



PORTWAY HOUSING ASSOCIATION

ANNUAL REPORT 2017-18



OUR 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.

OUR 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

OUR MISSION

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.

OUR ANNUAL SNAPSHOT



\$621.94

Average household income per week



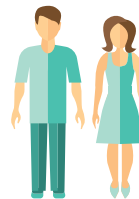
\$203.75

Average rent per week



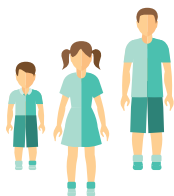
93%

% of tenants paying subsidised rent



490

Adults housed



219

Children housed

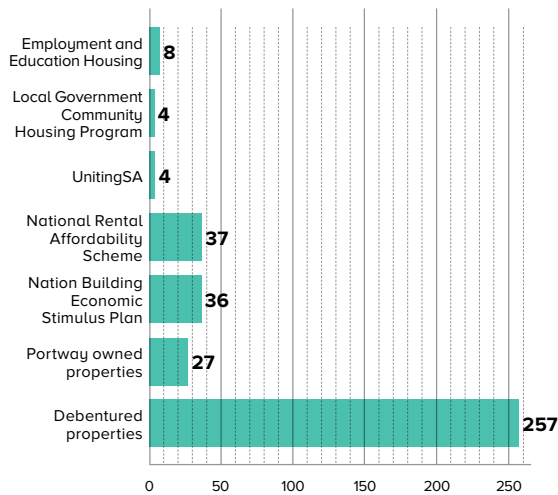


63

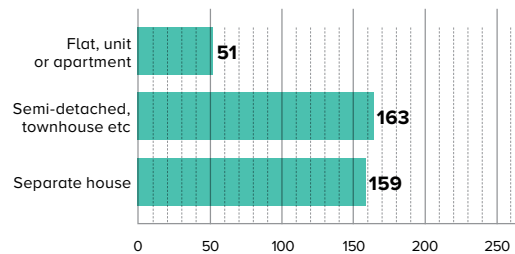
New tenancies established

OUR PROGRAMS, PROPERTIES & PEOPLE

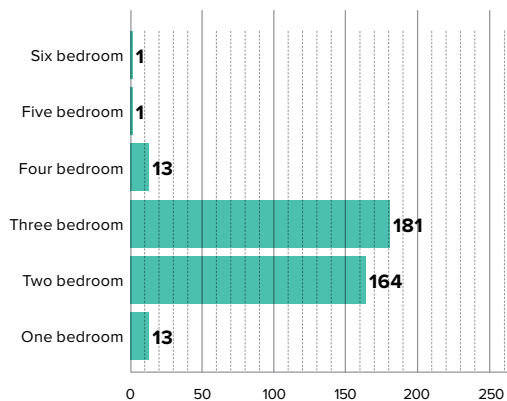
Summary of Properties by Program



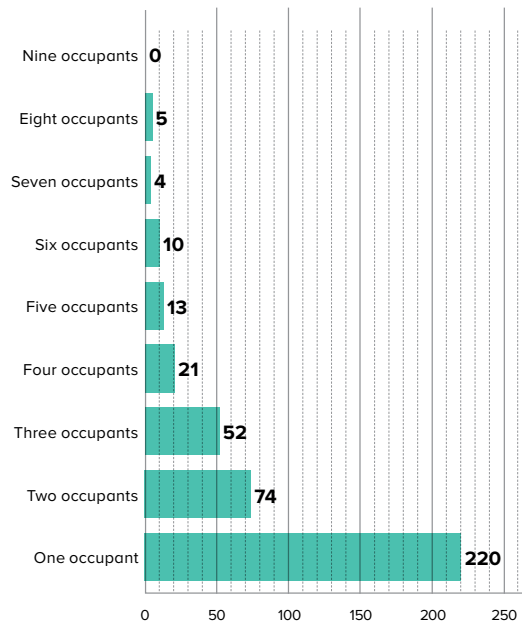
Property Type



Number of Bedrooms



Number of Occupants



This year has been significant for Portway Housing Association, with the establishment of a new Board, closer alignment with UnitingSA and the growth of our housing assets. Through it all, positive tenant outcomes have remained at the centre of everything we do.

One of the pivotal changes this year was the decision for the UnitingSA Board members to be appointed as Board members for Portway Housing. Our organisations have always had close ties, and this constitutional change has further strengthened the alignment between us.

across 373 properties. Tony leaves the future of Portway in a secure position, with former Operations Manager Con Hadjicostantis stepping into the Manager role and Mark Hayward leading the organisation as Executive Manager Property & Housing.

This year Portway has achieved a number of key outcomes to support the provision of safe, secure and affordable housing for South Australians. Among them was the endorsement of a strategic business plan with a 10-year horizon. This plan centres on the revitalisation and growth of our housing stock, while we continue to focus on the ongoing satisfaction of our tenants with the aim of seeing them flourish within their communities.

Our team undertook major building works to deliver 14 new homes for people on low incomes. Six of the properties were developed in Kidman Park and a further eight properties were created in Pennington. The Pennington project has since been recognised with the Excellence in Affordable and Public Housing Award at the Master Builders SA Awards.

Our tenant satisfaction levels continued to be of a very high

CHAIR & CEO REPORT

We would like to take this opportunity to thank the previous Board, led by Peter Bicknell as Chair, for their oversight and stewardship of Portway Housing. The strength and health of the Association was noted by all incoming Board members when they commenced in July.

We would also like to thank Tony Puskaric, who we farewelled in April after 20 years of service with Portway Housing and UnitingSA. Under his guidance, Portway delivered wonderful outcomes for tenants and in 2017-18 provided accommodation for 709 people

standard throughout the year, with excellent tenant and stakeholder feedback and continued compliance with National Regulatory Standards.

We have been able to strengthen our financial position during 2017-18, with increased equity on our balance sheet and a sustainable surplus. We intend to use this financial strength to drive the increase in our housing portfolio over the coming years.

All of this has been made possible through the hard work and dedication of both our leadership group and our housing team. It is a small team achieving big things for the community and their incredible dedication to making a difference in people's lives is commendable.

Lastly, after an incredible 12 months of change and growth, we finished the year with a major decision about our future. In June, the Board signed off on plans for Portway Housing to become UnitingSA Housing Ltd. UnitingSA Housing builds on the long-standing relationship between Portway Housing Association and UnitingSA. This change in name and legal status will occur in late 2018, allowing us to strengthen tenant support and referral pathways, as well as increase our supply of safe, affordable housing.

We are excited to begin this new chapter and look forward to continuing to work with our tenants and the wider community to improve opportunities and increase housing accessibility for all South Australians.



Gael Fraser

Board Chair



Libby Craft

Chief Executive Officer

MEET OUR BOARD



GAEL FRASER

Board Chair (Commenced 2015)
BA, Dip Lib, MRUP

Gael has worked as a senior executive in the public sector and as a senior political advisor to Government. In these roles she has contributed to significant policy development in education and children's services, further education, employment and training, social housing, workers compensation and personnel management and development. Also, as a private consultant for over 10 years, Gael has assisted many government and community organisations with strategic planning, managing change, social policy development and governance arrangements. She has held a number of Board positions and is a former Chair of the South Australian Council of Social Service.



BRUCE TREBILCOCK

Deputy Chair (Commenced 2014)
F CPA, FAICD, FGIA, MBA.

Bruce is an experienced non-executive Director. During his career, he has been successful in general managerial and financial roles with large corporate organisations. Bruce shares over 5 years' experience as Director of a major South Australian aged and community care provider. He is a member of the Uniting Church, chairs the Finance and Audit Committee and is a member of the Governance Committee.



KAREN HUNT

Board Director (Commenced 2014)
B BehSci, Cert.Min., GAICD

Karen has extensive experience in the higher education and health sectors, including a number of years in senior roles at the University of South Australia where she is currently Deputy Director: Student Engagement. She brings expertise in stakeholder management, policy, sponsorship, communication, mental health and community engagement and is a member of the Risk Committee.



PAUL KILVERT

Board Secretary (Commenced 2010)
BA (Hons), Dip Ed, PhD, FAICD, FACEL

Paul possesses senior leadership experience gained through executive roles in government including Chief Executive of the SACE Board of South Australia, Executive Director for Policy, Planning and Performance in the Department of Education and Children's Services, and Principal of Unley High School. He is a member of the Governance Committee and Chair of the Risk Committee.



GARY WILSON

Board Director (Commenced 2000)
BSc, BSoc.Admin.

Gary has experience in social work, human resource management, advocacy and governance in both Government and Non-Government sectors. Previously the Executive Director of Shelter SA, Gary is a member of the South Australian Council of Social Service, Secretary of Justice for Refugees SA and was a Visiting Fellow at the University of Adelaide's Centre for Housing, Urban and Regional Planning. He is a member of the Risk Committee and Property Committee.



GLORIA PARKER

Board Director (Commenced 2011)
BSc, MBA, DipT(Sec), Grad Dip Ab Studies, CPM

Gloria has lengthy experience in Uniting Church administration and governance and has been a consultant in strategic management, marketing and general management in both the profit and not-for-profit sectors for over 20 years. She is a member of the Finance and Audit Committee and the Property Committee.



KATE IRELAND

Board Director (Commenced 2017)
GAICD, Dip MP, B Ec.

Kate has many years' experience working in the health, community, disability and housing sectors, including more than 10 years in board positions. She brings expertise in finance, risk management and governance and is a member of the Risk Committee.



SANDY RIX

Board Director, Commenced 2018
BA (Planning), MSc.

Sandy is an acknowledged leader and innovator in major project planning, urban design, feasibility and project management. He shares over 20 years of private sector consultant experience with success as Project Director for design and implementation of the initial stage of the North Terrace Boulevard, Director of the Bowden Village Project, General Manager with Renewal SA and Director of the initial Northern Economic Plan. He is a member of the Property Committee.



HELEN FULCHER

Board Director (2012-2017)
BA (Hons), BEd, MA

Helen brings leadership experience at senior levels of local government, housing and environment protection, including Chief Executive roles of Housing New Zealand Corporation and South Australia's Environment Protection Authority. Helen held responsibility for services across the SA Housing Trust for 14 years and is a member of the Urban Renewal Authority Board.



BUILDING FOR OUR COMMUNITY

Kidman Park

The Portway team replaced two outdated units on Sydney Ave, Kidman Park, with six quality three-bedroom townhouses this year.

It was the first project delivered by a Tier 2 Community Housing Provider under Renewal SA's Community Housing Asset Renewal Program.

We were delighted to have the Minister for Human Services Michelle Lensink officially launch the development on June 15.

The project marks a significant contribution to the affordable housing market in Adelaide's western suburbs.





Pennington

We transformed eight rundown townhouses in Pennington this year to create a row of modern, three-bedroom properties.

Major works included gutting the two-storey buildings and installing new kitchens, bathrooms and living spaces, as well as extensive work rewiring, plumbing and landscaping.

The Minister for Human Services Michelle Lensink joined us to officially launch the project on April 5 at an event attended by people from across the sector and our community.

The development, at 640 Torrens Rd, went on to win the Excellence in Affordable and Public Housing award at the Master Builders SA Awards.



NATASHA'S STORY



Home in the hub of the community

Natasha and her 13-year-old daughter, Jade, were the first tenants in Portway Housing's newest development in Kidman Park.

The duo moved into the complex in June as the finishing touches were just being put on the six modern townhouses.

They love the open living area, spacious three bedrooms, built-in wardrobes, fresh bathroom and views from the balcony.

However, it is the convenience of the location and the change in lifestyle it provides that has really been transformative for them.

The home's close proximity to Jade's high school means they save an hour in driving time each day, compared with the commute from their last home.

As a result, Natasha can work longer hours, Jade can have friends over more easily and the pair can become more entrenched in their local community.

"We looked at getting a private rental in this area but we just couldn't afford it," Natasha, 37, says.

"I put in for a transfer from our previous Portway property in the hope that something would come up but I didn't really expect it.

"Then I found out they were building properties at Kidman Park and I put my name down and they offered it to me.

"Now we are literally around the corner from school. It's awesome – we love it."

Natasha says it is the second time Portway Housing has helped to change her life for the better.

The first was nine years ago, when she was struggling to afford her private rental property and Jade was just five years old.

She put her name on Portway's waiting list and was offered a three-bedroom courtyard house in Osborne.

She gratefully accepted and turned the house into a home, which they lived in throughout Jade's primary school years.

It was only when Jade started high school half an hour from home that Natasha realised something needed to change.

She says she is relieved she has been able to stay with Portway Housing through the move.

"It's the security that Portway provides that I really love," Natasha says.

"With a private rental you constantly have to move when the lease runs out.

"I'm not in a financial position to own my own home but this gives me long-term security."

Natasha and Jade are not the only family members happy about their new home.

Their budgie, Blinky Bill, is also very settled – he loves sitting outside, chirping along with the birds in the gum trees.

"He's happy; he's got his little birds out there he talks to each day and then he comes in at night time," Natasha says.

"We are definitely so appreciative to get this place."

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

- UnitingSA
- The Wyatt Benevolent Institution Inc.
- Westpac Banking Corporation
- HomeStart Finance

LOCAL GOVERNMENT

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

OUR PARTNERS & SUPPORTERS

STATE GOVERNMENT

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

FEDERAL GOVERNMENT

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

SUPPORT PARTNERS

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





YVONNE'S STORY

Housing security key in twilight years

Yvonne will always be grateful she found Portway Housing when she did.

It was nine years ago, and she and her husband Kevin had nowhere to live.

Financial struggles meant they had to leave their Two Wells home but with no rental history and limited income, their housing options were bleak.

"We didn't have any rental references so it was so difficult to get a house," Yvonne, 84, recalls.

"Then someone told us about Portway Housing.

"I think they could see how worried we were about the situation we were in."

Portway Housing staff soon offered Yvonne and Kevin a two-bedroom property in Birkenhead, which they have called home ever since.

Yvonne says it has meant much more to them than somewhere to sleep each night.

Their home is where they enjoy visits from their family, including four children, 10 grandchildren and eight great-grandchildren.

The mementos and photographs that line the shelves and walls are testament to their life together.

Their front garden is where Yvonne likes to unwind, breathe in the fresh air and tend to her flowers.

The property's proximity to public transport and shops means they can

get out and about, despite no longer being able to drive.

And in recent years, their home has become a place where Yvonne can care for Kevin, 89, in his declining health.

"We were just so fortunate to get this place," Yvonne says.

"The Housing Trust at the time couldn't help us at all.

"We would have ended up going into a caravan park or something if it wasn't for the team at Portway Housing."

SUMMARY OF FINANCIAL PERFORMANCE 2017-18

| | 2017-18 \$ |
|--|-------------------|
| STATEMENT OF COMPREHENSIVE INCOME | |
| Revenue | 79,189,993 |
| Expense | (3,654,510) |
| Profit for the Year | 75,535,483 |
| Other Comprehensive Income | 464,330 |
| Total Comprehensive Income | 75,999,813 |
| STATEMENT OF FINANCIAL POSITION | |
| Total Assets | 102,881,736 |
| Total Liabilities | 4,399,576 |
| Total Equity | 98,482,160 |



PORTWAY HOUSING ASSOCIATION

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