based planning and shows how an Aboriginal and Torres Strait Islander housing facility can look and function when developed from the ground up, by and for Indigenous people.

## TENANT LED INITIATIVE AWARD

### Churches of Christ Care | The A-Team



At Churches of Christ Care’s Pavetta Apartments on the Gold Coast, the tenants who formed ‘The A-Team’ have overcome personal hurdles to make their community a better place to live. The tenants developed a unique combination of community awareness and practical thinking. They recognised a basic need to assist the less able, and went about building a team of people with the skills and mindset to get the job done. The A-Team initiatives are not led by an expert practitioner or policy position, but by the very people who matter and who want to make a difference. Without asking for funding and with minimal support or guidance, The A-Team came together to form a tenant co-operative where basically one skill is traded for another, and those less able are assisted by those who can.

Pavetta Apartments consists of 33 one-bedroom community housing units where the tenants come from all walks of life. Some need assistance with one-off tasks and others are able-bodied – a fact noticed by the community chaplain when one lady needed a bed moved. From this one instance, they realised just how much talent there was in the complex that could assist others. The A-Team quickly evolved with a specific purpose – to provide help to residents by residents.

The team now comprises a builder, carpenter, mechanic, painter and several helpers. So far, they have shifted, repaired and painted furniture, dumped rubbish, fixed small faults on cars, transported people to appointments, adjusted fridges, helped other residents with physical challenges and much, much more. To further their work they have built a workbench from recycled materials and tools have been donated. The cost of health and safety requirements for the work area has been met by holding raffles. One of the team baked, one donated chocolates, while others provided fruit, vegetables, and a DVD to raise the necessary funds. Their initiative and resourcefulness has resulted in real benefits to the community both in the assistance to residents in the sense of purpose shared by this unique group of people who wanted to do something for themselves.

2015 Award Program Silver Sponsors



SA Awards Sponsor:



## SA Nominations

### Excellence in Social Housing

- Anglicare SA | Refugee and Transitional Housing Team
- AC Care | Regional Homelessness Campaign
- Habitat for Humanity SA | 'The Shed' Project

### Inspirational Team Member

- James Clough | Junction Australia
- Wendy Gaborit | Housing SA
- Allison Goodes | AC Care
- Liz Malcolm | Housing SA
- Paul Reardon | Housing SA
- Lyn Steven | Housing SA

# SA Finalists

## EXCELLENCE IN SOCIAL HOUSING AWARD



### AC Care | Regional Homelessness Campaign

Anglican Community Care (AC Care) commenced in 1986 in Mount Gambier when a small group of local people identified a gap in care for teenagers unable to live at home. Local people fundraised to provide this service and eventually were awarded state government funding. Now employing approximately 200 staff and delivering over 70 different programs, AC Care offers out-of-home care, homelessness support, family counselling and strengthening, emergency relief, financial counselling, no interest loans, adult education, social housing and youth support programs.

The Support Homeless People luncheon was established in 2012 to raise funds for AC Care's work with people experiencing homelessness in the Limestone Coast. Barry Maney was the initial instigator of the proposal for the campaign. In liaison with AC Care, he formed a small working party to drive the Support Homelessness People campaign. Through fundraising efforts, the luncheon has since become a bi-annual event held in 2012 and 2014. The community approach has highlighted the lives of the tenants, created awareness and compassion in a broad cross-section of the community and raised the sense of community responsibility for a joint solution. Fundraising efforts gained significant support with tenants benefitting directly through financial inclusion and housing programs.

The community awareness of the disadvantaged people highlighted by this initiative is nothing short of amazing. With over 320 rural people learning more about AC Care services, the needs of the community and the collective impact of the partnership between local businesses and philanthropists, they have achieved enhanced outcomes for real people in tackling the issue of homelessness.

## INSPIRATIONAL TEAM MEMBER AWARD

### Paul Reardon | Housing SA



Paul is an inspirational leader both in his role as Director Asset Services, Housing SA and as the State Controller of Emergency Relief.

As State Controller, Paul has the responsibility for the establishment of the emergency relief functions during a state emergency, which comprises setting up emergency relief centres, and providing grants, support and emergency housing to people who have been affected by the emergency. During the Sampson Flat bushfires, Paul demonstrated the type of leadership that is essential when dealing with state emergencies and operating under pressure by remaining calm and supportive to all of the staff involved.

A strong and enthusiastic leader, Paul has consistently motivated others to achieve high standards and performance in delivering housing for people most in need. He has a very strong customer focus and encourages his team to aspire to excellence in customer service.

In addition, Paul has demonstrated his commitment to social housing through leading innovative projects, such as improving housing standards for Aboriginal communities in the APY lands and developing new housing options as part to the Federal governments National Building project.

During his years with Housing SA, Paul has developed a high level of respect and creditability with his direct staff, peers and senior management, as well as leaders and staff of other organisations. Paul provides leadership to his staff and focuses on their strengths and ability regardless of their role.

**Highly Commended for the Award:** Allison Goodes | AC Care



2015 Award Program Silver Sponsors



SA Awards Sponsor:



## SA Nominations

### Outstanding Achievement

- Allison Goodes | AC Care
- Wendy Malycha | St John's Youth Services
- Mary McInnes | Frederic Ozanam Housing Association
- Lyn Steven | Housing SA

# SA Finalists

## OUTSTANDING ACHIEVEMENT AWARD (JOINT)

### Wendy Malycha | St John's Youth Services



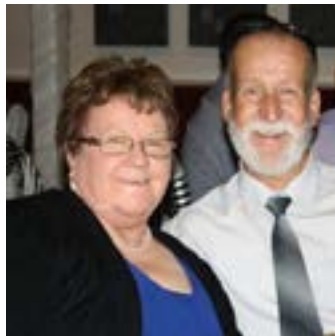
When Wendy joined St John's Youth Services in 1993, the organisation was a night shelter for young men, Wendy expanded the services to support young people in collegiate-based accommodation, however she soon became frustrated at the failure of the shelter system to break the cycle of homelessness for young people. Wendy undertook extensive research to find a better way, and persuaded government and community partners to support the establishment of the current services, Youth110, Ladder St Vincent Street and Next Step.

Wendy's influence extends far beyond St John's Youth Services; she was instrumental in establishing the Foyer Foundation in Australia and continues to serve as a Foyer Foundation board member.

Wendy has done extensive work with peak bodies in the homelessness and community housing sectors, and has been involved in the development of housing policy at local, state and national levels. She has participated in many sector-wide activities, including 10 years as the Deputy Chair of SACOSS Policy Council and as a SACOSS board member. She was a founding member and served on the board of Homelessness SA, and has served on a range of other boards including the Youth Housing Network, ACOSS, Shelter SA, OARS, and the National Youth Coalition for Housing and National Shelter. Wendy is also a honorary life member of the SACOSS and Homelessness SA.

Wendy's commitment to young people has directly affected more than 8,000 young lives in SA who have been supported by St John's Youth Services. The innovative initiatives she established will continue to change young people's lives well into the future.

### Mary McInnes | Frederick Ozanam Housing



Mary has been working in the community housing sector since 1994, primarily in a volunteer capacity. Mary's vision, passion and drive for supporting marginalised people in the community saw the formation of not only WHA but also Whalers Peninsula Community Association Inc. One of Mary's great strengths is the capacity to identify a social problem and mobilise the local community to find a solution.

Mary has been at the forefront of building a model based on tenant participation and connection in SA. Under the management of Mary, the former WHA won the State Award for Innovation and another for Corporate Governance, and Mary personally received the Prime Minister's Excellence Award and the Woman of Achievement Award.

Mary's path to community housing came from her interest in real estate property management. Offered an opportunity to join the Community Housing Assistance Services Association (CHASSA) in 1994, Mary was able to combine real estate property management experience with her passion for community service. Mary's involvement with the Community Housing Council of SA has been over a 15-year period, serving on various committees including the Management Committee. Her contribution to the community housing sector included a six-month role as Acting CEO during the difficult merger period between the Community Housing Association's Forum (CHAF) and the Community Housing Assistance Services of South Australia (CHASSA).

Mary's contribution to community housing has made a significant difference to the lives of tenants, and to those in the broader community on the Fleurieu Peninsula and Outer Southern Adelaide.

2015 Award Program Silver Sponsors



SA Awards Sponsor:



## SA Nominations

### Leading Tenants Engagement Practice

- Anglicare SA | Greening Communities Project
- Housing SA | Berri Office Team | *Home, where we are* Project

### Leading Housing Development Project

- Common Ground Adelaide Ltd | Mellor Street
- Housing SA | Access 2 Place Project Team
- Unity Housing | Northern Region Affordable Housing Initiative

# SA Finalists

## LEADING TENANTS ENGAGEMENT PRACTICE AWARD

### Housing SA | Berri Office Team | *Home, where we are* project



The *Home, where we are* project demonstrates how simple communication and engagement with tenants and customers can empower tenants to re-establish connections with their families and communities, and have positive housing outcomes.

This initiative was led by the Housing SA, Berri Office Team Leader, Karen Walshaw, and pulled together by members of the Berri Office team comprising of Brodie Egan, Kayla Rapisarda and Karen Peters. The team had the dedication and commitment to encourage tenants and customers to share their stories with others; a true demonstration of tenant engagement with the community.

The aim of the initiative was to engage with Housing SA tenants and customers to collect a series of interviews, encouraging them, if willing, to share their experiences of accessing and sustaining stable and affordable accommodation. The project was aimed at enhancing community perceptions of people who access the public and community housing sectors to sustain a home. Their stories were published in a book of personal stories from people accessing Housing SA services. The booklet focussed on the experiences of people who have had positive housing outcomes, supporting their connection to the local communities in the Riverland.

The book, *Home, where we are*, together with a number of calendars, was launched at a reception in May 2014. The tenants and customers involved in the development and creation of the book also participated in the launch event hosted by Housing SA.

## LEADING HOUSING DEVELOPMENT PROJECT AWARD

### Unity Housing | Northern Region Affordable Housing Initiative



Unity's Northern Region Affordable Housing Initiative is a strategic partnership targeting new affordable housing. The project is an innovative partnership driven by Unity between Commonwealth Government, the South Australian Government, three regional councils, the corporate sector and three Regional Development Australia offices.

The Initiative is a \$23 million investment in affordable housing made possible through Unity's ability to leverage its existing asset base and work with other stakeholders to enable borrowings in excess of \$12 million. The objective is to achieve 80 affordable housing outcomes in locations that are marginal in financial terms but with a significant need for appropriate accommodation.

The project consists of 102 new homes, 22 of which will be sold to the market, 60 to be rented to key workers and 20 to older South Australians and people living with a disability. The properties are built in 14 different locations and 11 regional towns. The project offers each of the 80 Unity-retained houses a 1.5kW photovoltaic solar generation system to reduce tenant electricity bills by up to 50 percent.

This initiative forms an important part of Unity's strategy to reduce housing stress in regional South Australia by increasing the supply of affordable housing. Construction of the project was completed in December 2014 on budget and in time for tenancy in January/February 2015.

2015 Award Program Silver Sponsors



**SA Awards Sponsor:**



**SA Nominations**

**Leading Innovation**

- AC Care | Regional Homelessness Campaign
- Habitat for Humanity SA | ‘The Shed’ Project
- Unity Housing | Northern Region Affordable Housing Initiative
- Westside Housing Association

**Leading Asset Management**

- Junction Australia | Strategic & Asset Services Team

# SA Finalists

## LEADING INNOVATION AWARD

### Habitat for Humanity SA | ‘The Shed’ Project

Imagine a world where everyone has a safe and decent place to live. This is the bold vision of Habitat for Humanity, the world’s largest not-for-profit provider of housing. Established in 1976, Habitat for Humanity has built or renovated over 800,000 homes, transforming the lives of more than four million people in over 3,000 communities.

Habitat for Humanity provides a “hand up not a hand out”. Housing is sold to low income families at a significantly reduced cost with sale proceeds used to build more homes for people in need. To contain costs, home partners contribute their labour or “sweat equity” working alongside individuals and groups who volunteer their labour and/or donate materials.

Habitat for Humanity SA works with the same model. They constantly strive to develop innovative solutions to enable the local “revolving funds” to turn quicker so they can help more low income families break the housing poverty cycle.

A key initiative developed in 2012 is the Habitat for Humanity Shed. Since its establishment, they have completed 30 houses, most of these in the last six years. The Shed facilitates opportunities for disadvantaged, disengaged and marginalised individuals to come together to share skills, to learn new skills and to strengthen community connection. The Shed program helps people to gain confidence and increase self-esteem, to enhance their construction skills as well as “soft skills” needed to find employment. It helps people to strengthen their sense of belonging. Increasing the pool of volunteers in turn enables Habitat for Humanity SA to build more homes, assisting more low income families to break the cycle of poverty by entering into home ownership.



## LEADING ASSET MANAGEMENT AWARD

### Junction Australia | Strategic & Asset Services Team

Junction and Women’s Housing Strategic and Asset Services team consists of Deb Robinson – Strategic & Asset Services Manager; James Clough – Asset Manager; Kathy Goler – Asset Coordinator; Dean Galanos – Regional Coordinator; Ellen Watson and Sue Tonkin – Maintenance Officers. This team is responsible for the management of property assets and maintenance functions and the development of key business systems within the housing division.

During 2014, this team redeveloped their service from a distributed model to a centralised service hub to meet the goal of providing a better service to tenants. The revised service model has been very effective – resulting in better service to all stakeholders, enabling the team to undertake other planned projects and positioning the team and service for Junction and Women’s Housing planned growth. The project was completed in a year of significant change for the organisation that included 2 mergers and a 40% growth in the asset portfolio.

The overall success of this project is that Junction and Women’s Housing is now positioned for growth with scaleable systems and consistent practice. They are better able to address WHS concerns, comply with program requirements, and measure work against KPIs that contribute to both organisational goals and reporting requirements. Each person in the team has contributed to this project through their willingness to change, their good humour and their solution focused approach to their work. They would not have achieved success without everyone being on board.



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SA Awards Sponsor:



## SA Nominations

### Tenant Led Initiative

- Westside Housing Association | 'It's the Way We Work' Program

# SA Finalists

## TENANT LED INITIATIVE AWARD

### Westside Housing Association | 'It's the Way We Work' Program



Over the past two years, Westside has reinvented itself with the support of six small housing co-operatives and an innovative board. The 59 tenants who were members of the six housing co-operatives – LaLuna, ROOHS, Resourceful, Halifax and Housing One - voluntarily gave up their independence and trusted Westside with their homes.

Late last year, Westside attempted to write a Tenants Participation and Engagement Strategy and, while reflecting on how this might work, it became clear that Westside is a hybrid. It is now a mixing pot of the co-operative principles of democracy and equality, and the managerial principles of efficiencies, KPIs and governance.

It was clear a traditional strategy wouldn't be enough for Westside so they began to talk to tenants and examine successful engagement models. They used the lens of the Engagement Triangle to break the task into clearer chunks and came up with three separate approaches:

1. Decision Making – overseen by the board with a sub committee consisting of tenants, board members and other subject experts;
2. Relationship Development – with three elements – a social club run by tenants, a new tenant meet & greet and a neighbourhood mentoring program by tenants and sustaining tenancies approach by staff; and
3. Capacity Building – building an online platform for information sharing and overcoming barriers to access for each tenant.

The co-operative members continue to contribute their ideas and skills to the organisations to develop a community that will be sustainable into the future.

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VIC/TAS Awards Sponsor:



## VIC/TAS Nominations

### Outstanding Achievement

- Karen Barnett | Port Phillip Housing Association

### Inspirational Team Member

- Deborah Paskevicius | Housing Choices Australia

# VIC/TAS Finalists

## OUTSTANDING ACHIEVEMENT AWARD

### Karen Barnett | Port Phillip Housing Association



Over the past 25 years, Karen has built an award-winning social housing business with approximately \$300 million assets and employing 33 staff. Under Karen's leadership, Port Phillip Housing Association has consistently been at the forefront of practice looking to the future and what can be achieved with creative thinking and more than a touch of bravery.

While Karen's focus has been on housing locals, she has consistently campaigned at both state and federal levels to develop a strong social housing sector that is a voice for those unable to become home owners and struggling to survive in private rental. Even as CEO, Karen still takes the time for personal contact with tenants that she housed all those years ago, visiting or sending a Christmas card, visiting in hospital, staying in touch.

Karen has created a culture at Port Phillip Housing Association where staff can be themselves at work. She has instilled a collaborative approach throughout the organisation, leading by example. Karen's vision of building homes that people want to live in now and in the future drives Port Phillip Housing Association.

The list of awards Karen has received personally and on behalf of Port Phillip Housing Association is impressive. In 2000, she received a Medal of the Order of Australia and in 2001, the Centenary Medal for her work in social housing and the St Kilda Community. Since then, the list of awards received by Port Phillip Housing Association under Karen's direction is long, culminating in Port Phillip receiving national recognition as a developer in 2014, when listed as national finalists in the Property Council of Australia Awards for Best Residential Development.

## INSPIRATIONAL TEAM MEMBER AWARD

### Deborah Paskevicius | Housing Choices Australia



Deb has been working with Housing Choices Australia for 13 years. She began in a part-time position when Housing Choices Australia was known as Supported Housing Ltd and then progressed to the position of Housing Officer. In 2008, following the merger between Supported Housing Ltd and Melbourne Affordable Housing to form Housing Choices Australia, she was promoted to the position of Housing Team Leader - Supported Housing, where she continually excels.

Deb has developed and supported a number of initiatives that have been instrumental in sustaining tenancies and engaging residents and staff at Housing Choices Australia. Deb has also obtained the support of support providers to implement various programs by:

- empowering the capacity and skills of residents;
- enabling residents to engage in their local community; and
- building trust through communication and transparency

It's Deb leadership that really makes her stand out. She is a true leader who motivates and encourages her team members. Her grit and steadfastness through adversity is awe-inspiring. She is a beacon of empathy, passion, compassion and wisdom. It's these qualities that make her a remarkable and truly inspirational woman.

2015 Award Program Silver Sponsors



VIC/TAS Awards Sponsor:



## VIC/TAS Nominations

### Leading Tenants Engagement Practice

- Common Ground Tasmania | *Common Wall* Mural Project
- Port Phillip Housing Association Tenancy Team | Art Exhibition Project

### Leading Housing Development Project

- Community Housing Ltd | Hastings Model
- Port Phillip Housing Association | Ashwood Chadstone Gateway Project

# VIC/TAS Finalists

## LEADING TENANTS ENGAGEMENT PRACTICE AWARD



### Port Phillip Housing Association Tenancy Team | Art Exhibition Project

Port Phillip Housing Association manages over 1,000 properties with a long-standing focus on single housing (69% of tenancies). This cohort is characterised by a significant degree of social exclusion and isolation.

The Tenancy Team initially conceived the Art Exhibitions as a means of increasing tenant engagement and reducing social inclusion, but it quickly evolved into an inspiring project providing a platform for tenant leadership, corporate collaboration and extended public debate.

The initial exhibition involved 20 PPHA tenants displaying 49 art pieces, with the opening night attracting over 200 guests. The success of that exhibition led to the Museum of Australian Democracy at Eureka offering to tour the tenant artworks to regional Victoria. All 20 artists provided their artwork for the two-week exhibition in Ballarat, and the opening provided the ideal vehicle for a day-long forum on housing and homelessness.

Tenant participants have reported increased self-esteem, reduced social stigma, renewed interest in producing art, and great engagement with neighbours and community. Port Phillip Housing Association has improved its understanding of tenant engagement practices, and enhanced its corporate and community relationships.

**Highly Commended for the Award:** Common Ground Tasmania | *Common Wall* Mural Project

## LEADING HOUSING DEVELOPMENT PROJECT AWARD



### Port Phillip Housing Association | Ashwood Chadstone Gateway Project

Bold and beautiful, Port Phillip Housing Association's Ashwood Chadstone Gateway project is an exciting example of housing development and urban renewal, providing much-needed, high quality, affordable housing that contributes to the revitalisation of the Ashwood-Chadstone area.

In 2009, PPHA was awarded the State Government tender for the Ashwood Chadstone Gateway project, the largest social housing renewal undertaken by the registered housing sector. The \$140 million project (with the Victorian Government and PPHA each contributing about \$70 million) includes the redevelopment of six vacant sites to deliver affordable rental housing for singles, couples, families and older people on low to moderate incomes. The development includes a mixture of affordable rental properties, as well as privately sold dwellings, with 210 social housing apartments and townhouses, plus a further 72 dwellings sold.

Selling some of the housing provided the association with funds to build more high quality community housing. As the final phase of the project, PPHA will leverage and deliver 200 affordable dwellings within metropolitan Melbourne, to be built without additional government support.

The development was a carefully considered and well designed response, undertaken with significant public consultation, addressing issues of height, density, neighbourhood character and building scale to create a mix of housing to ensure the project was socially sustainable and commercially viable. The development successfully demonstrates how to increase density in well serviced locations, and enhance amenity while minimising impacts on the surrounding neighbourhood.

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VIC/TAS Awards Sponsor:



## VIC/TAS Nominations

### Leading Innovation

- Common Ground Tasmania Tenants
- Housing Choices Australia | Preston High Street Project
- Port Phillip Housing Association | Foodmate for Rooming House Residents

### Tenant Led Initiative

- Port Phillip Housing Association | Power Gateway Social Committee

# VIC/TAS Finalists

## LEADING INNOVATION AWARD

### Housing Choices Australia | Preston High Street Project



Housing Choices, in partnership with Neami, commenced the Preston High Street Housing Project in 2011. The medium density housing comprises 33 units housed on four levels, including 16 Neami-nominated residents and 17 low-income residents. The facility also has an office administration area. The resident mix includes ages from 20-70 and a cultural diversity of Indigenous, Somalian, Greek, Vietnamese, Macedonian and Iraqi. Both Housing Choices and Neami staff are based on site.

Housing Choices is responsible for housing services and tenancy management while Neami provides ongoing psychosocial support. There is also a concierge service from 8pm to 8am. The trained concierge helps to support tenants and curb anti-social behaviour.

The project aims to improve residents' mental health and wellbeing by providing an opportunity for stable housing and support. The project targeted people that were formerly homeless or at risk of homelessness due to mental health concerns. It was also designed to reduce the perceived barriers to stable housing such as housing affordability and insecurity, location features, behavioural issues, discrimination and insufficient support.

In 2014 the vacant office space was transformed into the 'Preston Hub', a vibrant community facility providing education and recreation opportunities for residents and the wider community. The Hub has a term timetable of events and activities such as: budgeting, arts programs, language classes, cooking, job seeking and health programs. The Hub also provides computers with internet access, and large kitchen for residents to book activities.

Housing Choices and Neami's shared commitment has been fundamental to the positive outcomes reported by the residents. Without doubt, this is a model that could be repeated elsewhere, not only by Housing Choices but by other housing providers.

## TENANT LED INITIATIVE AWARD

### Port Phillip Housing Association | Power Gateway Social Committee



The Power Gateway Social Committee is a group of committed tenants living at Port Phillip Housing Association's 4 Power Avenue, Ashwood, property; a building comprising 93 apartments and housing persons over the age of 55. The Power Gateway Social Committee not only provides socialising opportunities for tenants from 4 Power Avenue and adjoining PPHA's properties, but is a source of support for tenants experiencing challenges and difficulties.

The idea and development of Power Gateway Social Committee came from tenants living at 4 Power Avenue who wanted to create a sense of community in their housing. Initially, they organised social events to create connections between tenants and raise money for charity, but now the Power Gateway Social Committee activities have diversified. Critical to the sense of wellbeing of these older tenants, they also provide:

- tenants with transport to obtain material aid;
- support for tenants who are unwell or hospitalised; and
- English language classes for Chinese-speaking tenants.

The committee has been instrumental in reducing social isolation, creating a sense of community and fostering a culture of respect and care for others living at PPHA's 4 Power Avenue property.

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WA Awards Sponsor:



Government of Western Australia  
Department of Housing

## WA Nominations

### Excellence in Social Housing

- City of Perth, Access Housing and Access Housing Realty | Penny Lane Apartment Project

### Outstanding Achievement

- Su Groome | Access Housing

# WA Finalists

## EXCELLENCE IN SOCIAL HOUSING AWARD

### City of Perth, Access Housing and Access Housing Realty | Penny Lane Apartment Project



In 2003, The City of Perth, in conjunction with not-for-profit affordable housing provider Access Housing Australia and its subsidiary for-profit real estate company Access Housing Realty, finalised the development, tenancy and property management of the Penny Lane affordable rental apartment complex. The project is designed to assist inner city workers on low to moderate income to secure appropriate and affordable housing close to their Perth CBD workplace and within a location often out of reach due to high private rental prices.

By combining this project with the National Rental Affordability Scheme and setting additional eligibility criteria relating to residents employment, the outcome has been more than 50 households benefiting from securing affordable and appropriate accommodation with less expensive utility costs due to the development's high energy rating and sustainability targets. Households have also received non-financial benefits/positive social outcomes such as the ability to walk or cycle to work and more family/personal time due to living so close to their workplace.

## OUTSTANDING ACHIEVEMENT AWARD

### Su Groome | Access Housing



Su has more than 20 years' professional experience as an architect, planner, policy advisor and sustainability strategist working on a diverse portfolio of projects in urban, rural and remote locations across Australasia.

Su is delivering results and collaborating with others in the community housing sector to achieve tangible, invaluable social outcomes for Access Housing and community housing tenants in the form of increased affordable housing supply and property maintenance services.

Su has been recognised for her contributions to the affordable housing sector through selection as an inaugural member of the Property Council of WA's Women in Property Committee. This allows her to raise the profile of women in the property industry but also highlight the role of the not-for-profit sector.

Su initiated Access Housing's Strategic Asset Management Plan. The model has been replicated and adopted by other not-for-profit housing groups nationally.

Su has also provided policy level advice to government regarding planning provisions for affordable housing and housing vulnerable persons.

Su has a passion for affordable housing and aims to deliver practicable, affordable housing options in established and developing suburbs that add value to the existing landscape while also being mindful of the needs of prospective tenants.



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**WA Awards Sponsor:**



Government of Western Australia  
Department of Housing

## WA Nominations

### Inspirational Team Member

- Michelle Shaw | Access Housing

### Leading Tenants Engagement Practice

- Shelter WA | WA Housing Hub

# WA Finalists

## INSPIRATIONAL TEAM MEMBER AWARD

### Michelle Shaw | Access Housing



Michelle has worked for Access Housing for more than seven years in different non-management capacities within the company's Tenancy Services department.

With more than 20 years of social and community housing experience that has been hallmarked by commitment, drive and determination, Michelle has been instrumental in instigating, shaping, developing and driving changes within Access Housing to ensure its Tenancy Services department remains compliant, consistent, competitive and provides value for money for the tenants.

Michelle is currently Policy and Procedures Officer but is also regularly seconded into other key work areas due to her dependability, and wealth of industry and business knowledge.

While working on projects, Michelle never loses sight of her main role. She is always willing to assist and give guidance to staff, and frequently gets asked to advise on changes, proposals and initiatives. Her highly visible strengths of tact, diplomacy and processes are comprehensive and accurate.

Michelle is very much an unofficial leader within Access Housing, and her opinions are sought and respected by staff and managers across the organisation. She is a most valued trusted and respected colleague who supports and inspires those around her on a daily basis.

## LEADING TENANTS ENGAGEMENT PRACTICE AWARD

### Shelter WA | WA Housing Hub



Shelter WA is a not-for-profit organisation established in 1979 as the peak body for social and affordable housing and homelessness in WA.

In February 2015, just 14 months after commencing the new contract with the WA Department of Housing, Shelter WA launched the WA Housing Hub; an innovative and interactive online platform designed to bring the WA housing sector together to collaborate, share information, exchange ideas, and discuss housing options and solutions with regards to social and affordable housing and homelessness.

The WA Housing hub is the first interactive online platform available in the public domain, specifically designed to facilitate engagement with stakeholders within the housing system, to elicit solutions to the social and affordable housing shortage. It is targeted at housing providers, practitioners, developers and housing consumers. Through participation from the sector, the hub provides a sound platform for Shelter WA's work in policy development and advocacy research to improve housing outcomes for Western Australians, in particular those on a very low to moderate income.

All members of the Shelter WA team are to be acknowledged for their contribution and dedication to the development and launch of the WA housing hub online platform. The hub has been designed in consultation with the sector to ensure it is fit for purpose and meets the needs of a diverse group of users.

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## WA Nominations

### Leading Housing Development Project

- Access Housing | Capel's senior multi-unit development
- Foundation Housing | Foyer Project

### Leading Innovation

- City of Perth, Access Housing and Access Realty | Penny Lane Apartment Project
- Foundation Housing | Foyer Project
- Shelter WA | WA Housing Hub

# WA Finalists

## LEADING HOUSING DEVELOPMENT PROJECT AWARD

### Foyer Oxford Consortium | Foyer Project



Foyer Oxford opened in March 2014 and is now Australia's largest single site homelessness service for young people. The first purpose-built foyer in Australia, it provides 98 self-contained rooms (including some for single parents) for young people either homeless or at risk of homelessness, who commit to engage in education and training during their two-year stay. In under a year, it has changed the face of homelessness services in WA.

Rather than being operated by a single entity, three organisations formed a consortium, enabling each to focus on their area of expertise in housing, education and support. Foundation Housing Ltd drew on its expertise as WA's largest community housing provider to develop and deliver the multi-million dollar complex, and is now the tenancy and asset manager. Anglicare WA delivers high quality day-to-day support for residents, and the Central Institute of Technology (on whose campus the foyer is situated) has developed courses specifically for the young people living there.

At a minimum, Foyer Oxford has doubled the accommodation available for homeless youth in WA. But more than that, it has given young people a stable and secure environment from which to build a positive and independent future.

## LEADING INNOVATION AWARD

### Shelter WA | WA Housing Hub



The WA Housing Hub vision grew from conversations with tenants and service providers in Perth and regional WA that highlighted some obvious gaps in services. Initially, it led to the development of the Housing Options and Resources Kit however, they soon realised the solution had to encompass much more than just information about resources and options to actually meet the needs of the sector.

Shelter WA believes the WA Housing Hub is unique in its ability to foster engagement and discussion across the whole housing sector, and facilitate collaboration and partnerships. The WA Housing Hub incorporates the latest housing news, events and research, including the showcasing of innovative housing developments and models.

In addition, the Housing Options Kit developed by Shelter WA in 2013 was updated, broadened and redesigned, and has been transformed to the Housing Options and Resources component of the WA Housing Hub, as a location-based directory of services, housing options and resource information for housing practitioners and consumers to access from mobile devices or in office-based situations.

The WA Housing Hub also offers considerable opportunities to foster engagement with remote and regional stakeholders through specialist regional forums, to enable those stakeholders to post, share, discuss and edit documents through Regional Discussion Forums, and purposefully through Regional Affiliates - partnerships developed by Shelter WA with existing affordable housing/homelessness forums in discreet regional locations.

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