



# Mission Australia Housing

Helping Australians secure safe, stable and affordable housing and achieve better individual and community outcomes



Mission Australia Housing is an innovative, collaborative and values driven housing organisation. As part of the Mission Australia Group, we provide social and affordable rental housing to low and moderate income households.

As a leading Community Housing Provider, our aim is to deliver safe, secure and affordable housing with services that are tailored to individual need. We work with communities where our tenants are supported in their daily lives and in their longer-term aspirations.

Established in 2009 by Mission Australia – a national community services organisation that has been actively engaged in building independence with individuals and families for more than 155 years – Mission Australia Housing has the scale, reach and expertise to transform lives and create thriving, sustainable communities where people want to live.



What we do

In order to make a substantial and lasting impact on housing affordability Mission Australia Housing aims to:

- be a large-scale, high quality housing provider
- facilitate access to support services
- initiate and sustain community development

To do this, Mission Australia Housing works closely with Mission Australia, combining expertise in property and tenancy management with capability in social services delivery.

Our combined goal is to reduce homelessness and strengthen communities across Australia.



Overview of our services

Mission Australia Housing is a National Tier 1 Registered Housing Provider. We offer a range of housing programs including affordable housing, social housing and supported accommodation options, and tenant and property management services for National Rental Affordability Scheme (NRAS) homes, social housing owned by third parties utilising NRAS incentives, and social and affordable homes owned by Mission Australia Housing.

Affordable housing

The affordable housing program is available to individuals or families on low to moderate incomes. It is designed to help alleviate housing stress and for key workers whose income may be over eligibility limits for public housing. Rent is set at less than 75-80% of the market rate.

Social housing

The social housing program is available to all single people and families who are on low incomes and who are on state based waiting lists for social housing.

Supported and transitional accommodation

Mission Australia Housing has support agreements in place with a number of different community service agencies, including Mission Australia. Support agencies assist tenants with additional needs to access a range of other services that help maintain quality of life and sustain tenancies.





# Communities we serve

## Queensland

In 2015, Mission Australia Housing took on the management of Douglas House, a 22 bed supported housing facility in central Cairns working with individuals and couples who have experienced chronic homelessness. These clients are provided with stable accommodation and onsite support services for 6–12 months.

The success of this facility saw the development and construction of a second stage facility in Cairns that opened in June 2016. Woree Supported Accommodation is an 18 unit complex of fully self-contained units providing medium term supported housing to people transitioning back in to social and affordable housing markets.



Woree Supported Accommodation, Cairns



### Homelessness in Queensland:

**19,831**  
people homeless  
in Queensland<sup>1</sup>



For every  
**\$1**  
invested



The Government saved:

**\$5.10**

in public services  
no longer required<sup>2</sup>



1. ABS (2015). Estimating Homelessness, 2011. Canberra: Australian Bureau of Statistics. 2. C Change Sustainable Solutions & Andrea Young Planning Consultants (2013). Rapid Cost Benefit Analysis of "Going Places", June 2013. Cairns, Mission Australia.



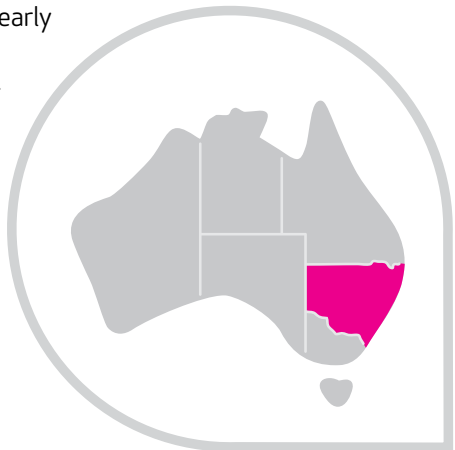
Common Ground Sydney, Camperdown

## New South Wales

We own and/or manage over 1,300 properties across New South Wales (NSW). Of these, 947 properties are in Greater Western Sydney, 104 are in Camperdown and 316 are on the Mid North Coast (July, 2016).

Mission Australia Housing is fully committed to maintaining and improving the living environment of our tenants by providing good quality homes and ensuring that open spaces and communal areas are safe, attractive and fit-for-purpose. In 2016, across NSW, we secured nearly \$250k through the NSW Social Housing Community Improvement Fund to implement a number of community improvement projects with our tenants.

In Camperdown Sydney, Mission Australia Housing manages our flagship supported housing program, Common Ground Sydney. The first of its kind in NSW and based on New York's innovative breaking ground model, this \$32 million development provides accommodation for 42 affordable, 10 social and 52 formerly long term homeless tenants, and is the result of the collaborative efforts of more than 30 private, public and government agencies. A range of onsite clinical, support, lifestyle and housing programs are available for tenants and the local community surrounding Common Ground Sydney.







Lardner Road,  
Frankston



## Victoria

**Mission Australia Housing, in partnership with Monash University's Occupational Therapy Department, Summer Foundation and Yooralla has developed innovative housing aimed at reducing the number of younger people with a disability who live in aged care nursing homes.**

This new accommodation facility opened in 2015 in Frankston, Victoria. The six purpose built units have been designed specifically to allow ease of mobility, and encourage independence and security. The units include smart home communication technologies that can be controlled by mobile devices such as smart phones and tablets.

## Tasmania

**In 2013, Mission Australia Housing took over the management of 500 social homes in the suburbs of Clarendon Vale and Rokeby in Hobart, Tasmania.**

Through intensive research and community engagement, we learnt what it's like for residents living here and also, what their hopes and dreams are for the future of their community.

In collaboration with local residents, we developed the Clarence Plains Master Plan. This long-term plan for change incorporates new homes, improved roads and amenities, but it also focuses on projects to achieve economic, educative, environmental and physical change.

We also have 14 social housing properties owned by Mission Australia and 7 affordable housing properties that we manage on behalf of investors in Hobart.



Clarence Plains,  
Hobart



# Building the future: integrated pathways

## Clarendon Vale and Rokeby Strategy



### Important insights:



# Partnerships

In order to provide more people with a decent home, access to opportunity, and vibrant communities where everyone has a strong sense of belonging, we have to work together.

We do this through end-to-end partnership development that commences at the project design phase and continues throughout implementation. Types of partnerships include:

## Innovative housing project partnerships

Mission Australia Housing works with a range of financial, charitable and public sector bodies to provide a holistic approach to tenancy management. Where possible, our preference is to address our tenants' wider needs by forming innovative and strategic partnerships.

Working in collaboration with the Department of Families and Community Service NSW and private developers (Grocon and Hassel) on Common Ground Sydney in Camperdown NSW, this facility is one example of what can be achieved when governments, community housing, support services and the private sector work together to address affordable housing, community engagement and homelessness.

Since opening in 2011, approximately 30 of the 108 formerly homeless tenants housed so far, some experiencing homelessness for over 20 years, have sustained their tenancy for more than 4 years. 100% of these tenants are currently engaged in support services.

In addition Mission Australia Housing has:

- Managed a range of homes in partnership with our parent organisation, Mission Australia. For example, the Kingswood Centre in NSW and Chigwell House in Tasmania.

- Developed innovative and bespoke housing projects such as the Lardner Rd units in Frankston, Victoria for people living with disability, in partnership with Monash University's Occupational Therapy Department, the Summer Foundation and Yooralla.

- Worked within a tripartite agreement since 2015 with Mission Australia and Perpetual Trustee Company to deliver safe housing for vulnerable women, aged 35 years and over, who are homeless or at risk of homelessness through Yaralla Cottages in Sydney.

## Support partnerships

For Mission Australia Housing, partnerships are an essential part of our work, not an optional addition. Mission Australia Housing works with tenants, government agencies, community organisations and other stakeholders to enable our tenants to participate fully within their communities. Over 15% of our tenants in NSW are supported through our service partnerships and programs.

Across Australia we work with over 50 support and community agencies including Mission Australia, Domestic Violence Service NSW, Muslim Women's Association, Christ Mission Possible, Fusion, Hillsong, and St Vincent De Paul in NSW.

In Tasmania we work with local organisations such as Rokeby Neighbourhood Centre, Sustainable Living Tasmania, Food In My Backyard, Youth Beat, and local primary schools and community centres.

We also work in close partnership with other Community Housing Providers such as Evolve Housing (NSW) to provide activities for our tenants. Collaborative activities and events include the Annual School Holiday Fun Day – our largest community engagement event, tenant Christmas parties and Harmony Day celebrations.



# Tenant engagement

To make sure that tenant voice is always front and centre of our decision making we have dedicated community development and tenant engagement staff in each state that work closely with our Tenant Action Group and Resident Steering Committees.

Made up of and led by our tenants, with an elected chairperson, secretary and treasurer these are forums for tenants to influence and guide the way we deliver our services and help us to gain greater understanding of tenant needs.

These groups provide opportunities for tenants to have input into Mission Australia Housing's operations and government policy, connect with the wider community, organise social activities and provide relevant tenant information in quarterly newsletters and tenant fact sheets.

# Our people

Mission Australia Housing is governed by an independent Board and Housing Committee. The Mission Australia Housing Board comprises of Executives with appropriate leadership, governance, financing, service delivery and housing experience. The CEO of Mission Australia is the Chair of the Mission Australia Housing Board and reports to the Board of Mission Australia.

Mission Australia Housing employs over 40 people to work in a range of roles providing day-to-day tenancy management, property management, administrative support and community engagement.

The majority of our Operations staff are based in our Blacktown office in Sydney, with almost 1000 dwellings located within a 30 minute drive. We also have Operations staff based on the Mid North Coast of NSW, Camperdown, Hobart (TAS), and in Cairns (QLD).

Mission Australia Housing's National Office team, based in Sydney's CBD, oversee all state housing programs and provide national support functions and resources to all Operations staff.

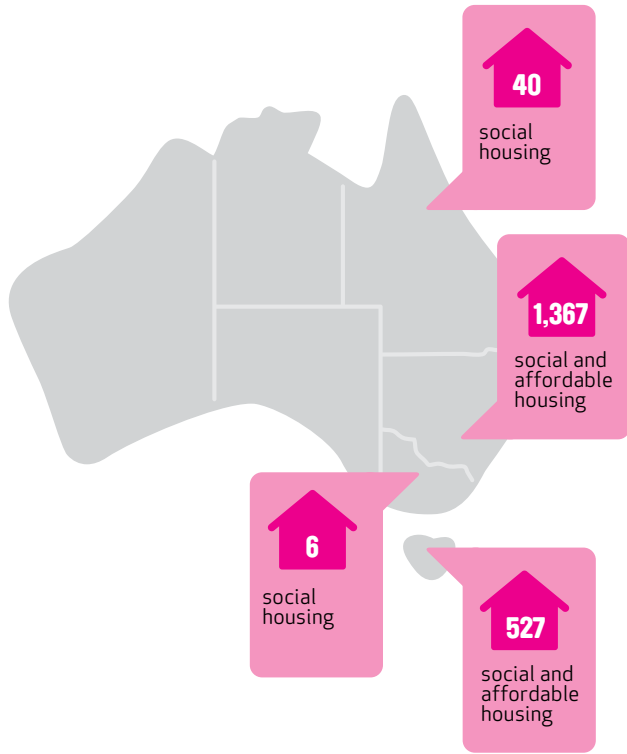
# Words from our tenants:

"Since I have been a tenant of Mission Australia Housing, my life has improved greatly. I've had the opportunity to study, get my licence and now a job. Having safe, secure and stable accommodation makes the world of difference." Tenant Survey, 2016

"Thanks to Mission Australia, since moving into this unit my life has changed for the better. I am happier, healthier and in a better state of mind." Tenant

"I'd like to express my gratitude to Mission Australia Housing for the home they've provided me with for all these years. I'd otherwise be homeless!" Tenant

# National footprint



New South Wales	1367
Greater Western Sydney	947
Camperdown	104
Mid North Coast	316
Tasmania	527
Queensland	40
Victoria	6

\* Numbers as at July 2016



# Mission Australia works together with Australians in need, helping them move towards independence

## How you can help us increase housing

- ✓ Tax and welfare settings reform
- ✓ Institutional investment
- ✓ Planning reform
- ✓ Strengthen communities

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### Connect with us



1800 269 672



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