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*You have  
helped me  
with a better  
life and a  
place I love.”*

**Annual  
Report**  
2018-2019

# Chairperson's Report



**Chris Barnes**

Chairperson

**I am pleased to present the Annual Report for Coast to Country Housing Company and would like to take this opportunity to thank my fellow Directors and the Coast to Country staff for their diligent contributions over the past 12 months.**

The past year has not been without its challenges; namely the catastrophic floods and the sourcing of funding.

Whilst the floods in February had a significant impact on the broader Townsville community, which is still being felt; several of the C2C properties were also damaged, requiring relocation of clients at a time when available properties were at a premium. In addition, a number of our staff members and Board suffered extensive damage to their own properties, all of which placed pressure on our staff to continue to deliver on our service commitments to our clients. I'm pleased and proud however to acknowledge their outstanding efforts during this most difficult time and thank them for their ongoing contributions.

The sourcing of adequate funding continues to be an ongoing and priority issue, requiring both a Board and Management focus to ensure costs are controlled and individual programs function as effectively and efficiently as possible to ensure their ongoing viability. As a result, the Board is currently exploring opportunities as to where we can work collaboratively and cooperatively with other like

organisations to achieve synergies and economies of scale. Additionally, C2C is continuing to communicate with Government in an effort to achieve the best outcomes both from a financial and service delivery perspective, for our current and future clients.

Unfortunately, the year also saw one of our Directors, Kevin Booth, tender his resignation to enable him to focus more on his own personal business which is currently expanding. We would like to take this opportunity to thank Kevin for his valued contribution over the past years and wish him every success in the future. The Board will now seek to source a suitable replacement for Kevin.

## ***The focus for the Board and Management during the year ahead will be;***

- The sourcing of ongoing funding
- The management of risk, and
- The exploration of opportunities and synergies with like organisations

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



# Annual Survey Results



Overall Client Satisfaction

**98%**

Total number of households assisted this year

**659**

## C2C Staff

**98%** of clients said C2C staff are polite, respectful, easy to deal with, and genuinely try to help

**97%** of clients said their Housing Specialist is supportive and helpful

**93%** of clients said they think their Housing Specialist is knowledgeable about tenancy & property issues

## Property Satisfaction

**86%** of clients live in a home that suits their needs (size, location, accessibility, modifications)

**85%** of clients are satisfied with the condition of their home

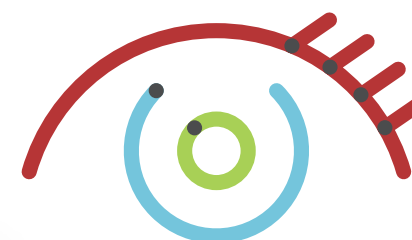
**94%** of clients are satisfied with the standard of repairs and maintenance on their home

**82%** of clients feel safe, comfortable and secure in their home

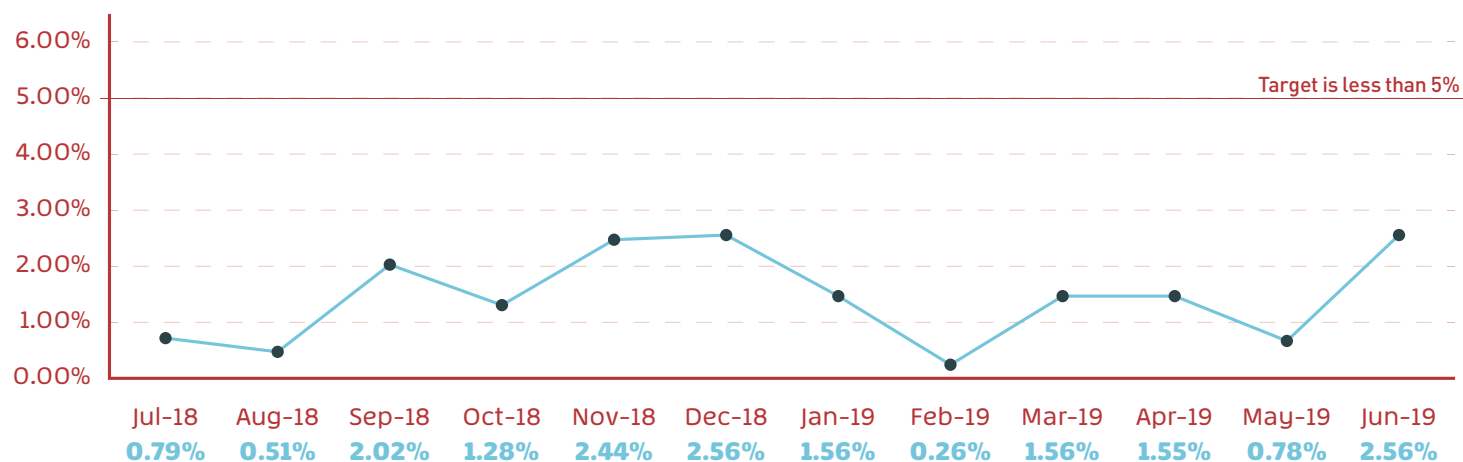
## C2C Operations

**94%** of clients are satisfied they are kept well informed about their tenancy, and their rights and responsibilities

**98%** of clients are happy with the services we provide



## Rent Arrears Trend – 2018/19



\* Percentage of tenancies more than 7 days in arrears.

## Client Demographics:

### Age distribution of C2C clients:

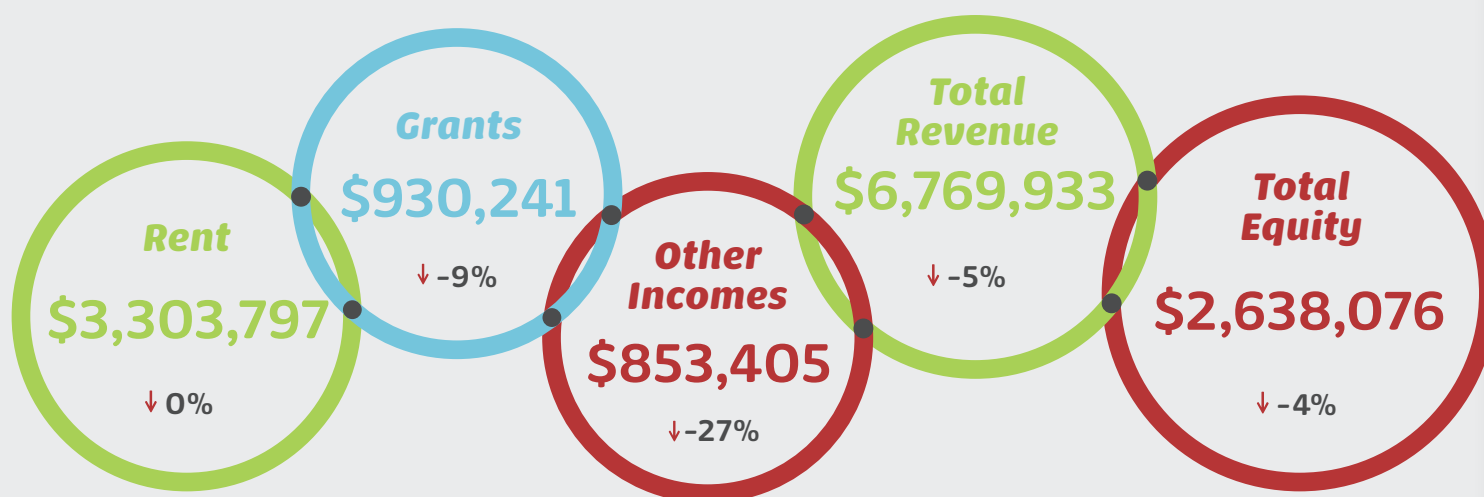
- 10%** 15-24 years
- 20%** 25-34 years
- 26%** 35-44 years
- 23%** 45-54 years
- 15%** 55-64 years
- 6%** 65+ years

### As at 30 June 2019...

- 48%** of households had a disability
- 39%** of households identified as Aboriginal or Torres Strait Islander
- 42%** of all people assisted by C2C were children or young people

# Financial Report

METRIC	REPORT YEAR (2019)	PREVIOUS YEAR (2018)	% CHANGE	4 YEAR TREND
Rent	\$3,303,797	\$3,317,257	↓ 0%	
Grants	\$930,241	\$1,018,726	↓ -9%	
Property Management Fees	\$1,682,490	\$1,624,426	↑ 4%	
Other Income	\$853,405	\$1,173,157	↓ -27%	
TOTAL REVENUE	\$6,769,933	\$7,133,566	↓ -5%	
Employee Benefits Expense	\$1,181,750	\$1,066,428	↑ 11%	
Depreciation	\$71,832	\$83,884	↓ -14%	
Other Expenses	\$5,624,776	\$5,466,885	↑ 3%	
TOTAL EXPENSES	\$6,878,358	\$6,617,197	↑ 4%	
NET SURPLUS/LOSS	-\$108,425	\$516,369	↓ -121%	
Cash at the end of the year	\$2,117,342	\$2,053,535	↑ 3%	
TOTAL ASSETS	\$3,819,422	\$3,793,069	↑ 1%	
TOTAL LIABILITIES	\$1,181,346	\$1,046,568	↑ 13%	
TOTAL EQUITY	\$2,638,076	\$2,746,501	↓ -4%	



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*"I want to thank C2C staff for my unit.*

*It has made me so happy I have a place to call home.*

*I was on the street with no where to go, you all gave me a new life. Thank you so much."*



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