

ANNUAL REPORT
2016/17

**PORTWAY HOUSING
ASSOCIATION INC.**

Providing housing solutions for the future



“ They are always available quickly, are respectful of my privacy, easy to talk to and they communicate information easy enough for me to understand. – Tenant ”



OUR VISION, VALUES & MISSION

Vision

A compassionate, respectful and just community in which all people participate, flourish and are able to access appropriate and affordable housing of their choice.

Values

Respect and compassion for all people

Belief in the innate worth of all people

Justice, particularly for those less advantaged in our society

Being of service to others

Restlessness for what could be

Non-violence and peace

Mission Statement

Portway Housing strives to provide long-term, affordable and appropriate housing to people on low to moderate incomes, particularly targeting families, young people, refugees and people with a mental health related disability.

We aim to work professionally and collaboratively to assist people to access housing and to maintain links with their communities and available support services.

We endeavour to provide housing that contributes to the development of strong communities that incorporate social, economic and environmental sustainability.

CHAIRMAN'S REPORT

For the Year Ended 30 June 2017

The Association has had another successful year, establishing 74 new tenancies and managing a healthy operating surplus. In addition, a range of performance indicators show that we are managing tenancies and assets very efficiently, with high levels of tenant satisfaction.

After nearly two years of planning and negotiation, we have made a significant change to our governance structure, with the members of the Board of UnitingCare Wesley Port Adelaide (UCWPA) becoming the Board of Portway Housing. Whilst Portway remains a separate legal entity, this closer relationship with UCWPA will enhance Portway's work in a number of areas, including cooperative planning, property development, project financing as well as corporate accounting and infrastructure support. Similarly Portway will enhance UCWPA's priority to develop and support low-income accommodation.

I would like to sincerely thank all of the members of the Board for their outstanding long-term stewardship of the organisation. They ensured that the Association's legislative, contractual, regulatory compliance and reporting obligations were always met in a timely manner, whilst supporting the growth of the organisation via developments, property purchases and absorption of smaller organisations. I also appreciate the support of Libby Craft and the UCWPA staff whose commitment to Portway in developing accommodation for low-income tenants has been incredibly valuable.

We have three exciting new projects at various stages of development, which will add 19 additional new properties to our portfolio. Our Pennington project will deliver eight fully refurbished townhouses, adjacent to the new St Clair development, towards the end of this calendar year. We were successful in having two Community Housing Asset Renewal Program project proposals at Kidman Park and Kurralta Park approved by Renewal SA, and we were the first organisation to conclude a project agreement for this new initiative that enables organisations to redevelop existing sites. Kidman Park will deliver six townhouses on a former double-unit site and construction has begun. Kurralta Park will deliver eight townhouses on a one-house site, and we are currently at the early planning stage.

The political environment will be interesting in coming months with a state election in March 2018 and a Federal Government election due in 2019. New housing initiatives are often announced close to or during election campaigns, so we are hopeful of some positive initiatives in the near future. Whilst we attempt to control our own destiny as much as possible, we have often benefited from government funding initiatives like the National Rental Affordability Scheme and Affordable Housing Innovations Fund and hope to take advantage of any new initiatives. The community housing sector is heavily regulated via the National Regulator and Renewal SA, and we have a very positive relationship with both, which we hope will continue into the future.

Portway is fortunate to have a highly capable and experienced eight-member staff team, which has an average of 15 years experience in community housing. Our most recent tenant survey, independently collated, indicated 98% satisfaction with the attitude, knowledge and skills of our team, which is outstanding. The team takes 'continuous improvement' seriously and is constantly looking at ways to improve our service delivery and tenant engagement.

Portway continues to have the benefit of Tony Puskaric's outstanding leadership. He is a man of great integrity, commitment and knowledge, and has made a significant contribution to Portway and community housing in South Australia. Tony has been a wonderful support to me as Board Chair, other Board members and our loyal staff.

As I sign off as Board Chair, I believe that Portway Housing will move forward from a position of strength, optimism and confidence. We are in position to meet challenges and take advantage of opportunities that may arise in a changeable community housing environment.

I wish Portway Housing Association, its Board, staff and tenants all the best for the future.



Mr Peter Bicknell
Board Chair



“ Our most recent tenant survey, independently collated, indicated 98% satisfaction with the attitude, knowledge and skills of our team, which is outstanding. ”



MANAGER'S REPORT

For the Year Ended 30 June 2017

Portway has had another very successful year on many fronts including high levels of tenant satisfaction and an operating surplus of \$725,017 and the transition to a new governance structure.

Although I will greatly miss the previous Portway Board members, who provided great wisdom, expertise, oversight and support for many years, including more than 20 from Peter Bicknell and Libby Craft, the new governance structure will add significantly to our capacity to move the organisation forward and I look forward to the support and guidance of the new Board.

Our sincere thanks go to Peter Bicknell, Libby Craft, Andrew Zeuner, Meredith Perry, Brian Oake, Vikki Waller, Cheryl Nissen and Maxine Roberts for their selfless long-term contributions.

As well as three exciting new development projects in the pipeline at Pennington, Kidman Park and Kurralta Park, we have also had numerous discussions with some smaller Tier 3 organisations that are finding the compliance requirements under the National Regulatory System somewhat onerous when added to Renewal SA's compliance requirements. We have been successful in absorbing five smaller organisations, mostly Housing Co-operatives, over the years and the transitions have always been very successful, so hopefully some or all of the groups that we have been speaking with will choose to join us at some stage.

Our relationships with the National Regulator and Renewal SA are very good. It is evident that Renewal SA now has a greater focus on community housing providers beyond the Tier 1 groups, which is good for us and the other Tier 2 providers. An initiative like the Community Housing Asset Renewal Program (CHARP) is an example of innovative forward thinking that enables Tier 1 and 2 providers to strategically redevelop some of their existing stock, with mutual benefits to the government and the organisations involved. We were the only organisation to have two project proposals approved in the first round of the CHARP and were the first to sign a project agreement with Renewal SA. Another positive initiative is the Sale to Tenants Policy which will enable community housing organisations to sell properties to tenants and retain the sale proceeds to reinvest in new housing. Portway has been advocating for this change for some time and we hope to have our first tenant sale concluded before the end of this calendar year. If this initiative is extended to the sale of properties on the open market, as I believe it will be, it will enable community housing providers to dispose of properties that will become unviable in the future, with the proceeds being available for building or buying new properties.

Our experienced staff team has been very stable, with the only change in the past five years being the addition of our Operations Manager (Con Hadjicostantis) just over two years ago. Despite their experience, our team happily embraces change and undertakes appropriate training to update or learn new skills. This has included the integration of the Chintaro property and tenancy management database, the Technology One business management program and numerous regulatory and legislative changes. Our team members are highly regarded by our regulators, colleagues in other organisations and our tenants.

I am very optimistic about Portway Housing's future and believe that we are in a very strong position to deal positively with challenges and opportunities that will inevitably come our way.



Tony Puskaric
General Manager



“

We have been successful in absorbing five smaller organisations, mostly Housing Co-operatives, over the years and the transitions have always been very successful.

”





JADE'S STORY

New home helps create happiness after heartache

Jade was in hospital cradling her newborn baby, Amber, when she first learnt she had a new home through Portway Housing.

"Relief," the 25-year-old says of her feelings at hearing the news.

"I was living with my parents but it was a very small house so adding a baby into the mix wouldn't have been great."

But for Jade, it was never as simple as needing more space to raise her daughter.

A new home meant she could start fresh after a harrowing few years.

In mid-2015, Jade endured what no mother ever should.

She gave birth to her first daughter but after a traumatic labour, Violet only lived for three days.

Jade and her partner soon sold the house they had bought in the country to escape the memories of the trauma they had endured while living there.

They moved into a share house near the city and 12 months after Violet's death – almost to the day – Jade discovered she was pregnant again.

The surprise was too much for her partner and within days, the couple broke up and Jade moved home with her parents.

"I found myself pregnant and single and not quite sure how I was going to support myself and a baby and pay full rent on a single parent pension," Jade says.

"A friend recommended Portway Housing and so I applied."

In the following months, as Jade's pregnancy went on, her fears for the health of her unborn child grew.

"Due to the way Violet was delivered, my second pregnancy was high risk so it was terrifying the whole time," she says.

"I was very sick and kept fainting so I had to stop work and half way through the pregnancy I was put on bed rest."

Her difficult pregnancy came to an end on January 9, 2017, when Jade returned to the Women's and Children's Hospital for a scheduled caesarean.

Despite wanting to be put to sleep for the procedure because of her overwhelming stress, medical staff encouraged her to be awake for the birth.

"The first thing I heard was, 'She's alive,' and then I heard her cry," Jade recalls.

"I don't think there was a dry eye in the room."

Within a few days, Jade received the news about her new house, and two weeks later she was settling in to the two-bedroom property in Adelaide's west.

She says the move has been incredible and having her own space has helped her in her journey of healing.

Her house is full of love and baby toys – and precious photos of both of her daughters line the walls.

Jade is enjoying every moment watching Amber grow in their new home and has plans to one day go to university.

Inspired by her fortnightly ultrasounds during her second pregnancy, Jade wants to become a sonographer.

"I'm going to go to uni and set us up for the rest of our lives," she says.

"Hopefully in 10 years we will own our own house, just the two of us, and be travelling and doing fun things.

"That's the only goal I have."

OUR BOARD MEMBERS



Mr Peter Bicknell

Board Chair (1995 – June 2017)

B.A., M.Soc. Admin, JP

Mr Bicknell chairs UnitingCare Australia's National Committee. He has wide industry experience having chaired UnitingCare Wesley Port Adelaide, Port Adelaide Renewal Steering Committee and several environmental liaison groups. He was an inaugural Commissioner with the National Mental Health Commission.



Ms Libby Craft

Board Secretary (1997 – June 2017)

B.Soc Work (Hons), M.B.A.

Ms Craft is the CEO of UnitingCare Wesley Port Adelaide. She has over 25 years' experience in Human Services having worked in direct service provision, advocacy, policy, research and community development within state and federal governments as well as the non-government sector.



Ms Meredith Perry

Board Member (2009 – June 2017)

Dip. Teaching, Dip. Educational Counselling

Ms Perry has over 30 years' experience in the not-for-profit sector and is currently the Executive Manager Community Services at UnitingCare Wesley Port Adelaide where she is responsible for overseeing a suite of community services and programs which involve strategic planning, business development, policy development, community service program design and financial management.



Mr Brian Oake

Board Member (2009 – June 2017)

Cert. Management

Mr Oake has extensive experience in finance and risk management. His experience includes senior executive positions at the Westpac Banking Corporation as well as managerial roles within Adelaide Data Centre and the Bank of NSW. Responsibilities within those positions included asset and property management and housing development.



Mr Andrew Zeuner

Board Treasurer (2009 – June 2017)

B.Ec (Finance), CPA, M.B.A.

Mr Zeuner has over 20 years' experience in finance and business development and is currently the Executive Manager Business Services at UnitingCare Wesley Port Adelaide, where he is responsible for the portfolios of finance, administration and Information Services. Mr Zeuner is also the Treasurer of Wesley Social Enterprises Inc.



Rev Vikki Waller

Board Member (2006 – June 2017)

FRSASA, BAVA, B.Min

The Rev Vikki Waller has served as a Uniting Church Minister, a member of the Board of UnitingCare Wesley Bowden and UnitingCare Wesley Port Adelaide, and as CEO of the South Australian Council of Churches. Rev Waller is a Fellow and current President of the Royal South Australian Society of Arts.



Mrs Maxine Roberts

Tenant Representative (2009 – June 2017)

Mrs Roberts has lived in the Port Adelaide area for the past 35 years and has been a Portway tenant for 12 years. In the past she has been a small business owner.



Ms Cheryl Nissen

Tenant Representative (2014 – June 2017)

Ms Nissen has been a Portway Housing tenant for over 16 years. In the past, she has worked as a medical receptionist and nursing home administrator. Most recently, Ms Nissen retired from the RAA where she worked for 16 years as a specialist consultant in the Assistance Services Centre.

OUR PARTNERS & SUPPORTERS

Portway Housing Association's success is directly tied to the generosity and vision of the numerous individuals and organisations that help advance our mission. Portway sincerely appreciates the valuable time, services and resources provided by the following organisations. Together, we strengthen communities and create opportunities for the people we serve by assisting people with their housing, economic and social needs.

Not for Profit and Corporate Partners

- UnitingCare Wesley Port Adelaide
- The Wyatt Benevolent Institution Inc.
- Westpac Banking Corporation
- HomeStart Finance

State Government

- SA Health, Mental Health Services
- Department for Communities and Social Inclusion (DCSI)

Federal Government

- Department of Families, Housing, Community Services and Indigenous Affairs (FaHCSIA)
- Centrelink

Local Government

- Campbelltown City Council
- City of Charles Sturt Council
- City of Holdfast Bay Council
- City of Marion Council
- City of Norwood, Payneham and St Peters Council
- City of Port Adelaide Enfield Council
- City of Prospect Council
- City of Salisbury Council
- City of West Torrens Council
- Port Augusta City Council

Support Partners

- Community Mental Health Programs (UCWPA)
- Western Adelaide Homelessness Services (UCWPA)
- Wesley Social Enterprises (UCWPA)
- Anglicare SA
- Catherine House
- Life Without Barriers
- NEAMI
- Australian Refugee Association
- Offenders Aid and Rehabilitation Services of SA (OARS)
- Service to Youth Council
- MIND Australia
- Northern Domestic Violence Service
- Hutt Street Centre
- Nunga Mi:Minar


“

I like the fact they leave me alone to get on with my life. When I need them I know they are just a phone call away. – Tenant


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IN BRIEF

 \$637.48

Average household income per week

 \$202.75

Average rent per week

 96%

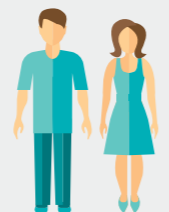
% of tenants paying subsidised rent

 12

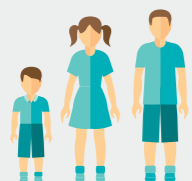
Tenant transfers

 0

Appeals heard

 476

Adults housed

 217

Children housed

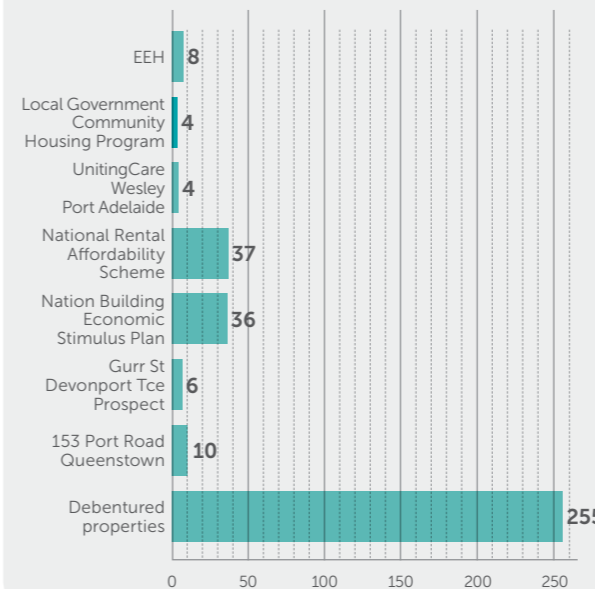
 74

New tenancies established

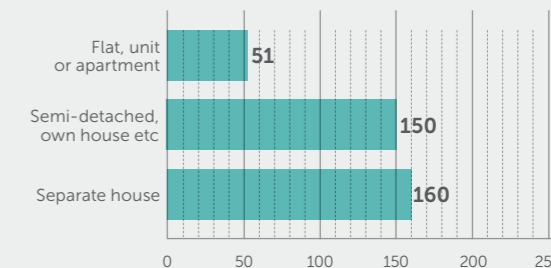
OUR PROGRAMS, PROPERTIES & PEOPLE



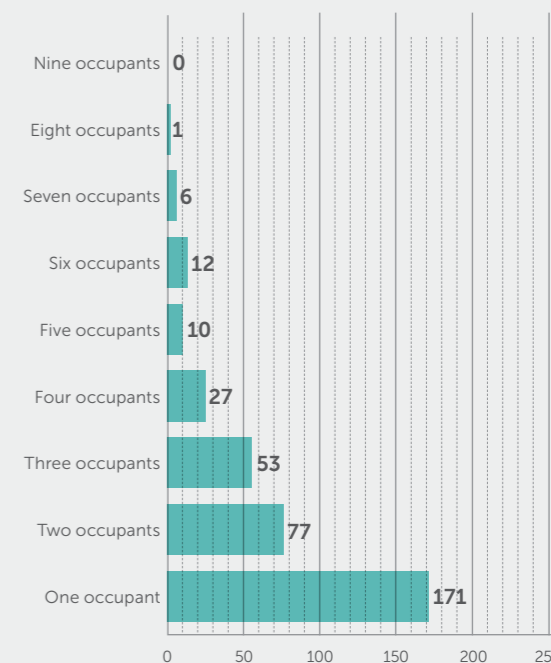
Summary of Properties by Program



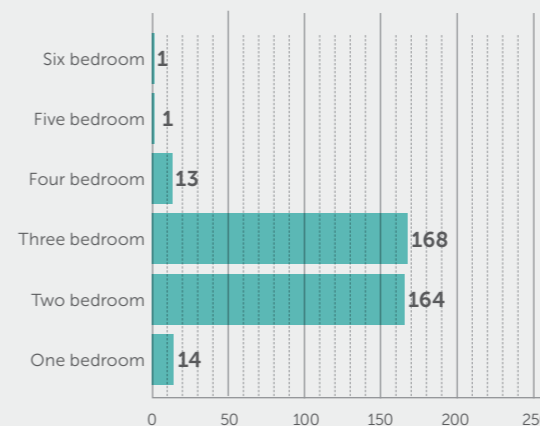
Property Type



Number of Occupants



Number of Bedrooms



SUMMARY OF FINANCIAL PERFORMANCE 2016–17

	2016–17 \$
Statement of Comprehensive Income	
Revenue	4,114,727
Expense	(3,389,710)
Profit for the Year	725,017
Other Comprehensive Income	1,180,000
Total Comprehensive Income	1,905,017
Statement of Financial Position	
Total Assets	26,140,609
Total Liabilities	3,658,262
Total Equity	22,482,347

“

I have been impressed how Portway has grown but services have not suffered. – Tenant

”





ROD'S STORY

Long-term tenant is part of the Portway furniture

Rod is one of the Portway Housing 'originals'.

When he moved into his Taperoo property 25 years ago, it was managed by Port Adelaide Central Mission and he was one of just four tenants.

"We used to take it in turns going to each other's houses each weekend to do work to make sure the properties were maintained," Rod says.

"The Port Mission didn't have to do much at all because we took care of it."

In 1997, the first dedicated staff member, Tony, was employed to look after Portway Housing properties.

Since that day, the Association has continued to grow and it now owns 360 properties across metropolitan Adelaide and regional South Australia.

Among the big changes Rod has noticed was the introduction of a maintenance coordinator to organise work on his home.

In recent years this has included a new kitchen and bathroom renovation.

"Portway have been really good to me – I'm really happy with the way things are," he says.

"I keep saying to them, 'You'll have to take me out in a coffin before you get me out of here!'"

Rod lives with his two-year-old blue heeler, Shadow, but the household hasn't always been so quiet.

At one stage, he and his former partner had five children between them living in the three-bedroom home.

"She kept wanting to move to a bigger place but I said, 'I'm not moving from here - it's affordable and they look after you'.

"I then saved up for a year and bought her a seven-seater van and within the week she did the bolt and took off with her three kids."

While not always lucky in love, Rod says luck was certainly on his side the day he found out about Portway Housing.

"My wife at the time and I were living in Broome and we wanted to get a better education for the kids, so we moved back to Adelaide," he explains.

"We came down here and lived with my mother and family for a couple of months.

"The Mission said, 'We've got a key to a house if you want to have a look'.

"My wife took the key and said, 'We're moving in' before she had even seen it. She couldn't handle living with my mother any longer!"

Rod soon became firmly entrenched in the Port community, with his children attending the local schools and him becoming a firm fixture at the North Haven football and cricket clubs.

"I've travelled all over Australia. I've been all over the world and I'll always come back to this area," he says.

When asked if he would recommend a Portway Housing tenancy to others, Rod has this message:

"If you've got the option to move into a property with Portway Housing, jump at the chance.

"I wouldn't be in the position I am in without them."

Contact Us

Portway Housing Association Inc.

70 Dale Street, Port Adelaide
South Australia 5015

PO Box 3032, Port Adelaide
South Australia 5015

Phone

(08) 8440 2219

Email

portwayadmin@unitingsa.com.au

unitingsa.com.au