

Annual Report

2016-2017



**Coast to
Country**
HOUSING COMPANY

Chairperson's Report



Chris Barnes
CHAIRPERSON

WELCOME TO THE 2016/17
ANNUAL REPORT FOR COAST TO
COUNTRY HOUSING COMPANY.

On behalf of the Board of Coast to Country Housing Company, I'm pleased to present our annual report for 2016/17.

The Townsville economy whilst showing some signs of improvement over recent months in regard to employment opportunities and investment, still has some way to go. Until these proposed jobs and investment opportunities come to fruition, there will continue to be downward pressure on the sector, providing daily challenges for not only Coast to Country but the entire social sector.

During the year the Board focus has been on working to achieve our strategic targets and I am pleased to advise that our solid performance over the year has enabled Coast to Country to purchase a building complex of three individual units. The returns from this investment will be put back into delivering services to the sector, to ensure we can continue to deliver against our Vision of 'Providing a Pathway Home'. The Board and Management will continue to look for other appropriate investments, ones that complement our core strengths and fit within our agreed strategic direction.

Corporate Governance is and has been an ongoing focus of the Board, not only by regularly reviewing the company's risk exposures, but also through an ongoing process of monitoring and reviewing the internal policies and procedures. The robustness of our internal policies and procedures is integral to not only the wellbeing of our staff and customers but to also ensure the strength of our business operations into the future.

During the year we welcomed Peter Sladden as a Non – Executive Director to the Board. Peter brings significant experience from the health and public service sector where he held senior management roles across a variety of positions. This now brings our Board numbers to five, which is an appropriate number for an organisation of Coast to Country's size.

In conclusion, I'd like to thank everyone for another solid year's performance and I look forward to their continued support and another successful year ahead.



Annual Survey Results

COAST TO COUNTRY'S ANNUAL CLIENT SURVEY WAS CARRIED OUT IN SEPTEMBER 2017

Coast to Country Housing Company's Staff:

99.28% of clients said that staff are **polite and respectful, and easy to deal with**

97.73% of clients said they think their Housing Specialist is **knowledgeable about tenancy & property issues**

99.28% of clients are satisfied that they are kept **well informed about their tenancies**

98.52% of clients said they think their Housing Specialist is **supportive and helpful**

97.12% of clients are **happy with the services that Coast to Country provides**

Property Satisfaction:

97.04% of clients live in **a home that suits their needs** (size, location, accessibility, modifications etc)

97.76% of clients are **satisfied with the condition of their home**

95.24% of clients feel **safe, comfortable and secure** in their home

Age distribution of C2C's clients:

15-24 years 15%

25-34 years 20.1%

35-44 years 27.9%

45-54 years 15.9%

55-64 years 13.9%

65+ years 7.2%



42.6%

Percentage of households who identify as being Indigenous

37.4%

Percentage of households with a disability

1.6%

Percentage of households from non-English speaking backgrounds

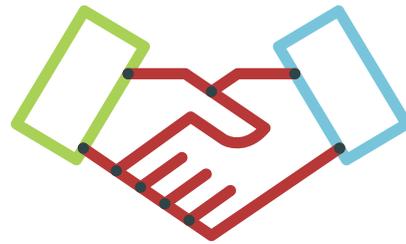
National Regulatory System Reporting Results

100% of all maintenance was completed on time, matching last financial year and NRS target is greater than 80%

100% of urgent maintenance was completed on time; matching last financial year and NRS target is greater than 80%

99.26%

Overall client satisfaction



Total number of households assisted:



From those households:



415 household members were males

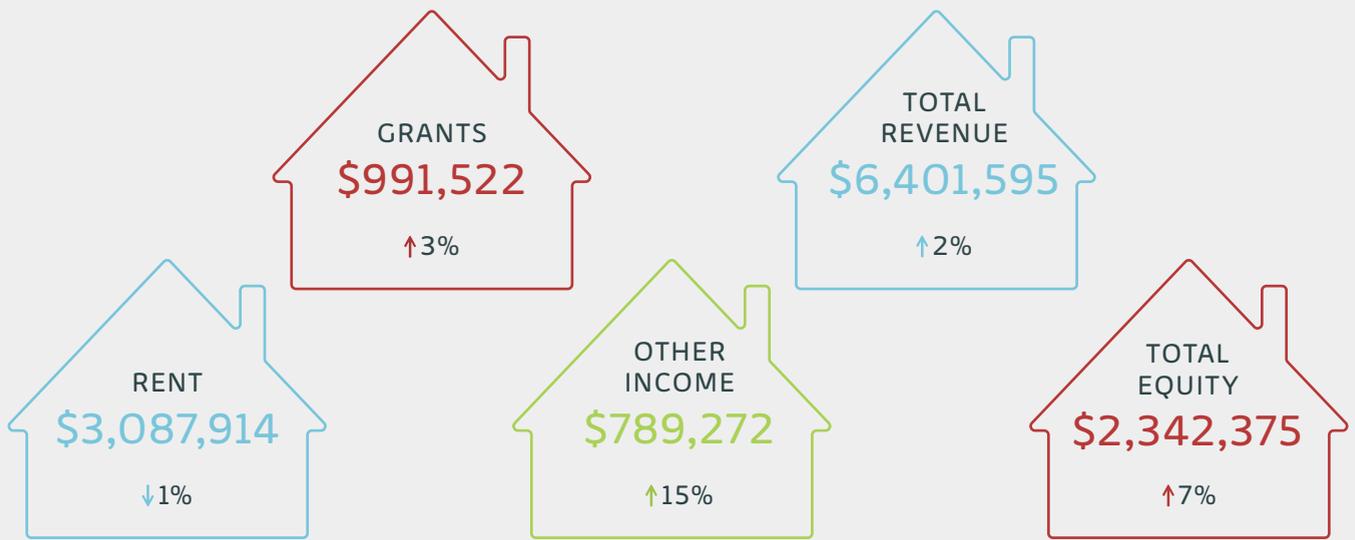
451 household members were females

Rent Arrears trend – 2016/17



*Data represents clients who are 7 days or more late

Financial Report



METRIC	REPORT YEAR (2017)	PREVIOUS YEAR (2016)	% CHANGE	4 YEAR TREND
RENT	\$3,087,914.00	\$3,125,205.00	↓ -1%	
GRANTS	\$991,522.00	\$963,027.00	↑ 3%	
PROPERTY MANAGEMENT FEES	\$1,532,887.00	\$1,510,991.00	↑ 1%	
OTHER INCOME	\$789,272.00	\$686,741.00	↑ 15%	
TOTAL REVENUE	\$6,401,595.00	\$6,285,964.00	↑ 2%	
EMPLOYEE BENEFITS EXPENSE	\$963,526.00	\$918,297.00	↓ 5%	
DEPRECIATION	\$74,224.00	\$83,919.00	↓ -12%	
OTHER EXPENSES	\$5,299,750.00	\$5,173,474.00	↑ 2%	
TOTAL EXPENSES	\$6,337,500.00	\$6,175,690.00	↑ 3%	
NET SURPLUS/LOSS	\$64,095.00	\$110,274.00	↓ -42%	
CASH AT THE END OF THE YEAR	\$1,487,536.00	\$2,187,213.00	↓ -32%	
TOTAL ASSETS	\$2,928,123.00	\$2,607,352.00	↑ 12%	
TOTAL LIABILITIES	\$585,748.00	\$408,437.00	↑ 43%	
TOTAL EQUITY	\$2,342,375.00	\$2,198,915.00	↑ 7%	

Deni's Story

Honestly, I did not think I was homeless until I had to spend a night sleeping in my car with one of my kids, because the Women's shelter was locked over the Christmas break and we couldn't get in.

That's partially because I had this picture of a scruffy person, drinking out of a bottle in brown paper bag and spending the \$5 dollars someone dropped in their begging cup on drugs around the corner.

At the end of 2011, I braved myself and took a step that changed my life forever. I escaped a domestic violence-filled marriage and found myself sleeping on friends' couches and spare beds until these were no longer an option. I had to call the Women's Centre for help and found a temporary place at the shelter. It was Christmas time.

I had a job, no addictions to alcohol or drugs and I didn't end up homeless because I chose to be.

By grace, I stayed at the shelter for over 6 weeks and I had almost given up hope of finding suitable accommodation despite my active seeking. I had a child with special physical needs, so most private and government accommodation options were out of our reach as they were not wheelchair-accessible, had stairs or multiple stories, or they were just too expensive for a single parent.

It was not easy to keep a sound state of mind while looking for a home, keeping a job, caring for a child with high needs and battling through the Courts over custody for my other child...

Apart from homelessness, hopelessness was the other biggest challenge for me and my kids. Not having a roof over our heads and not knowing if we will get to stay indoors for another night was adding to the stress of keeping safe from a crazy ex-husband.

At the end of January 2012, after inspecting another unsuitable unit and almost packing my bags to move out of town in the hope of finding a place to live, I got a call from the Housing Department letting me know that there was a wheelchair-accessible unit ready for inspection the next day and asked if I wanted to see it. I didn't have great hopes. I reluctantly picked up the keys from the C2C office in the city and went to see the unit... we moved in within days!!!

It is hard to describe the feeling of peace when you stand in front of a door, knowing that behind it is the light at the end of a tunnel.

Having a home to go to really brought happiness to the lives of my children. They were no longer ashamed to say they were living in a shelter and I was able to concentrate more on caring for my sick girl and my work instead of worrying about where we would sleep that night.

Having C2C by our side and having the ease of dealing with their office and Housing Specialists turned the renting process from a chore into looking forward to visiting their office or picking up the phone.



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