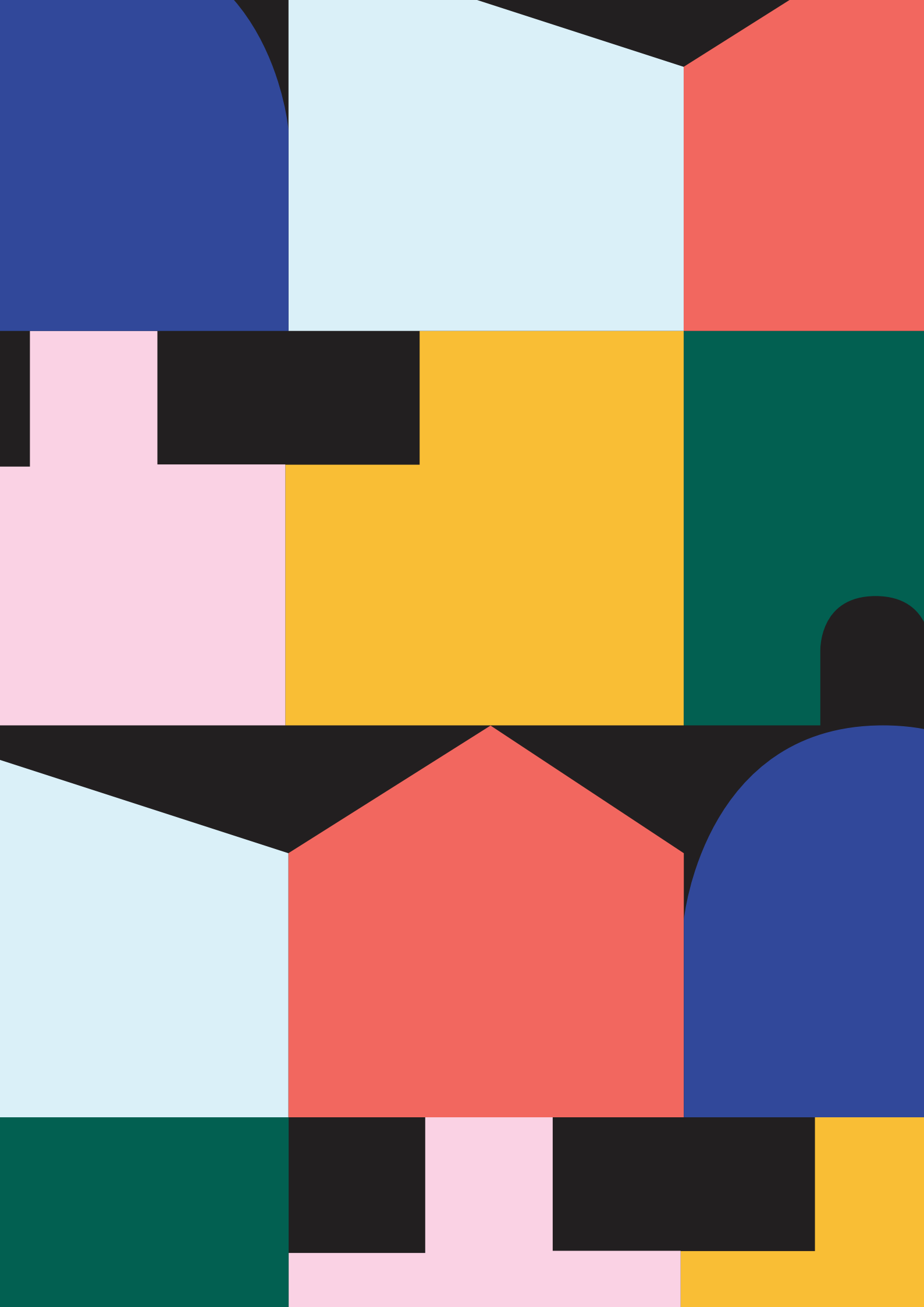


2022
-
2023

ahi:
a brighter future!

Australasian Housing Institute

Annual Report



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“

I come from a working background, but I've never worked on anything like this. It was probably the most fulfilling thing I've ever done in my life. I gave something back to people that had been forgotten.

”

A tenant talks about their involvement in a program supporting elderly tenants



President's Report:

I'm very pleased to present you with the ahi: 2022/23 Annual Report

It was a difficult start to the year with a challenging financial position for the organisation. Previous years' losses meant our reserves had been depleted and quick action was required to improve our circumstances. After months of tough decisions, and an exceptional performance from our team, we managed to turn around the ahi's finances and deliver a profit for the 2022/23 financial year.

Our focus has always been on developing our sector's professionals and delivering value for our Members. We have done this and more during the year including a return to profitability, the call for nominations for the Brighter Future Awards and the growth of our Membership base. This about-turn is due to the incredible hard work of our team.

Much of the praise and pride is directed at Kellie, Lisa and Sharon, whose tenacity and professionalism has meant we can deliver valuable training and events for our Members and Corporate Members, which drives value – and consequently revenue – for our organisation.



Jamie Muchall

“

After months of tough decisions, and an exceptional performance from our team, we managed to turn around the ahi's finances and deliver a profit.

”

“ As our sector heads into the busiest period ever experienced, we need the ahi: more than ever. ”

Similarly, thank you to the Board for their guidance and support. As President, I would like to acknowledge Kim Bomford, Ben Moore, Christina Hough and Kylieann Wilson, who all stepped down from their Board appointments during the year. I'd also like to thank John Engeler and Jonathon Armstrong, who joined us as new Board Members.

A huge 'thank you' to our Members whose support, either through Memberships or more often through the time and commitment to organising events and seeking sponsorship or making connections for us, proved invaluable.

Our Corporate Members, whose belief and ability to recognise the value we provide has seen us grow our Corporate Membership, will have their support returned as we continue to develop new ways to help them deliver the outcomes our countries so badly need.

In my final Annual Report across my time as ahi: President, I would like to extend my gratitude to those people who have made serving on the Board such a pleasurable and rewarding experience. I will continue to support the ahi: in any way I can.

As our sector heads into the busiest period ever experienced, we need the ahi: more than ever.





Interim CEO's Report:

The ahi: has one very clear goal – to create a 'Brighter Future' for the incredible professionals and their organisations in the social and affordable housing sector – but, even with this goal in sight, sometimes it's too easy to stray off the path.

In jumping into the driver's seat as Interim CEO for the 23rd year of the ahi:, it became very apparent to me, very quickly, that we needed to realign ourselves to our vision and core values.

For all intents and purposes, this was evidenced in an important Member Survey we conducted in June 2022, where our Members explicitly expressed their feelings that we'd lost our focus on the individual professionals that made up our Membership. They challenged our ahi: Team and Board of Directors to remember our purpose and why we stood out as the only member peak body created in Australasia to develop the workforce from the building blocks of the individuals themselves.



Kellie Dunn

“

This is a new beginning for us all and it's important to highlight this is only the beginning with much improvement to follow.

”

I'm very pleased that our Members spoke up, and that we made it our job to listen and respond.

The lifeblood of the ahi: are the Jurisdictional Branches, driven by very dedicated and experienced Directors, Chairs and Branch Members who are the pulse of their professional communities. When I took on the position of Interim CEO in September 2022, the Branches also played a very important role in helping ahi: leadership understand what is needed and required to support the sector workforce. I cannot thank them enough.

Presenting at my first AGM in November 2022, I explained to our Membership and Supporters that I had heard them, and that our Membership model, the Brighter Future Awards and resources like *HousingWORKS* were going to be our key focus areas in supporting Members moving forward. I also promised we would continue to listen and connect with the messages our Members so willingly bring to any conversation about creating a brighter future for our sector workforce.

The ahi: team that supports our Members, Branches and Sector Supporters went to work with the Directors to understand how we deliver on our four Strategic Pillars:

1 Member Engagement

2 Professional Excellence

3 Sector Recognition

4 Business Sustainability

We're in the process of relaunching and reinvigorating the deliverables under each of these pillars, although it was necessary to start with our own business sustainability. I can assure you this plan is still a work-in-progress as we look to support our Members across New Zealand and Australia – in urban, regional, and remote locations – in a sector that has described itself as 'in crisis'. There is much work to be done.

My deepest thanks go to our very small and mighty ahi: team of Lisa and Sharon who never dropped their focus on serving our Members, and to our amazing Board of Directors who rolled up their sleeves and worked so skilfully, guiding and supporting our organisation through a very intense year of remembering who we are and why we are here. There has never been a more important time in the history of the sector for the ahi: to play a meaningful role in supporting the social and affordable housing sector workforce.

“

I'm very pleased that our Members spoke up, and that we made it our job to listen and respond.

”

I would also like to acknowledge the outgoing CEO, Mark Henderson, and the initiatives he put into place across his tenure that we've been able to leverage moving forward.

As you will see outlined throughout this report, I feel the achievements of the 2023/23 financial year demonstrate we're keeping true to our word. This is a new beginning for us all and it's important to highlight this is only the beginning with much improvement to follow.

It's with great anticipation and excitement that I move from Interim CEO to 'Proud CEO' in the 23/24 financial year, and where I look forward to focusing on the other three Strategic Pillars: Member Engagement, Professional Excellence and Sector Recognition.

Let's go!





“

[It] has opened up my eyes to the challenges other people with disability face, and has given me more confidence to speak up and be heard.

”

A tenant shares an illuminating experience from being part of their housing community

Year in Review:

Our community:

2802

Members

2541

Corporate
Members

98

Certified
Professionals

8

Sponsors
of events & programs

2384

Followers
across LinkedIn,
Facebook & Instagram

Our events:

1400 approx.

attended 87 ahi: Workshops
across 2022/23, both online
and in-house

9

Branch Networking Events
were held across Australia
and New Zealand

2

Practice
Communities

ahi: Brighter Future Awards 2023

The wheels were put in motion for awards ceremonies for the ahi: Brighter Future Awards across six jurisdictions in Australasia for the second half of 2023.

A total of 106 nominations were received for nine award categories, indicating the continuing commitment to innovation and professional development within the Australian and New Zealand housing sector.



HousingWORKS publication

A decision was made to reintroduce the ahi's Member-only publication, *HousingWORKS*, in response to overwhelming Member feedback.

HousingWORKS is to continue as a quarterly publication but in an online multimedia format to address both cost and accessibility.

The first quarterly edition of the rebooted publication was scheduled for release in October 2023.

Asset Management for Social Housing resource

The ahi: developed our own Asset Management for Social Housing online manual for purchase, specifically for social housing providers in Australia and New Zealand.

This comprehensive resource is a vital tool for strategic and operational planning and delivery – for asset managers, executive managers and governing bodies.

Career+ Mentoring

The ahi: continued to offer the successful Career+ Mentoring program, which matches housing professionals with senior mentors to help accelerate their skills and experience.

This program transitioned from solely online mentoring, as enforced by pandemic-restrictions in the previous financial year, to a mixed model of both online and 'in real life' catchup sessions.



| Certification:

ahi: Professional Certification is the only certification program offered in the social and affordable housing sector in Australasia.

Professional Certification is awarded to ahi: Members who have demonstrated a commitment to their profession and continual professional development.

Housing professionals know that the field is diverse, complex and constantly moving – and that takes work to keep up and keep ahead. At the ahi:, we believe this dedication to continued development and professionalism deserves recognition by employers and the broader community.

ahi: Professional Certification provides a clear and tangible signal to employers, government bodies and industry professionals that individuals have shown a commitment to their self-development, career and to the wider housing sector.

Certified Professionals (PAHlc) and Certified Senior Professionals (SPAHlc) are experienced, knowledgeable and committed to elevating the profession through industry membership and continuing professional development.

As part of ahi: Professional Certification, Members are eligible to use the PAHlc or SPAHlc post-nominals on their professional signature, plus approved usage of the ahi:’s Professional Certification logo, as well as receiving a Professional Certification certificate.

Certified Professional Development (CPD) points are logged once a year.

We have 37 Professional PAHi level and 38 Senior Professional level SPAHi.

“

I feel that I’m learning so much just from being a part of this community. It helps me to constantly reflect on my own responsibilities and my own journey ahead for the remainder of my time.

”

A tenant highlights the deeper meaning behind their social housing experience



Certified Professionals

PAHlc

Andrew Davis	SA	Unity Housing
Arlene Lewis	QLD	Churches of Christ Care in Qld
Ben Lee-Harwood	NZ	Community Housing Aotearoa
Carmen Lynskey	NZ	Christchurch City Council
Charmaine White	VIC	Lighthouse Foundation
Chris Glaudel	NZ	Community Housing Aotearoa
Clare Phythian	QLD	Bric Housing
Daniel Conway	NSW	Link Wentworth
David Zussman	NZ	Community Housing Aotearoa
Elise Watts	VIC	HHS
Giles Turnbull	SA	Housing Choices Australia
Hannah Greenwood	NZ	Emerge Aotearoa
Hope Simonsen	NZ	Emerge Aotearoa
Ingrid Downey	NZ	Dwell Housing Trust
Isabelle Janus	NZ	Accessible Properties NZ
Jacqueline Atkinson	NZ	Dunedin City Council
Jasmine Herewini	NZ	Salvation Army New Zealand
Jeff Clamp	NZ	Dunedin City Council
Jon Eastgate	QLD	99 Consulting
Juanita Colgrave-Williams	TAS	Anglicare Tasmania
Julie Scott	NZ	Queenstown Lakes Community Housing Trust
Lisa Ellis	NSW	Wesley Mission
Lisa Roberts	SA	Wintringham
Liz Kemp	QLD	Q Shelter
Lynden Pennicott	TAS	Dept of Communities Tasmania
Lynn Prentice	NZ	Accessible Properites
Mahesh Nirwan	WA	Housing Choices Australia
Malcolm Perry	NZ	Accessible Properties NZ
Michael Lennon	VIC	HCAU
Nicholas Loder	NSW	NSW Dept of Communities & Justice
Paul Hampel	SA	Common Equity Housing Ltd SA
Rachael Vidler	QLD	YouTurn
Rocco Esposito	NSW	NSW Dept of Communities & Justice
Saliya Hatangala	SA	Access 2 Place Housing
Sarah Jachmann	SA	Junction Australia
Sharron Tipa	NZ	Dunedin City Council
Sheryl Batrouney	VIC	HHS
Sho Isogai	NZ	Re-creation Consulting (RCC)
Stephen McIntyre	NSW	
Sue Clarke	NZ	Dwell Housing Trust
Suzanne Marshall	SA	Westside Housing
Tania Noonan	SA	Minda Housing
Vere Longmore	VIC	Launch
Vicki McLaren	NZ	Kainga Ora
Vikki Cavallo	VIC	DHHS Victoria
Wendy Malycha	SA	

Senior Professionals

SPAHLc

Alicia Follent	QLD	Community Housing Limited
Alison Cadman	NZ	Dwell Housing Trust
Amanda Donohoe	VIC	Servants Community Housing
Andrew (Andy) Denniss	QLD	Community Housing Central Australia
Andrew Stone	NSW	Bridge Housing Limited
Brett Hanna	QLD	Regional Housing Limited
Catherine Stuart	NSW	Lee Road Consulting
Christina Hough	NSW	Women's Housing Company
Craig Thomson	NZ	Kainga Ora
Dallas Prescott	NSW	Seafront Consulting Pty Ltd
Dave Adamson	NSW	Home in Place
Donald Proctor	NSW	
Frances Paterson-Fleider	QLD	Community Housing Central Australia
Francis Brazil	NSW	SGCH
Greg Budworth	NSW	Home in Place
Helen Wood	NSW	
James Clough	SA	Junction Australia
Jamie Muchall	QLD	BHCL
Jeanette Large	VIC	Women's Property Initiatives
Joanna Leckie	VIC	Big Picture Training
John McDonald	NZ	Ministry of Housing & Urban Development NZ
John McKenna	NSW	North Coast Community Housing Company
John Nicolades	NSW	
Julia Te Hira	NZ	CORT Community Housing
Justyn Ramos	NSW	Dept of Communities & Justice - NSW
Katheryn Atkinson	VIC	Housing First Pty Ltd
Kathryn Moorey	WA	Stellar Living Ltd
Kim Sinclair	NSW	SEARMS Aboriginal Corporation
Marie Campbell	WA	Bethanie Housing
Martin Crockford	NSW	NSW Dept of Communities & Justice
Rebecca Pinkstone	NSW	Bridge Housing Limited
Renee Wirth	NSW	Framework Consulting
Robert MacBeth	NZ	Tauhara North Kainga Ltd
Robin Zakharov	VIC	Uniting Vic TAS
Scott Langford	NSW	SGCH
Sean Kelly	WA	
Stacey Northover	SA	Believe Housing Australia
Tony Gilmour	NSW	Housing Action Network
Trudi Ray	VIC	Haven; Home, Safe
Unis Goh	NSW	

“

[My housing provider] has been supporting me. I've been just trying to put a bit of colour around the place. People like gardens and to see some flowers. It all adds up.

”

A tenant talks about working with their housing provider to liven up their residential complex

Professional Development:

The objective of ahi: Professional Development is to enhance the current and future performance and capability of the social housing industry through the continued growth and development of the industry's most valuable resource: people.

We do this by tapping into a diverse and growing network of educators — from innovators in the not-for-profit, social and community housing space, to mental health experts and customer experience strategists. This provides social housing professionals with access to a diverse range of quality Professional Development opportunities.

All Professional Development activities — events, webinars, online workshops and networking opportunities — are devised after close consultation with our sector to ensure we understand and can support needs accordingly.

“

**Much needed webinar
— should be provided to
all workers in the
community sector.**

”

Participant in ahi: Managing
Issues with Hoarding & Squalor

“

**I'm new to the industry, and
to networking intentionally.
I found the session to be
very informative and a
great way to see how other
organisations work.**

”

Participant in ahi: Social &
Affordable Housing Induction

In the 2022/23 financial year, 1400 housing professionals attended 87 online and in-house workshops on the following topics:

- Accidental Counsellor
- Achieving Positive Outcomes through Change
- ahi: Social & Affordable Housing Industry Induction
- Applying Nudge Theory
- Building Resilience & Refilling the Tank
- Case Notes & Record Keeping
- Clear Business Writing Skills
- Communicating with Assertiveness & Confidence
- Customer Service - Making a Difference
- Dealing with Complex & Difficult Behaviours & Situations Part 1
- Dealing with Complex & Difficult Behaviours & Situations Part 2
- Effective Leadership in Social Housing
- Emotionally Agile Leadership
- Handling Crisis Calls for Frontline Housing Staff
- Having Difficult Conversations
- Having Money Conversations with Tenants
- Having Performance Conversations
- Manage Service Complaints in Community Housing
- Managing Issues with Hoarding & Squalor
- Managing Neighbour Nuisance Complaints
- Managing Service Complaints in Community Housing
- Managing Unreasonable Complainant Conduct
- Negotiating Win Win Outcomes
- Preventing Debt & Recovering Arrears
- Privacy & Confidentiality in Community Housing
- Reading People & Adapting Your Communication
- Time Management & Personal Organisation
- Trauma Informed Tenancy Practices
- Understanding Professional Boundaries
- Undertaking Tenant Welfare Checks



There were also 9 networking events and 2 practice communities:

- Ending Homelessness in NSW
- NSW Buzz Event
- SA Branch End of Year Event
- Vic Branch End of Year Event
- International Women's Day Breakfast Event
- Qld Branch Networking Event x 2
- Vic Branch Community Housing Worker Morning Coffee
- Vic Branch Networking Event – Tenancy Managers
- Practice Communities: Future of Human Resourcing
- Practice Communities: Sustainable Future

“

Very informative. Presented in a way that shows respect and compassion towards people who display behaviours of hoarding and squalor.

”

Participant in ahi: Managing Issues with Hoarding & Squalor

“

All of it was conducted very clearly and in a friendly yet professional way.

”

Participant in ahi: Victorian Branch Networking – Tenancy Management



“

Very good. Lots of easy to digest information. Facilitators were able to handle any questions. Presented without jargon for people new to the industry.

”

Participant in ahi: Social & Affordable Housing Induction

| Meet the ahi: Board:

The ahi: Board is our governing body, with the role of the President providing leadership and promoting cohesion, function and effectiveness of both the Board and the organisation. Our consists of up to 11 members elected at an Annual General Meeting:

- Two positions – President; and Director, Indigenous Housing – are elected by the entire Membership;
- Another three Directors (Northern Territory, Australian Capital Territory and Tasmania) are elected directly by the Members in each jurisdiction;
- The remaining six Directors (Queensland, New South Wales, Victoria, South Australia, New Zealand and Western Australia) are nominated by their local Branch Committees.

In the 2022/23 financial year, the Board included:



Kim Bomford

(resigned on 24th November 2022)

Tasmanian ahi: Branch

General Manager,
Housing Choice Tasmania



Andy Denniss

Queensland ahi: Branch

Chief Operations Officer,
Community Housing
Central Australia



Christina Hough

(resigned on 1st February 2023,
appointed on 24th November 2022)

New South Wales ahi: Branch

Head, Community
Housing Operations



Ben Moore

(resigned on 23rd June 2023)

South Australian ahi: Branch

Executive Manager Property &
Housing, Uniting SA



**Jamie Muchall –
ahi: President**

Queensland ahi: Branch

Chief Operating Officer, BHL



Trudi Ray

Victorian ahi: Branch

Chief Executive Officer,
Haven Home Safe



Sean Kelly

Western Australian ahi: Branch

Director, Sasky Consulting



Robert Macbeth

(appointed on 24th November 2022)

New Zealand ahi: Branch

Head of Housing, Kairahi Kainga



Fiona Matthews

(resigned on 29th September 2022)

New Zealand ahi: Branch

National Housing Operations
Manager, Salvation Army



Karen Walsh

Northern Territory ahi: Branch

Chief Executive Officer,
Venture Housing



Kylieann Wilson

(resigned on 4th April 2023)

**Australian Capital
Territory ahi: Branch**

Head of Tenancy and Property,
Havelock Housing Ltd

“

It's been great to see these guys feel they have work they can get involved in. The difference that it makes for them – to see they can also give back – is huge.

”

A tenant talks about the positive impact on participants of a program nominated for the ahi: Brighter Future Awards



From the Branches:

ahi: is traditionally supported by nine jurisdictional Branches across Australia and Aotearoa New Zealand.

Each Branch Committee consists of a team of dedicated volunteers that help make the ahi: what it is today. This includes organising local networking and events to ensure the organisation remains connected to its grassroots and in touch with the needs of Members and the sector generally.

“

It is a beautifully flourishing community at the moment, and that's something that I really get excited about; there's so many opportunities that are still around.

”

A tenant describes the growth of their housing community



Australian Capital Territory:

12 Members

New branch forming in 2024

We welcome those who would like to join.

New Zealand:

203 Members

As we came out of COVID, the NZ Branch Committee concentrated on resetting and refocusing, particularly with regard to building our regional networks. We've been very conscious of the need to ensure what we do, and how we do it, has an Aotearoa flavour and that we better focus on meeting the needs of our Aotearoa Membership.

Fortunately, we have consistency in our committed Committee team. We conducted a Branch strategic planning session and met several times across the year to plan the Aotearoa learning and development focus for 2024, including contributing to the Community Housing Aotearoa's Workforce Development Plan.

As has been the case for many years, ahi: in New Zealand works closely with Community Housing Aotearoa and Te Matapihi, and it is our absolute intention to strengthen these relationships.

The Aotearoa Director, Robert MacBeth, was instrumental in designing and delivering the ahi: Social & Affordable Housing Induction course with the ahi: Interim CEO, Kellie Dunn, and one of our ahi: Life Members, Unis Goh, to make sure the NZ housing sector induction information was consistent and contemporary.

The Branch was also appreciative of the continued support of all our corporate and individual members during the difficult past few years. Particular mention goes to Kāinga Ora for continuing its support and in acknowledging that supporting the professionalism and recognition of all our people in social housing strengthens the sector as a whole.

NZ Branch Committee:

Fiona Matthews (Director)	Vicki McLaren (Chair)
Chris Glaudel	Greg Orchard
Hope Simonsen	Paul Commons
Robert Macbeth	

New South Wales:

1226 Members

Despite a disappointing start in February, the Branch was encouraged by Jamie Muchall who steered the ahi and the NSW Branch through this period with an expedited financial turnaround. Similarly, thanks to growing alignment within government and the energy of the new NSW Housing Minister, the Hon. Rose Jackson, things are looking much 'rosier'!

This financial year, our Branch Committee added to its ranks Liz Stamatelos and Adrianna Burnes-Nguyen, as well as Life Member John Nicolades. We also appointed John Engeler as the Acting NSW Director, which, with his CEO Shelter NSW and Chair National Shelter roles, should see him very busy while further increasing our NSW Branch engagement across the housing sector. Welcome, John!

In August 2022, our flagship event for Homelessness was held at Parliament House. In November, a Housing Buzz NSW Member Networking Event was held at the Hive Bar, Erskineville, with Mike Allen and Andrew McNaulty from Link Wentworth speaking to a packed room about their trip visiting CHP developments in London. They even managed to coax Rose Jackson to the event!

In January 2023, our very esteemed Life Member, Unis Goh, was nominated as a NSW Finalist for the Women of Excellence Award. Unis was also thrilled to be a presenter on Quality Customer Service in the five webinars held by the ahi: in the Induction to Social and Affordable Housing Course. She describes this as "a very rewarding role for me being able to contribute to the building of a resilient housing workforce".

Our other flagship event celebrating International Women's Day was held in March 2023 at the Vibe Hotel where 115 people were in attendance. The two Ministers' appearance, in video and in person, was a double bonus and delighted the audience. Their endorsement of government working with the community housing industry and supporting services was genuinely encouraging.

It is a pleasure to work with such a great bunch of passionate and committed individuals on the NSW Branch Committee, and we hope to meet more Members at future Housing Buzz events, seminars or perhaps as a guest at one of our Branch Committee meetings in the coming year.

NSW Branch Committee:

John Engeler (Acting Director)	Nick Loder (Chair)
Donald Proctor	Unis Goh
Helen Wood	Sharon Collinge
Francis Brazil	Christina Hough
Liz Stamatelos	John Nicolades

Northern Territory:

22 Members

New branch forming in 2024

We welcome those who would like to join.

NT Branch Committee:

Karen Walsh (Director)

“

There are these amazing community leaders out there that are doing this because they don't want to just sit back. They want to be a part of this movement of connecting with the broader community.

”

A community housing employee talks about the talent living and working within the social housing sector

Queensland:

332 Members

Jon Eastgate led our Queensland branch through the 2022/23 financial year and focused on discussing key areas that can support the QLD social and affordable housing sector workforce.

The QLD Branch also hosted two networking events and met monthly to plan out a response to the Queensland Government around workforce professional development needs.

The ahi: Asset Management Masterclass Roadshow came to QLD and was well-supported by the Branch and Member organisations. The roadshow was held at one of our great supporters, McCullough Robertson's Lawyers, who have one of the best training environments in the state!

Queensland ahi: Branch Members remain focused on strengthening the professionalism of the social and affordable housing sector and look forward to planning more networking events and connections with Members in QLD and across the Australasian larger network that is the ahi.

QLD Branch Committee:

Andy Dennis (Director)
Jamie Muchall (ahi President)
Connie Crookshanks
Rachael Vidler

Jon Eastgate (Chair)
Jacob Creedy
Sue Hughes



South Australia:

201 Members

The South Australian Branch had a busy year with Director Ben Moore resigning from the directorship in June 2023, and Jonathon Armstrong stepping in not long after. We'd like to thank Ben for his amazing leadership and the commitment he gave the ahi: across two-and-a-half years. We're so grateful he decided to remain in the South Australian Branch as a Member.

Our Branch Chair, Margot George, dedicated an incredible amount of time and energy in directing the Branch as they created events and networking opportunities for the SA social and affordable housing workforce. Events focused on professionals having the opportunity to connect and be inspired, including:

- Asset Management masterclass, as part of a roadshow that resulted in the creation of the sector Asset Management manual
- Christmas end- of-year networking drinks
- Sustainability & the Energy Market for Social Housing Providers & Tenants — networking event

Kindly sponsored by beat energy/369 Labs, the Sustainability & the Energy Market for Social Housing Providers & Tenants' event was held at the Duke of Brunswick Hotel, and was well-attended by an enthusiastic bunch of ahi: Members who had been starved of recent opportunities to engage with sector colleagues during COVID.

Two excellent presentations were delivered; the first by renowned speaker Professor David Adamson, Group Chief Strategic Engagement Officer for Home in Place. Dave gave an excellent overview of the Sustainable Development Goals (SDGs) and their meaning and relevance to community housing providers. The second presentation came from the event sponsor and co-founder/CEO of beat energy/369 Labs Domenic (Dom) Gelonese. Dom addressed smart solar solutions for landlords and tenants, focussing on the social housing context.

The SA Branch is pleased to have active and enthusiastic Members, which bodes well for the year ahead.

SA Branch Committee:

Jonathon Armstrong (Director)	Margot George (Chair)
Wendy Malycha	Andrew Davis
Nicole Chaplin	Gregg Ryan
Tania Noonan	Suzanne Marshall
Darren Huitema	Ben Moore





Tasmania: 86 Members

New branch forming in 2024

We welcome those who would like to join.

TAS Branch Committee:

Kim Bomford (Director)

“

Knowledge is power, and I have shared this knowledge. My lived experience has helped somebody else and [helped] alleviate their stress and anxiety.

”

A tenant talks about their personal achievements from participating in a tenant led initiative

Victoria: 547 Members

Amanda Donohue led the Branch in 2022 and handed the baton over to Vere Longmore to finish off the calendar year and lead the Branch into 2023. We'd like to thank Amanda for her hard work juggling this role with being CEO of Servants in Melbourne.

She continued to be a very active Branch Member, supporting Vere in creating some wonderful energy and networking opportunities focused on the social and affordable housing sector, as well as introducing suppliers and other industry connections.

The Victorian Branch supported the Asset Management masterclass roadshow with some incredible industry leaders. Jacqueline Blenkinship from Collective 8 in WA, Danni Nash from unison, Steve Lyons from SPM Assets and Dr Andrea Sharam from RMIT.

The goal in Victoria has been to create networking events that bring professionals together for conversation and professional development, including one networking event created specifically for Tenancy Managers and helping those in this role share their experiences and inspiration with others in the sector.

Supported by the ahi: Team, the Victorian Branch conducted an Expression of Interest over the Christmas period, which saw the Branch increase in numbers and ideas. We can't wait to share the work of this highly motivated Branch in 2024 and beyond.

VIC Branch Committee:

Trudi Ray (Director)
Amanda Donohoe
Jeanette Large
Elaine Kerr
Melissa Palframann
Cristina Everard

Vere Longmore (Chair)
Katheryn Atkinson
Samantha Ace
Derek Huynh
Shari McPhail

Western Australia:

162 Members

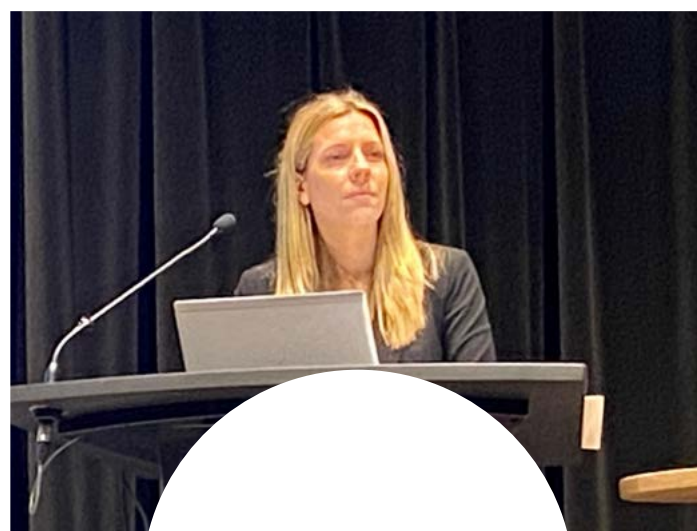
2022/23 was an interesting year for social and affordable housing in WA. We saw the State Government increase its funding to \$2.7 billion over the coming four years and, with about \$300 million in funding from the Federal Government as part of the Social Housing Accelerator Programme, there's been lots of activity here.

On the ground, there's been interest in what social and affordable housing is, from all parts of the economy and some new parts of the State Government. The coming years will be both challenging and interesting, and we can't wait to see what's in store for us.

WA Branch Committee:

Sean Kelly (Director)
Paula O'Leary (Chair)
Beauty Bwembya

Kathryn Moorey (Deputy Director)
Cynara Eaton



“

We work together as a team – the staff and the tenants – so that way, we're all on the same page, so to speak.

”

A tenant describes the team spirit of everyone in their housing community



| Meet the ahi: Team

The ahi: functions thanks to the efforts of a small and dedicated team that helps oversee and manage operations.

We also work closely with contractors who bring much value to the work we undertake.



Kellie Dunn

Interim CEO

Kellie joined the ahi: with over 26 years in human services the likes of mental health crisis, family and domestic violence, alcohol & other drugs, problem gambling, fitness, sports psychology, health & nutrition, behaviour change, community development and health promotion.

Combined with her ability to motivate and lead teams to deliver on their mission, this experience made her the perfect “warrior woman” to step into the ahi: Interim CEO position at a time when she was needed most.



Lisa McBean

Admin Officer

Lisa came to the ahi: after 25 years working in the banking & finance sector at the NAB, mainly in HR and communications.

She made the sea-change to Djiringanj and Thaua country (Merimbula, NSW), and assumed the position of ahi's Admin Officer, which she has performed for almost a decade.

Lisa attributes her longevity in this role to “the amazing clients that I deal with every day” who have notably made “a tough 12 months a little easier to navigate”.



Sharon Senior

Admin Officer

Sharon's relationship with the ahi began after 11 years working in the banking & finance sector at the NAB in personal & business banking and lending.

Previously, she worked as a property manager and sales administrator in the real estate industry. Having joined the ahi two years ago, Sharon loves “helping our amazing members enrich their learning in the social and affordable housing industry”.

She also lives and works on Djiringanj and Thaua country (Merimbula, NSW).

“

I'm a true believer that I've been sent here for a reason: to help others. And I see in the bigger picture now that they're grateful. I'm grateful that I've met these people because they allowed me to grow.

”

A tenant talks about finding purpose in helping other tenants

“

Our members voices were very clear in telling us how important HousingWORKS was to the sector.

We welcome back
HousingWORKS in 2023.”

Kellie Dunn ahi: CEO

President's welcome



Jamie Muchall – ahi President

It's my great pleasure to introduce to you the first edition of the re-imagined *HousingWORKS*!

I know many of you were disappointed when *HousingWORKS* was suspended. With rising costs and a refocus on delivering online training during the COVID period, it was a difficult decision, and I'm glad that we're now able to bring this platform for sharing our sector's exceptional work back to life. I still have copies of *HousingWORKS* in my library at home – old editions with interesting projects or, in some cases, my own writing. I will never forget the pride I felt at being published in such a prestigious but accessible publication.

HousingWORKS, like a phoenix, has risen in a new, more relevant format for the busy housing professional. Our digital-first publication will be shared across our social media channels and on our website, enabling you to read about the latest projects and relevant innovations on

your phone or tablet, whenever or wherever you are. We do also recognise the importance of a printed copy, so every year we'll collate the best articles and publish them in a formatted journal you can print at home.

We've seen a huge response to the call for submissions for this edition, which just shows the desire to share the successes and innovations of our people. To ensure our content is representative of the work going on in our sector, we've asked our branches to nominate members for a *HousingWORKS* advisory committee, which will meet four times a year and advise the editorial board. Sadly, through this edition, addressing homelessness is a dominant theme, but on a positive note, we're also celebrating the innovative people and projects that were featured as part of our Brighter Future Awards throughout the year. We'll continue to run more awards profiles across our editions in 2024.

There is so much excellent work going on in our sector. We're now at the beginning of a major growth period, even greater than that of the Nation Building: Social Housing Stimulus period of 2009/10. To come are hundreds of outstanding projects, innovations, ideas and people, delivering homes and brighter futures for those we're committed to support – our residents. I look forward to reading about them all in future editions of *HousingWORKS*, as I'm sure you will too.

P.S. If you have any feedback for us, please email editor@housinginstitute.org – we'd love to hear from you.

Nau mai tātou katoa ki tēnei whare hōtaka.

ahi acknowledges that this publication was created on country which always was and always will be Aboriginal land.

We acknowledge the traditional custodians of the land and waters, and we show our respect for elders past, present and emerging.

Contents



Maintaining our sector focus: PEOPLE

By Dr Kay Saville-Smith

Dr Kay Saville-Smith from the Centre for Research, Evaluation and Social Assessment (CRESA) serves up a timely reminder about workforce development in the community housing sector, and where our focus should be.

Membership:

ahi: is the Membership-based professional association for social housing professionals – the only organisation spanning the entire housing sector, drawing together the people and the varied disciplines that make up the modern housing system across New Zealand and Australia.

ahi: Members are given access to a Member-only platform and free webinars. Members also receive generous discounts on events and training.

We offer Individual Memberships, as well as Corporate Memberships for organisations that want to support professional development of their teams – from induction courses to mentoring to leadership training.

“

We're one big family here, in a sense. We all live in the same building, and it was a matter of trying to get people together – just sit chat – just knowing that we're here for one another... yeah.

”

A tenant talks about the sense of the community in their residential complex



Our corporate members:

Corporate Affiliates

Package Price: A\$1,650 / NZ\$1,650

- Complimentary general membership for 5 staff
- Access to our member-only platform for your staff
- Discounted in-house training delivery + free webinars
- Free listing in our corporate directory

For suppliers to the industry who would benefit from being recognised as a valued supplier



Corporate Micro

Package Price: A\$2,000 / NZ\$2,000

- Complimentary general membership for all staff
- Access to our member-only platform for all staff
- Option to purchase LnD bundle to suit your organisations needs
- Tailored professional development plan + free webinars
- Discounted in-house training delivery
- Free listing in our Corporate directory

For organisations with turnover of less than \$2m



Corporate Small

Package Price: A\$3,300 / NZ\$3,300

- Complimentary General Membership for all staff
- Access to our member-only platform for all staff
- Option to purchase LnD bundle to suit your organisations needs
- Tailored professional development plan + free webinars
- Discounted in-house training delivery
- Free listing in our Corporate Directory

For organisations with turnover of less than \$6m



Corporate Medium

Package Price: A\$5,500 / NZ\$5,500

- Complimentary General membership for all staff
- Access to our member-only platform for all staff
- Option to purchase LnD bundle to suit your organisations needs
- Tailored professional development plan + free webinars
- Discounted in-house training delivery
- Free listing in our Corporate Directory

For organisations with turnover of less than \$30m



Corporate Large

Package Price: A\$8,800 / NZ\$8,800

- Complimentary General Membership for all staff
- Access to our member-only platform for all staff
- Option to purchase LnD bundle to suit your organisations needs
- Tailored professional development plan + free webinars
- Discounted in-house training delivery
- Free listing in our Corporate Directory

For organisations with a turnover of more than \$30m



NZ Government member



Supporter



Our individual members:

Professional Membership

Package Price: A\$150 / NZ\$150

- Access to our member-only platform
- 20% Event and Training Discount
- Free webinars
- Eligibility to apply for the Ahi mentoring program as a mentee or mentor
- Eligibility to use PAHI post nominals
- Price is exclusive of GST (GST is applied to Australian residents only)



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Daniel Conway
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John Clifton
Tony Fox
Rachel Tevita

“

If you're inspired by something, don't hold back. You can only ask, and they can only say no. It's a matter of giving it a go and seeing what happens.

”

A tenant encourages other tenants to put forward ideas for improving their housing community

Individual Affiliate

Package Price: A\$50 / NZ\$50

- Price is exclusive of GST (Australian residents only)

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Package Price: A\$300 / NZ\$300

- Access to our member-only platform
- 20% event and training discount
- Free webinars
- Eligibility to be a mentee or mentor in the Ahi Mentoring Program
- Eligibility to use SPAHI post nominals
- Price is exclusive of GST (GST is applied to Australian residents only)

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Package Price: A\$100 / NZ\$100

- Access to our member-only platform
- 20% event and training discount
- Free webinars
- Eligibility to apply to be a mentee in the Ahi Mentoring Program
- Eligibility to use MAHI post-nominals
- Price is exclusive of GST (GST is applied to Australian residents only)

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Our partners & sponsors:

ahi: relies on the support of many partners and sponsors to deliver high-quality, affordable services and professional development opportunities to social housing professionals around Australia and New Zealand.

We'd like to thank all the organisations that made contributions to the development of the social housing profession during the 2022-2023 financial year.

“

At the end of the day, it was about having purpose back in my life again.

”

A tenant talks about involving themselves in more activities at their residential complex



We **exist** because housing
people can change the world
and they are the catalyst for
a **bright** future:

