



Accountability

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About This Report

Argyle Community Housing Limited (Argyle Housing) is pleased to present the Annual Report for 2021–22.

This report is an overview of our operational and financial performance throughout the 2021–22 financial year. It gives the reader an explanation of how we have delivered services to our Clients and shows how we are striving to make a better future for the communities in which we serve.

This is the first report against our new Argyle Housing Strategic Plan 2022-2024. It describes the businesses performance over the last financial year and highlights the achievements of our Staff and

Clients. The report tells us what we have been doing well and the areas in which we need to make improvements in services to our Clients and the broader community.

Visit argylehousing.com.au for more information about who we are, what services we provide and what we are achieving for our client and communities. Also follow us on our social media channels through the #argylehousing for the most up to date information.

We value your feedback on this Annual Report because it helps us make our next report better.

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Email your feedback or questions to info@argylehousing.com.au

Write to us at: Argyle Housing P.O. Box 1026, Bowral NSW 2576

Speak to our Communications and Marketing Officer on +612 4862 9383

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Accountability Theme

Accountability is the acceptance of responsibility for one's own actions. It implies a willingness to be transparent, allowing others to observe and evaluate one's performance.

Argyle Housing is accountable for what we do and how we do it. 'Our mission is to deliver quality housing options and connections to community that provide Clients with the security and confidence to take control of their lives and make decisions about their futures.

Secure housing allows Clients take ownership of situations that their involved in. They see them through and take responsibility for what happens – good or bad. They don't blame others if things go wrong. Instead, clients do their best to make things right.

Argyle Housing creates a culture where employees feel empowered to take personal accountability within the organisation where the results won't feel punitive.

Audience

The 2022 Argyle Housing Annual Report is primarily aimed at the following audiences:

- Our Clients, residents, and applicants of housing services
- Federal, state, and local governments

- Support services of Argyle Housing
- Argyle Housing Staff
- Private sector Affordable Housing partners
- Corporate and private sector partners

Acknowledgement of Country

Argyle Housing acknowledges the Traditional Owners of Country throughout Australia and recognises their continuing connection to lands, waters, and communities. We pay our respect to Aboriginal and Torres Strait Islander cultures, and to Elders both past and present. We are committed to our reconciliation journey, because at its heart, reconciliation is about strengthening relationships between Aboriginal and non-Aboriginal peoples, for the benefit of all Australians.

Aboriginal and Torres Strait Islander peoples should be aware that this website may contain images or names of people who have since passed away.

Mission and Values



Our Mission

A better future for our communities through the growth and sustainability of our quality housing services.

Opportunity

Respect



We proactively seek out ways to improve and add value.



We value the feelings and rights of everyone.

Inclusive



We foster diversity and collaboration.

Accountability



We share responsibility and are accountable for what we do and how we do it.

Client Value Proposition

We provide secure homes for people and together create a foundation for opportunity.

The principles of our Client Value Proposition

- We care
- We work with you

- We believe a safe and affordable home is the foundation for opportunity
- Our goal is your wellbeing
- We listen to understand you
- We discover, develop and foster relationships
- We keep each other accountable
- We deliver our promises

Strategic Plan 2022-2024

Argyle Housing's 2022-2024 Corporate Strategy sets a clear strategic direction with aspirational goals for the years ahead.

	1	2	3
	Our Clients	Our People	Our Business
Goal	Ensure that clients are at the centre of our decision making and service delivery	Encourage a high-performing, flexible and inclusive team that reflects our vision, values & mission	Be innovative and responsive to grow and sustain our business

The review and consultation process occurred during the most recent NSW pandemic lockdown. Our focus was on the long-term sustainability of our organisation and to continue to provide high quality community housing service across our footprint.

Our Staff have demonstrated exceptional resilience and perseverance throughout floods, bushfires and the COVID pandemic. Their determination meant we maintained our high standard of Client and property management services. We thank our staff for their efforts during this time.

In 2022/23, new initiatives will be based on insights from industry and stakeholder research whilst maintaining our clients at the centre of our decision making and service delivery.

Our sincere thanks to everyone who participated in our consultation process. Their views are valued, and their recommendations will help to build on the community-focus of Argyle Housing. The Argyle Housing Board, Executive and Staff are committed to adapting our organisation to serve evolving community housing needs into the future.

Carolyn Doherty, CEO

Our Services

Argyle Housing is a not-for-profit, Community Housing Provider. Our main objective is to provide and manage secure, Social and Affordable Housing for people on low to moderate incomes who would otherwise struggle to find accommodation.

Argyle Housing is a high performing Tier 1 Community Housing Provider and a Registered not-for-profit that delivers specialised, evidence-based tenancy and support services tailored to local regional and urban contexts across New South Wales and the Australian Capital Territory. Argyle Housing currently has approximately 2,500 properties under management that house over 4,500 people from all walks of Australia's diverse society.

Argyle Housing is also a registered provider with the NDIS Safeguard Commission accredited to provide or facilitate Tenancy Support and Home Modifications to our Clients who live with a disability.

Argyle Housing is working on delivering the Future Directions for Social Housing priorities by providing new, good quality housing that will enable a pathway and opportunity for Social Housing Clients to move through the housing continuum from Social Housing to Affordable Housing and onto the private rental market and home ownership.

Argyle Housing is an ethical organisation committed to increasing the supply of quality Affordable Housing for people in regional NSW. Argyle Housing has been working with local councils and private and/or public stakeholders in regional areas to deliver housing that meets the identified needs of the community. These are exciting major projects that will bring about real change and opportunity in currently disadvantaged communities.

With over 38 years' experience working in the Community Housing Sector, Argyle Housing manages Social and Affordable homes in the Wingecarribee LGA, Wollondilly LGA, Campbelltown, Goulburn, Leeton, Young, Yass, Temora, Griffith, Wagga Wagga, Albury, Canberra, and Queanbeyan.

What We Do:

Argyle Housing has a unique, proven Client centred approach to tenancy management delivered by a Team of dedicated, Specialist Staff who support our Clients.

Housing Access Team:

Argyle Housing has a dedicated Housing Access Team that manages applications, assessments and allocations for all social and affordable housing applicants. The Team is responsive to Clients' needs and supports them through to lease signing and soft hand over to the Client Support Specialist Team.

Client Support Specialist Team:

We have a dedicated Client Support Team who are the main contact point for our Clients throughout their tenancy. We work with Clients to access opportunities in their local community and have a real say in how we deliver our services. Our Client Support Specialists work with Clients and service partners to provide practical support to sustain tenancies and support wellbeing.

Assets Team:

The Assets Team manages a 24/7 maintenance line, focused on ensuring that Clients receive a responsive and high standard outcome to their maintenance needs, working to clear repair timeframes with a proven track record of maintaining properties to a high standard.

Rent Services Team:

The Rent Services Team is a dedicated team specialising in the management of rent and non-rent debt, as well as rent and eligibility asset tenancies.

Transition Team:

The Transition Team specialises in making the end of tenancy and/or transfer experience for Clients as seamless and hassle free as possible. This team finalises all matters relating to an end of tenancy including bond refunds, former tenant categorisation, references and compensation order, This Team are also responsible for the management of all Tribunal matters where this is required.

Our Strategic Focus

The critical factors for our success, set out in Argyle Housing's Strategic Plan 2022-24, are:

- Meeting affordable housing need by increasing our property portfolio: and
- Delivering quality homes and housing services

We will continue to achieve these success factors by:

- Governing effectively
- Managing the business sustainably

- Supporting our people and improving our workplace
- Enhancing our communication

Our Clients

Argyle Housing Clients come from all walks of life and all backgrounds. We have over 4,000 Clients in our properties and work in partnership with them and partner agencies to:

- Increase opportunities
- Strengthen local community connections
- Support successful tenancies
- Ensure our clients have a real say in how we do things

In the 2021 Tenant Satisfaction Survey Argyle Housing achieved an 85% overall satisfaction rating from its Clients.

Our Approach

Argyle Housing's Specialist Team approach to tenancy management is informed by:

- Our people-focused value and robust Client service framework
- An ability to develop and apply community housing policies in line with government expectations
- A commitment to transparent, tenant informed decision-making
- Effective arrears management and support for Clients struggling to pay their rent
- Effective allocation and management to ensure the best utilisation of properties
- Flexibility and responsiveness to new opportunities and housing demand; and
- A proven ability to integrate new tenancies into our processes through experience with stock transfers in NSW and successful contracting for new management opportunities including Common Ground and Ainslie Village in the ACT.

Our Board

Argyle Housing is governed by a skills-based Board of Directors which brings a diverse set of experience and knowledge to guide the strategic direction of Argyle Housing, while our Chief Executive Officer and Leadership Team Lead an organisation of dedicated individuals to implement this strategy.

Key Personnel

Carolyn Doherty – CEO

Carolyn has a background in Child Protection and Community Housing, having spent eight years as the CEO of a large housing company in Queensland, prior to returning to NSW. Carolyn is deeply passionate

about housing, knowing that it is the foundation of people's lives. Without long term stable housing, people can face overwhelming barriers to health, education, employment, and most of all personal safety. Carolyn commenced working with Argyle Housing in 2018 and was appointed to the CEO position in April 2022.

Alison Sheer – General Manager, Corporate Services

Alison has recently joined the Argyle Housing Team in late 2021 initially as the GM, People & Culture. Alison has 20 years' experience as a generalist human resource professional, working in the public, private and not for profit sector. Alison's role and responsibilities within Argyle Housing include developing recruitment, selection and retention strategies; workforce planning; embedding a learning and development culture; implementing reward and recognition initiatives; and managing employee relations. Alison holds a Bachelor of Business majoring in Human Resources and Accounting.

Milan Ostojic – General Manager, Operations

Milan has over 18 years of experience in the community housing and real estate sectors, including over 15 years in senior leadership positions. He is skilled in Budgeting, working with Government Team Building and is a graduate in Project Management. Milan gained experience in managing integrated Teams comprising frontline business operations, tenancy management, support coordination and place-making in SGCH's operation. Possessing expertise in the areas of project and contract management, assets and compliance, strategic partnership management, consortium building, and community engagement and participation to deliver exceptional customer service, strong operational and compliance results, and outcomes contributing to customer wellbeing.

Sudha Manian – General Manager, Asset Management and Growth

With over 12 years' experience as a senior executive in the not-for-profit sector (including the community housing industry), Sudha has experience in development management, investment and financial modelling, including preparing robust financial models for new business ventures. She has also managed and reported on the progress of capital funded projects and was heavily involved in internal and external stakeholder management of these projects. Sudha demonstrates sound project management experience and consistently demonstrates the ability to lead, develop and get results.

In her role as GM, Asset Management and Growth, Sudha will be a part of the Executive Team and will be responsible for developing a framework to optimise Argyle Housing's assets and deliver development projects to increase revenue and improve asset value. A key focus will be on building a property portfolio to create homes for our clients.

In addition to her extensive financial leadership expertise, she is a qualified CPA and is RMIT Certified in Project Management and Digital Delivery.

Cherie Tizzoni – Client Services Manager

Cherie has been with Argyle Housing for three years and prior to this worked in child protection for the NSW Government for two years and has over 10 years management experience in the private sector. Cherie started her career in January 2019 with Community Housing in the ACT as the Team Leader for Argyle Housing ACT and has now been in the Client Services Manager role for more than a year. In this role she manages the Client Services Teams of Argyle Housing across 10 office locations in NSW and the ACT. Cherie holds a Bachelor of Social Work Degree, and a Diploma in business management.

Scott Dunstan – Communications and Marketing Manager

Scott has a Bachelor of Education Art and Design, Graphic Design Graduate SAE Institute Australia. Scott has over 25 years' experience in design and marketing and has extensive knowledge supervising creative development activities and brand management functions for multiple national and local companies covering a wide variety of industries. Scott is a director of his own business, Dunstan Design and has held senior design and consultation roles in both the private sector as well as national member organisations. Scott has coordinated the branding styles, website design, social media presence, logo design, business model development and marketing services for multiple companies spread across various industries. Scott's extensive design and marketing experience is coupled with a strong understanding of the social and community housing sector after three years of working with Argyle Housing.

Michael Maldonado – Maintenance and Asset Manager

Michael is an experienced corporate facilities and maintenance Manager with a demonstrated history of working in the education, retail and community housing industry. Skilled in negotiation, Operations Management, Facility Management (FM), Team Building, and Operating Budgets, Michael has a strong operations professionalism. Michael leads the asset and maintenance function and Team at Argyle Housing to ensure that its clients receive high quality and timely services.



Argyle Housing at a glance



TOTAL ASSETS
\$219M



SURPLUS
\$1.7M



PROPERTIES OWNED

393

VALUE OF PROPERTIES

\$132.5M

NEW HOMES DEVELOPED

40



CASH ON HAND

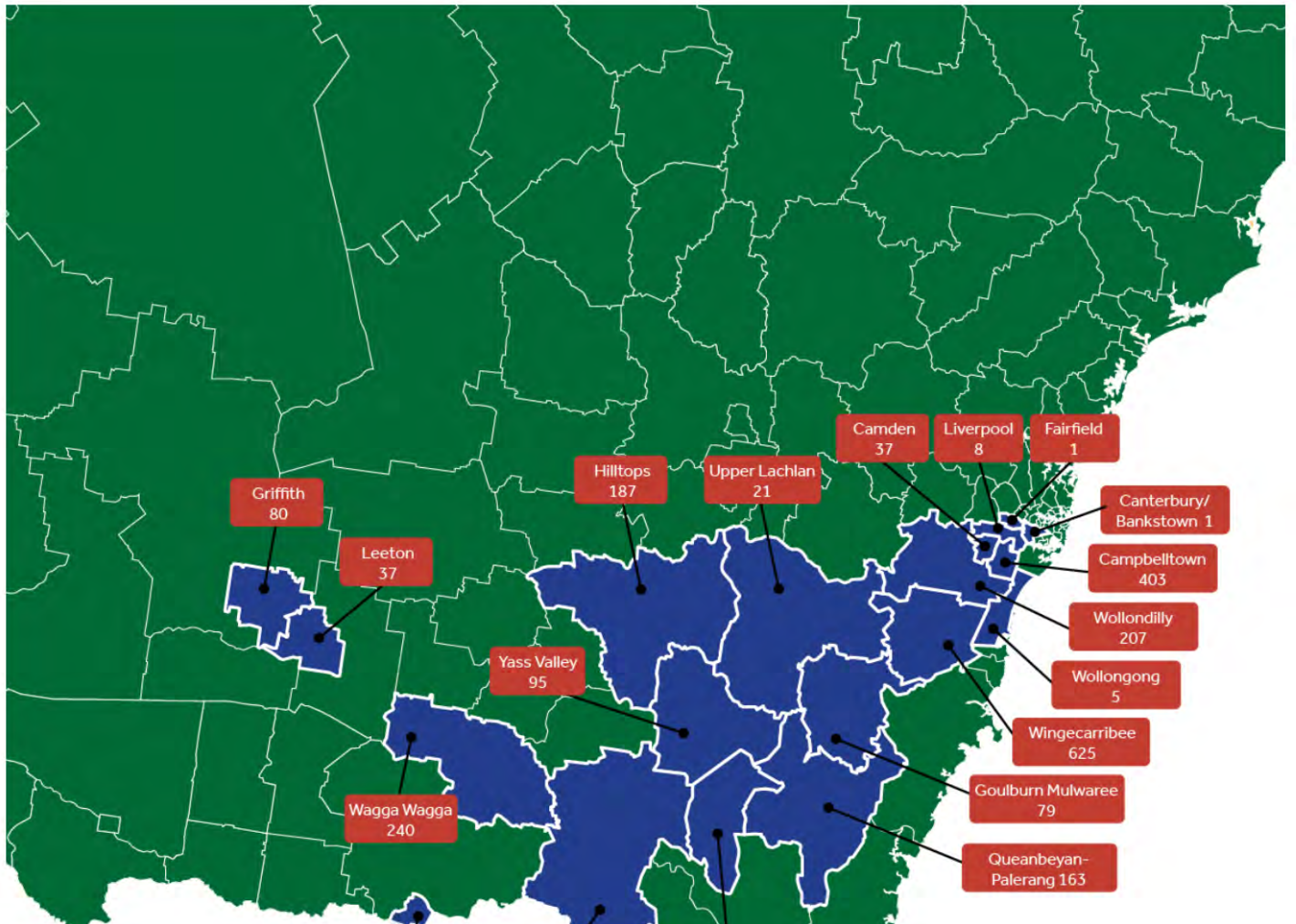
\$117.8M

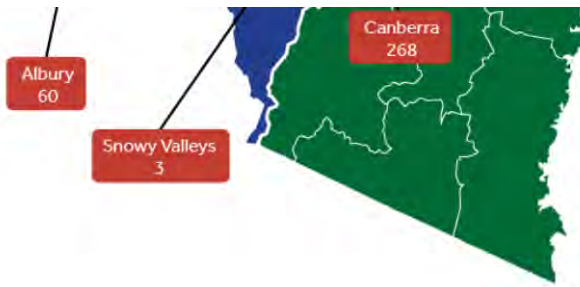


PROPERTY REPAIRS & UPGRADES

\$5M

Our Portfolio





Our History

1997	∨
1998	∨
2000	∨
2001	∨
2002	∨
2004	∨
2006	∨
2007	∨
2008	∨
2009	∨
2010	∨

2011	∨
2012	∨
2013	∨
2014	∨
2015	∨
2016	∨
2017	∨
2018	∨
2019	∨
2020	∨
2021	∨
2022	∨

Our Brand

Argyle Housing launched our rebrand on Monday 8th August 2022.





It's fresh, welcoming and most importantly a representation of our Clients, Staff, Key Stakeholders and the services we provide to the community in partnership with other community services.

Included in our rebranding is an infographic depicting a Clients' Journey with Argyle Housing. From initial introduction to Argyle Housing as a Community Housing Provider, securing them into a safe affordable housing option, supporting them through their tenancy with wrap around services and responsive maintenance solutions; connecting them to opportunities through various programs; helping them build relationships with support services and their community and much more. All to create a better future for our communities.

[Explore Argyle Housing's rebrand at their website](#)

Welcome Donna Anthes



Having worked alongside Wendy Middleton for over six years, I know that her passing in January this year was a great loss to Argyle Housing and the Community Housing sector. I had a deep respect for Wendy. She deeply connected with people. She had an insurmountable drive, energy and passion to make the world a better place. She had a passion for regions and the people living and working in them. She had a vision for brighter communities. These were some of driving forces behind major projects like the Tolland Gardens Renewal and Griffin Green. This commitment to creating a better future for people in communities that we serve was just one of the qualities that I truly admired in Wendy.

I would like to thank management and staff for their ongoing dedication to Argyle Housing Clients throughout the period that Wendy was unwell. It was a difficult time and I admire the way staff continued to focus on Clients and ensure our high standard of service delivery was attained.

This year's theme revolves around our value of Accountability. Throughout the year I have seen many examples where Argyle Housing has reoriented the way we do business to focus on being accountable to our Clients, key stakeholders and staff. Our Strategic Plan 2022-2024 details key objectives to support the growth of Argyle Housing. The review and consultation process occurred during the most recent NSW pandemic lockdown. Our focus is on sustainability of our organisation to provide high quality community housing across our regional network. Initiatives in 2022 were based on insights from industry and stakeholder research with our Clients at the centre of our decision making and service delivery.

Our sincere thanks to everyone who participated in the consultation process that informed our Strategic Plan. Your views are valued, and feedback helps us create a community-focused Argyle Housing. The Board, Executive and Staff are committed to adapting our organisation to serve evolving community needs. To demonstrate how dedicated we were to delivering to our value of Accountability, we created a Client Value Proposition. After testing this with staff and Clients, we put it at the centre of how we operate and then oriented the business around the CVP. As a result, we have found new ways of collaborating to deliver services to our Clients that we know is making a difference in their lives.

Across New South Wales and the Australian Capital Territory we have seen a significant increase in demand for affordable and social housing. In regional areas, the rental market has seen considerable increases from people in need of housing. Access to good quality, safe, secure, affordable housing is fundamental to wellbeing. Regional rents are now 9 per cent higher than two years ago according to a PowerHousing Australia report¹. Argyle Housing is working towards providing new affordable and social housing throughout our regional areas, with current projects in Griffith, Yass and Goulburn.

As the demand for housing increases across Australia we are happy to announce Argyle Housing's move into regional Victoria to provide housing opportunities through the Victorian Affordable Housing Rental Scheme.

We are part of a consortium that is currently going through an extensive application for registration and tender for the management of affordable rental homes across the State. The consortium aims to deliver the management of up to 2,400 affordable, key worker homes in Victoria.

I would like to acknowledge and thank the Argyle Housing Board who utilise their expertise, motivated by care and a drive to provide safe and secure homes for our Clients as we invest in a sustainable future for our communities. I would especially like to thank our CEO Carolyn Doherty. She has shown extraordinary leadership, strength, and a steady hand throughout some challenging periods over the last 12 months. She is passionate about our Clients and the opportunities that a safe and stable home provides to us all.

Thank you also to the strong Leadership team and every Argyle Housing staff member who lives and expresses the organisational values every single day as we invest in each Client, putting them at the centre of everything we do.

[2022 Australian Affordable Housing Report](#)

Welcome Carolyn Doherty





As the CEO of Argyle Housing, I am mindful every day that we offer our services on unceded Aboriginal Land. In leading this organisation, and as an individual I hold the responsibility for Argyle Housing's commitment to reconciliation and our role in the healing of past wounds and injustices. I acknowledge that this is a journey that is shared and accept the invitation extended in the Uluru Statement from The Heart to walk with First Nations people in a movement of the Australian people for a better future.

I was privileged to accept the position of CEO of Argyle Housing earlier this year, and to be trusted to build on the legacy that was created for us through the leadership of Wendy Middleton. Wendy was a friend and colleague for many of us and her passion for our Clients was second to none. and I have had cause to remark on many occasions over the past 12 months, that part of her legacy was to leave us with so many commitments to fulfill that we would have little time to grieve – an indulgence that she would not want us to entertain for long.

As such we have had a wonderfully busy year filled with opportunities, change and a renewed commitment on our core purpose – our Clients. The development of our Client Value Proposition has been a key force behind a restructure of our Operations Teams, built around the lifecycle of our Clients' journey with us. It has seen us deliver on a commitment to our Clients for a Client Portal, the adoption a new value of inclusivity, embracing change and diversity within our workplace, and communities and building a culture of One Argyle. Part of this journey has also been furthering our commitment to reconciliation through the development our of Reconciliation Action Plan which I look forward to launching towards the end of this year.

We have a fresh new brand and look that was widely embraced by our staff and stakeholders during consultations, representing our connections to the lands where we work, the new lives that can be created through safe housing and the connection to our clients and stakeholders through this work.

Thanks to the support and generosity of Jane Crowley owner of 'Dirty Janes' we have recently launched in partnership with SVDP the Good Works Garden. This community engagement project will provide opportunities for our clients and the broader community to volunteer their time in building and

maintaining this community garden. It will provide fresh produce to the Blue Door which has been providing much-needed meals to Clients in need at Ainslie Village and the wider community for many years. This project offers our volunteers a sense of connection, a place to build relationships, learn new skills and develop a broader understanding of others in the diverse and vibrant Canberra Community.

I am buoyed by the national conversation that is now being had on the need for large scale investment in social and affordable housing as we continue to see each and every day in our work in NSW and the ACT. The incredible burden that individuals and families face in maintaining the most fundamental right – a safe and affordable home in which to live. I am constantly reminding senior leaders, politicians that without this, everything else becomes impossible.

Argyle Housing is well positioned to take advantage of the opportunities that we hope will come out of this national conversation, particularly in regional areas, not just in delivering new homes but providing safe, sustainable communities that allow our Clients the foundations to build on this opportunity to live their best lives.

This past year has been a rollercoaster filled with tears, memories, laughter, growth and opportunity. I would like to thank Donna and the Board for their support, trust and confidence in me during the past 12 months, to allow me to honour Wendy's legacy whilst putting my own footsteps forward into Argyle Housing's future.

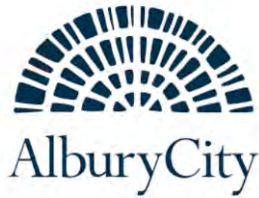
I would like to thank each and every staff member, Client and Stakeholder that has trusted my vision for Argyle Housing, and for the patience and understanding during my transition to the role. I would like to give particular thanks to Cherie Tizzoni and Alison Sheer for driving much of the change over the past six months. With the continued support of the Board and my Executive and Senior Management Team (Milan, Alison, Sudha, Cherie and Michael) I look forward to everything that the next 12 months has to offer.

Compliments and Thank you to stakeholders, clients and staff

We would like to thank the Commonwealth, NSW, and ACT Governments; and the organisations, agencies, contractors and local governments that have worked with Argyle Housing throughout 2021/2022. You have all helped us deliver great outcomes for and assisted in creating new opportunities for our Clients and communities.

We also acknowledge and thank our Staff across all locations. We appreciate your effort and commitment

throughout the year.



Our Clients

Our Clients

- Client Portal and Client portal feedback
- Wendy Middleton Scholarship
- Client Forums
- Ainslie Lodge
- Community Links Wellbeing and Argyle Housing
- OzHarvest Campbelltown
- Eventide BBQ
- Christmas in July
- Griffith Youth Head Leasing Program
- Ruby Mikolaitis – Scholarship story
- Grace Lawrence
- Jacob Lane
- Mohammad Carsen
- Common Ground Saturday Breakfast – Special Occasion John's 70th Birthday
- Serrina Kenny Scholarship
- Good Works Garden
- Anglicare
- Together Home Program
- Client Awards 2021
- Client Feedback

Client Portal and Client portal feedback

Over the last few years, we have seen our community and Clients use their mobile phones for much more than just answering calls. Our mobile phones offer us many different possibilities, from searching the

internet, using maps to guide us, everyday banking and keeping in touch with our broader community through various forms of communication.

With that in mind, Argyle Housing has created a Client Portal which will become our Clients one stop shop for accessing the information they may need to manage their tenancy. This will allow Clients to be more involved with their tenancy and be able to manage their property with greater ease.



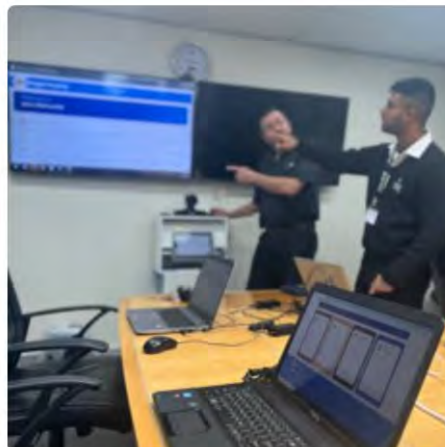
The portal can be accessed [here](#).

Client Portal feedback session

In preparation for the launch of the Client Portal, we invited Clients from a range of age groups to participate in a review of the portal and to give their feedback.

It was great to see our Clients interact with the portal and navigate through the various functions and information available.

We received an overwhelming positive response from all Clients regarding the portal with the majority of them wanting to get started immediately.



Wendy Middleton Scholarship

Wendy Middleton, Argyle Housing's former CEO, was a passionate supporter of the Argyle Housing Tertiary Scholarship program.

Wendy believed that access to education and training is key to creating opportunities for Argyle Housing Clients and promoted the scholarship program to corporate sponsors and Clients continuously since the scholarship began in 2015.

With the support of the Argyle Housing Board of Directors, current CEO Carolyn Doherty and Wendy's family, we are proud to commemorate Wendy's commitment to the scholarship by renaming the program, Wendy Middleton Scholarship and keep her vision of empowering Clients to study and find employment for the benefit of their families and communities alive.

The 2021/22 financial year was a quiet one for the scholarship program. Disruptions caused by COVID and the transition to online learning for many courses seems to have been a deterrent for some Clients with fewer applications received than in previous years.

However, Argyle Housing, having a responsibility to our Clients to provide opportunities including education and career pathways was able to continue to offer scholarships that assisted Clients throughout COVID especially as some lost casual work during that time. There are some great stories associated with the scholarship which are highlighted in this Annual Report, and we thank our Clients for sharing their stories with us.

"Being the first person in my family to obtain a bachelor's degree and attend university is a huge milestone. I also wish to provide motivation for others in the community to complete similar milestones to benefit the indigenous people. The scholarship provided such a huge support by allowing me to take time off when needed to complete the study tasks required." (Serrina)

The Number of scholarships that Argyle Housing has awarded in the last 12 months was 19. This brings the total number of scholarships awarded since 2015 to 147. The Value of Scholarships awarded 2021/22 Financial Year was \$21,385.

Major Scholarship Sponsors

A HUGE thank you to our Scholarship Sponsors, your generosity and initiative towards our Clients is greatly appreciated. Without you, so many opportunities would be lost!

During 2021/22, the Argyle Housing Tertiary Scholarship Program (now called The Wendy Middleton Scholarship Program) received significant corporate sponsorship from an anonymous donor and from Beyond Bank.

Beyond Bank has supported the Scholarship Program for the last two years and is also one of Argyle Housing business partners. The Beyond Bank is a strong supporter of communities. Over the years the Bank has invested a percentage of its nett profits in partnerships and programs, supported its Staff to volunteer and has operated a community reward program across Australia.

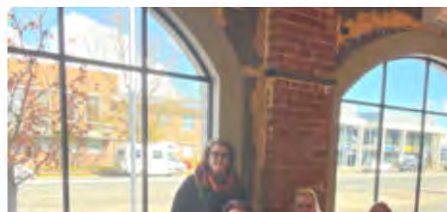
This year the Wendy Middleton Scholarship is sponsored by AJ Gallagher Insurers, Paul and Cheryl Harvey and Allianz Insurance. We thank them for their generous support this year as we know these funds will be of great assistance to eligible scholarship recipients, providing resources for them to help them achieve their education and training goals.

Client Forums

Throughout August our Chief Executive Officer Carolyn Doherty and Operations Manager Milan Ostojic made the journey to our regional NSW office locations Wagga Wagga, Young, Griffith, Yass, Goulburn, Queanbeyan and Conder in the ACT to meet with Argyle Housing Clients at the Client Forums.

This is an initiative Argyle Housing has been taking for several years which gives our Clients the opportunity to have conversations and give feedback and receive organisational updates. Being able to have one on one, and group conversations directly with the CEO of Argyle Housing and Executive Team provides a context for their input into decision making, helping us to improve our services and assist our Clients.

We are thankful for the relationships we have with all our Clients and specifically thank the Clients who made the time to meet with us, taking on the responsibility to be involved in their Argyle Housing Community.





Ainslie Lodge

On Tuesday 21st June 2022 the Argyle Housing Board and Executive Team visited Ainslie Village to serve up a BBQ lunch for the Clients and spend time chatting with them over some food.



This was an opportunity for the Board to recognise the great work that Staff have been doing within the village and also to hear the stories from the residents of Argyle Housing.

We were blown away by our amazing Staff, services and residents themselves who look after each other and make Ainslie Village a community.

Also in attendance was Argyle Housing CEO, Carolyn Doherty, Andrew Allan, (former) GM Finance and Alison Sheer, GM Corporate Services who helped out with the cooking.

“Just wanted to pass on my gratitude for the BBQ with the Ainslie Village residents on Tuesday. It was so good to have the directors and Argyle Staff side by side, and great conversations with residents.” Donna Anthes Chair of the Argyle Housing Board

Gabby and Scott, Argyle Housing’s Marketing Team, toured the complex and chatted to Blue Door, (which is run by Vinnies Australia who are onsite at Ainslie Village) about what they do in providing essential food items and donated goods to the residents. The last stop on the tour was Ainslie Lodge which provides temporary accommodation for men experiencing homelessness in Canberra.

The ACT Government have ensured that the Ainslie Lodge facility funding will be maintained through to 2023 showing their commitment and accountability to those in need of temporary accommodation.

Community Links Wellbeing and Argyle Housing

Community Links Wellbeing in Wollondilly is a not-for-profit non-government organisation which supports all members of the community by providing resources to help achieve positive personal and community outcomes.

They recognise that it is not always easy to connect with others in the community without providing opportunities for individuals to get involved. Argyle Housing agrees with their philosophy and supports their mission, as we look to provide wrap around services to our Clients and opportunities to connect with other organisations.

Community Links Wellbeing have partnered with Argyle Housing to support our Staff through education on Holistic Housing Support. This training will be included in the onboarding of all Argyle Housing Staff to assist their preparations in service delivery to our Clients. It is important in improving our responsibility in

providing trauma-informed service delivery throughout our organisation for our Clients, Staff and broader community.

We appreciate the support of Community Links Wellbeing as well as the services that they provide to help so many people in our communities. A special thanks to Luke and Martin from Community Links for supporting Argyle Housing in this way.

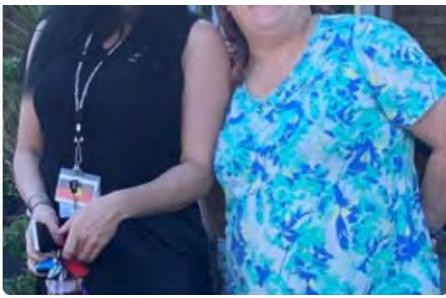


OzHarvest Campbelltown

Our Client Support Specialist Lead (Campbelltown) Chantell Wyszenko is responsible, along with her Team, to provide individual assistance and connect our Campbelltown Clients with other community services to support them.

The Team reached out to OzHarvest at Campbelltown requesting food assistance that they could distribute to our Clients who are struggling with the rising cost of living. OzHarvest delivered a substantial number of groceries and essential items to Argyle Housing Campbelltown in May. We would like to acknowledge the awesome initiative from the Argyle Housing Team at Campbelltown! Our Clients really appreciated the support and it helped many who were in need.





Eventide BBQ

On Sunday 10 April 2022, Argyle Housing CEO, Carolyn Doherty and council members from the Leeton Shire Council met with Clients from the Eventide housing complex for a BBQ lunch get together.

This was a great opportunity for the Eventide Clients to talk to Leeton Shire Council and Carolyn about what concerns they may have and to share personal stories over some great food under the shade.

These Client engagement events are important for both our Clients and Staff as it ensures that we are accountable for our actions, implies a willingness to be transparent and it allows for an open conversation to be had around any issues that Clients may have.



Christmas in July

On the 11 July, Conder (ACT) Clients were invited to join Argyle Housing Staff members, Linda and Pema for lunch at The Tradies Community Club in Dickson.

It was good to see our Conder Clients out and about within the community and celebrating Christmas in July. This was an opportunity to recognise and reward the Clients of Conder for the great work that they have been doing within their community. Sharing food and having a good laugh are some of the building blocks to ensuring good quality relationships.



Griffith Youth Head Leasing Program

The Department of Communities and Justice has provided funding to Argyle Housing to support head leasing of properties in the private rental market.

This will enable Argyle Housing to assist people aged 16 – 24 in finding and securing safe and affordable housing. The Linking Communities Network provides case management to the youth who are accepted into the program. Participants are provided with two years of support to assist them in learning how to be successful in the private rental market.

To date the program has been really successful with the following goals already met this year:

- Griffith was allocated seven packages under this program
- Griffith has successfully housed seven youth between the ages of 17 and 24
- These households also include four children
- One of the first participants housed in Griffith have now moved out into private rental.



Ruby Mikolaitis – Scholarship story

Ruby is an Argyle Housing Client from Tahmoor, who is a Wendy Middleton Scholarship recipient, who is currently completing her University Degree.

Argyle Housing recognised Ruby's initiative to study and pursue a career pathway that will benefit herself and others around her. As there are many costs involved in being a student at university from travel to study resources, we accepted her scholarship application so that the scholarship monies can assist her as she studies.



Interview with Ruby Mikolaitis in Tahmoor June 2022

"Hi, I'm Ruby. I'm currently studying a Bachelor of Communications and Media with a Bachelor of Arts. My three majors are journalism, politics and theatre, and I am a resident (Client) of Argyle Housing. I graduated from high school in 2017 and I went straight to uni in 2018.

I think one of the best moments of my life was when I found out that I got accepted at uni. I remember it was 2016. I had just finished my HSC major for drama, and I had an interview scheduled with the Dean of Arts a couple of hours after I had finished. I was so nervous; I had this giant folio of papers because I was going for a degree that was communications and media based.

They were asking for a portfolio. So, I had like a stack of papers on this train, a bunch of pictures of all the volunteer work that I did when I was in high school and then speaking to the Dean and she was asking all these questions I wasn't prepared for and afterwards she handed me the package and she said, "Yeah, I've accepted you. I'm very grateful for you to be at this uni and welcome." And I just remember, like, fireworks exploding in my heart. I was so grateful; I was so happy and that to this day I think is still one of the best moments I've had in my life thus far.

Currently, I'm a social media coordinator for a Wollondilly, not for profit organisation called, The Butterfly Institute, and they provide counselling and advocacy for survivors of sexual trauma. So, I volunteer for that, and I feel so grateful to be part of that organisation. I was also part of the rally in Canberra for gender violence against women. That was a very powerful moment for me.

My advice is to just to start somewhere, if you are overwhelmed and you feel like you have multiple options or want to do something, and you're worried that it might change in the future. You can always change it later, but if you start somewhere, you're setting those foundations and those skills for yourself that are easily transferable into different avenues and different career paths later in life."

How the Argyle Housing Scholarship has benefited Ruby

"I first heard about the Argyle Housing Scholarship through a Social Support officer because I was in my first year of uni. I am very grateful for that as I have been a successful candidate for the scholarship for the duration I have been at uni. I find them extremely helpful particularly during COVID when everything had to be online. Because of the scholarship I didn't have to take on casual works as I used to, and I could solely focus on my studies.

Textbooks are so expensive, the amount of money I have had to spend on textbooks in the past six years and Argyle Housing helps me with that. You'd be surprised, Argyle helps me so much with train fare. I travel two hours to uni there and back for every class and I am at uni sometimes five days a week. So, I am very grateful even just to be able to afford train fare. It's even just those little things I find Argyle Housing helps me with. To be able to participate in group work and get my assessments done. Supplies, stationary,

printing and paper – I'm grateful to Argyle for those little but essential things I need for uni."

The Blue Butterfly Institute

Ruby contributes a lot to the community, always looking for ways she can use her skills and knowledge to assist others. Currently she is the social media coordinator for a non-profit organisation in the Wollondilly area called The Blue Butterfly Institute. They provide a platform for connection to create a safe pathway to personal and community empowerment and awareness of sexual trauma.

Ruby helps to produce content that educates the community, inspires and advocates for victims and survivors of sexual trauma as well as their family and carers.

For more information, please connect on their social media and the podcast which Ruby is recently involved in.

www.thebluebutterflyinstitute.org.au

Excerpt taken from a video interview with Ruby May 2022.



Grace Lawrence

Grace has been a Client of Argyle Housing for 14 years. With older woman (particularly over 55) increasingly being at risk of homelessness in Australia, we recognise the importance of creating housing opportunities and providing wrap around services specifically for older Australian Women at Argyle Housing. Grace was in a difficult circumstance and with the help of the people and services around her, and being able to connect with Argyle Housing, she was able to find a safe and secure place to call home and a

community that continues to assist her with her needs.



Interview with Grace Lawrence at Bowral Office May 2022

"I've been with Argyle Housing for 14 years. And unfortunately, over the years I lost everything including my home. I just feel really blessed that I have Argyle Housing looking after me and I'm in an Argyle Housing home, I never have to move again, which is lovely. I'm very happy there.

I first went into a cottage at New Berrima that had been completely refurbished, that was about 14 years ago. When I moved in there, I cried because I didn't think I'd ever have a home again. They looked after me very well, but it was a big block of land and it got too much for me. So, I put in for a transfer into town and they offered me private accommodation in Mittagong which was right near my family and my friends and the railway.

Recently I've been moved into permanent accommodation with Argyle Housing. I've always found them to be so helpful and caring, and they made the moves very easy. I'm in a little village of six Argyle Housing Clients and it's near the parks and near my friends, still near my family. I have my own garden again, which I love. I'm just really thankful.

Moving into this unit now where I'll be permanent. It just overwhelms me, the kindness of people and friends who've helped me to get my life back together. I feel now I never have to worry again about moving. If people can get private accommodation under the umbrella of Argyle Housing, they should take it because they still get the support from Argyle Housing.

I also like to volunteer where I can. I like to volunteer for Argyle Housing when they have their tenants' meetings up and running again. I'll be here to fold up the letters and the boxes and whatever else needs folding."





Jacob Lane

Jacob Lane is an Argyle Housing Client from Griffith who started in Social Housing and transferred into a property with his family under the Affordable Housing program. At Argyle Housing we are committed to assisting Clients with secure and sustainable housing options, recognising that supporting their needs helps them to achieve a better future. For Jacob having the right housing has allowed him to now pursue a career that he loves as well as look after his family, who he is most proud of.

Interview with Jacob Lane in Griffith May 2022

“Hi, my name’s Jacob Lane. I work at Southside Leagues Club, and I’m currently taking over their kitchen. So that’s a new experience for me. When we first started with Argyle Housing, we were a family of five recently with a newborn baby, and we were all living in one bedroom and they got us out into a house in Pioneer that had a couple of rooms and (it) just was a godsend when we tried everything through the real estates, nothing could help us.

It was the current housing market; everybody was fighting for it. I’d just lost my father; I was in a bad mental way and just competing with people. I wasn’t up for it. It was just, we’d hand things in, we’d get denied on the basis that I wasn’t full time (and) I couldn’t afford to keep paying the rent and that didn’t matter for a second to Argyle Housing, they helped us anyway.

Anytime we’ve talked to Jenny (Chapman) or Luisa (Smart) they’ve given us that feeling of “we’re in the right hands, we’re being taken care of”. And it’s just taken a lot of stress off a younger family. Having a safe place to call home that I didn’t have to worry about set me on the career path that I’m on now.

I started as a bartender at South Side. I was there for three weeks with my confidence and ability, they sent me to run the North Side venue, which is what I’ve been doing for the last year and a half. Now they want me to do the same for the kitchen because we’ve recently lost our head chef and I’m a baker and pastry

chef by trade, so I can sort of step straight in there and take it over.

So, without housing and not having to worry about stuff like that, I never would have got on the career path that I'm going on now, and it's the first time that I've had a chance at a career, not just a job.

They helped us get social housing through the real estate was our first one, and now the one that we've just moved into is affordable housing owned by Argyle Housing.

And that's what Jenny's helped us set up because she knew even though we were right in the house, that we were in, that it wasn't big enough for our family, it was a bad area for the family. And have been working for probably the last 12 months for us to try and get somewhere nicer. There were times where I couldn't even leave my mower out the front in the area that we were living in, without it being knocked off.

So, it's things like that, that we don't have to worry about anymore. We moved into our new house and there's an old lady that lives next door as we were moving in and coming back and forth with the loads. She left a note on our door saying, "Let me know when yous are all moved in, and I'll make you a pie." So that's the sort of area we've moved into now, and it's just beautiful.

What they've done for us, I couldn't put into words to thank them. I really couldn't. I know where I am now because of Argyle Housing. I'd hate to think of where I would be without them. Just, they saved my life. The community support that they offered me made me feel like there was still somebody out there that cared, which put me back on my feet.

To be me. And I care. I care about everybody. I'd throw the jumper off my back to help a homeless man who was cold, and it got me back to being that. It can only get better from where you are and stick with it because Argyle Housing will help you."



Mohammad Carsen

Mohammad Carsen is an Argyle Housing Client from Young with an amazing community spirit and positive outlook on life. Mohammad and his son were experiencing homelessness before they got the phone call to move into an Argyle Housing home. He runs the local Helping Hands Facebook page which advertises furniture for free for people in need. When our office in Young updated some furniture in the office our Staff member Corinne contacted Mohammad about taking the old pieces to advertise on the Facebook page for someone else to be able to use. He also helped when we had a short notice vacate at Stoneridge St and took a lot of large furniture items to give to people in need. One of the things he works most towards is taking accountability for his home and the way it looks and feels. He has made some great improvements to his home by planting hedges and shrubs at the front of the property.

Interview with Mohammad Carsen in Young May 2022

"My name is Mohammed Carson. Getting towards 57 years of age. Myself, at this time, I am on a disability support pension, you know, so my workability sort of has come down to a very slow end of things. Prior to all of that, I've been in the building game the brickies game you know, gardening services and so on and so forth.

Furniture restoration, restoring antique furniture. But since, you know, becoming, you know, basically riddled with osteo arthritis, of course had to slow down and things like that. And then eventually, you know, my son and I, we moved into public housing into Argyle Housing, you know, very blessed and lucky to get a home through those guys because we were actually homeless for a while through a very difficult situation.

We got a home that was a little bit more than what we were hoping to get. When we saw it like we were actually very surprised and very happy, no garden, no nothing, around, it was very, very bare. But we took that as a positive thing. I thought this was an open canvas for us because, having had an interest in gardening all my life, we had the opportunity to boost this home up.

The house itself is already, you know, fantastic in our eyes. And then to start landscape gardening it was just, you know, this place is meant to be for us and a place that we want to make our home, you know, like forever. You know, it's as simple as that.

We don't like moving. We like making a place a home. We like to know our surroundings, our neighbours, you know, be able to help them out at any time we can. Without being a nosy neighbour of course. We like a homely atmosphere and to be a friendly environment. But myself, you know, I can maintain everything, and we can keep that, you know, the house is like this, you know, maintained.

And to keep them tied, to keep them clean and not fall apart around us. And I believe that if a lot of us do

that, the look of public housing, I mean look, let's be honest sometimes you can have a little bit of a stigma with, you know, reputations of what people say.

We have this opportunity to show them different. You know, we can take something, even if it's a little bit plain and ordinary. But like I say, it's an open canvas for you to make it your home, to make it your masterpiece and to come home and think, yes, this is my home. And what really made me lean towards Argyle Housing as I do know for a fact, if you are a good Client, you do maintain your place, you are there for life. So even with myself, I want to now make an example with the Argyle Housing home we have. And to make it look like, yes, you can make them a home. We want to be an example for the neighbours to see first.

And then even on social media, you know, we always do before and after photos. You know, it's a must. You know, we get good comments and a lot of people supporting this, you know, and even when I started to do this, I had people and friends through this that would provide me with more plants, again. Which just saved hundreds, literally hundreds of dollars."



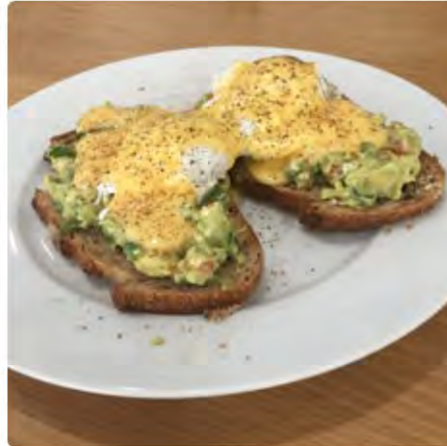
Common Ground Saturday Breakfast – Special Occasion John's 70th Birthday

At Common Ground, Gungahlin the Staff at Argyle Housing take it in turn with the Staff at Northside (support service partner) to host a Friday breakfast every week.

The Clients are involved and given the opportunity to help host the breakfast by cooking, setting up, cleaning up and of course participating in attendance. All Clients are welcome to join in, it is an opportunity for Clients to volunteer their time and get involved in the community they are a part of. The breakfast has

grown in popularity since it first started, and the Clients now see it as an opportunity to celebrate different occasions.

In June, one of the residents, John turned 70 and the others involved went out of their way to put in effort and made the breakfast something special to celebrate John's birthday. We thank the Clients at Common Ground for their initiative and volunteering their time to meet with one another, building friendships and connecting with their community.



Serrina Kenny Scholarship

Serrina Kenny is an Argyle Housing Client that has taken advantage of the Wendy Middleton Scholarship Program to assist her with her studies.

She lives with her husband and two boys in Queanbeyan, NSW but originally was from Batemans Bay. Living most of her life in Queensland in a little town called Stanthorpe, she then moved back to Batemans Bay when she was about 16 years old.

This year is a huge milestone for Serrina as she has just completed her Bachelor of Law degree at the University of Canberra. Her study journey with university started with enrolling in a Bachelor of Education degree, but she felt that she needed something with a few more pathways so she chose to enrol in Law. When talking about why she wanted to pursue law she said she wanted to use it to advocate and support Aboriginal and Torres Strait Islander people who are overrepresented in the criminal justice system.

Only 3%-4% of the total population of Australia identifies as Aboriginal or Torres Strait Islander, yet more than 29% of Australia's prison population are Aboriginal ([Source: Aboriginal prison rates – Creative Spirits](#)). Similarly, they are well overrepresented in the family law system. Serrina believes these people

would be better legally represented by someone of their same culture. "Having someone represent them who is ATSI gives the Client less anxiety and stress at such an important stage in their life."

For Serrina having the opportunity of a scholarship means she can take time off when she needs to complete the required tasks associated with her degree. It allows her to improve her knowledge of the law, which she says before commencing her studies she had no prior law related learning.

"The Scholarship helps in more ways than I could put on paper. The stress of living and the need to go to work to make money takes away time from studying. It basically is a ripple effect on how things work and how it helps."

Like many of our Argyle Housing Clients who receive scholarships, the assistance the funds provide for Serrina are textbooks, transport, and parking. All costs which can sometimes be unexpected or overlooked when considering a study budget.

One of the best moments so far of Serrina's study experience was "When I enrolled in the first unit to 'try' it out, it grabbed me so hard I needed to enrol in more units as soon as possible. But I had to wait until I was accepted by the law faculty to enrol in the Bachelor of Law. I remember that day when I was accepted, I was working as a cashier at a local butcher, and I was so excited when I received that email."

Serrina expresses that she is most proud of getting to this point. "I don't have a specific point or achievement that I am most proud of other than doing the degree as that is a massive achievement. Being the first person in my family to obtain a bachelor's degree and attend university is a huge milestone."

Moving forward, Serrina's ambition is to be admitted to practice law. "My next goal is to obtain the practical learning training diploma and seek admission to the court to become a lawyer. Hopefully in the criminal law area. I also wish to provide motivation for others in the community to complete similar milestones to benefit the Indigenous people."

We are so proud of Serrina and think she is a wonderful example to others of determination and taking initiative toward a better future for herself and her family and her community. Her passion to improve the future of Aboriginal and Torres Strait Islander peoples, particularly those within the criminal justice system, is much admired and we support Serrina as she continues to work hard toward her goals.

Serrina Kenny has officially been enrolled as a legal practitioner (lawyer) on the 21 October this year.

Congratulations Serrina, we are very proud of you.





Good Works Garden

Following the 2021 CEO Sleep Out, Jane Crowley from Dirty Jane's approached Vinnies and Argyle Housing to explore options for the utilisation of a space within the car park at the Dirty Jane's site.

A committee was created with representatives from Dirty Janes, Argyle Housing and Vinnies to help realise Jane's idea of converting an unused stretch of land into a community garden space that could be utilised to grow food for those in need. Out of this committee, Good Works Garden has been created.

The Good Works Garden will grow food and support residents of the Argyle Housing managed Ainslie Village and the Vinnies Blue Door program, along with other community inclusion activities.



We are transforming a barren plot of 300 square metres into a community garden that will offer social inclusion activities and be accessible for people of all ages and abilities. It will also create a green space in an otherwise hot spot in Fyshwick.

The three organisations are partners on the project, each lending their respective expertise and support in a collaborative way.

Argyle Housing is a not-for-profit community housing provider, whose objective is to provide and manage secure, social and affordable housing for people on low to moderate incomes who would otherwise struggle to find accommodation.

Dirty Janes is a dynamic retail operation based in both Bowral and Canberra and is looking to create an asset to the community.

Argyle Housing owns or manages several social housing enterprises in Canberra including Ainslie Village, Conder and Gungahlin Common Ground.

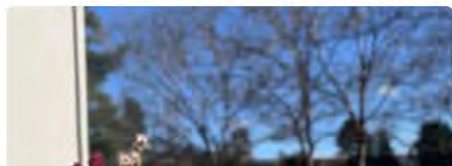
The Good Works Garden has just commenced construction at Dirty Jane's in Fyshwick with the support of the local business community and a grant from the ACT Government.

It will formally open in late October but will commence its program of community inclusion in the coming months on the principles of inclusion, sustainability, and life-long learning.

Some of the main objectives of the garden will be to:

- We will create an accessible garden which can be enjoyed by people of all abilities and ages.
- We will empower Clients to have more decision-making authority within the garden by allowing them to take opportunities to lead and make decisions so that they may become accountable for their decisions.
- We will welcome anyone who wants to volunteer in or enjoy the garden.
- We will create specific inclusion opportunities for residents of housing, run and supported by Argyle Housing and Vinnies.
- We will create specific participation opportunities for members of Vinnies' youth and young carers programs.
- We will provide opportunities for different social groups to volunteer their time to work in the garden, on a regular or occasional basis.
- We will link the garden with other activities in the Dirty Jane's Fyshwick community, such as apiary and animal husbandry, to support broader interests and opportunities.

We will be sharing the story of its evolution through social media on [@goodworksgarden](#) at www.goodworksgarden.org and in the very near future, people can contact us if they are interested in volunteering or want to support the project in some way.





Anglicare

Argyle Housing has a wonderful partnership with Anglicare to help our Clients by providing information about local services and support organisations assisting our communities.

An initiative the marketing team at Argyle Housing in collaboration with the Client Support Specialist teams have picked up is their Mobile Community Pantry and Fresh Food which is distributed from the local Anglican churches in the areas.

The Mobile Community Pantry is a wonderful service available to anyone. It is low-cost groceries and fresh food that help individuals and families save money and gives them an opportunity to connect with the community. Gabby visited Anglicare Mobile Community Pantry in Mittagong in June 2022 and filmed a reel to share on social media how the food van works and fresh food works. The teams will continue to promote Anglicare Food Pantries and similar services to assist our Clients with living costs.



IMG 1038 Our Clients Anglicare 1





Together Home Program

Through the Together Home Program, the NSW Government is investing \$36m for two years from 2020-2021 to 2021-2022 to expand the Community Housing Leasing Program (CHLP) to support people sleeping rough impacted by COVID-19.

This program has now been extended to include 2022-2023. Argyle Housing has been fortunate to have been funded in South West Sydney and the Murrumbidgee to provide this service.

One of the key differences with this new program is the engagement of a support provider through subcontracting arrangements to provide wraparound case management support to individuals housed through the program. This presents an opportunity to manage both immediate public health risks and create a lasting change to address street homelessness, in line with the Premier's Priority to reduce street homelessness.

Argyle Housing have partnered with Uniting and Marathon in the delivery of this important program which has seen more than 46 participants secure long term housing and intensive case management support.

Client Awards 2021

The Argyle Housing Annual Meeting 2021 recognises Clients that go above and beyond in their communities.

We congratulate the following Clients on receiving recognition for their efforts.

Bowral

Good Neighbour, Helen Murrell, Margaret Beggs
Community Spirit, Robert Daly
Opportunity, Andre Roux

Campbelltown

Volunteer, Amanda Nicholson
Good Neighbour, Irene Binns
Community Spirit, Eddie Bailey

Queanbeyan

Volunteer, Allen Bruce
Community Spirit, Heather Thompson
Opportunity, Sabrina Carrington

Ainslie Village

Volunteer, John Amituanai – AV

Conder/Common Ground

Volunteer, Michael Hazelman – Conder, Peter Gilligan – Conder
Good Neighbour, Graeme Flaherty – CG, Dane Martinovic – Conder
Community Spirit, Blaga Saklamaeva – Common Ground

Goulburn

Community Spirit, Maxwell Tivey

Griffith

Opportunity, Shaleen Cox

Wagga Wagga

Volunteer, Shirley Gerity

Good Neighbour, Colleen Hutley

Community Spirit, Patricia Boney

Opportunity, Rodney Fellows

Young

Good Neighbour, Terrence Butt

Yass

Volunteer, Joan Elliot

Good Neighbour, Marie Rattenbury

Community Spirit, Leslie Walker

Opportunity, Allison Kelly





Client Feedback

At Argyle Housing, we receive feedback from our Clients on a daily basis. Here are some of the comments.

A Client from Tahmoor has said a huge thank you to the entire Maintenance Team. From the first call to make the report, all the way through to the trades that went and fixed the hot water. He said that he loves that the system is better and he feels valued. He loves having someone that cares on the other end of the phone and that someone from maintenance wanted to listen and ask questions regarding their maintenance concern. He was very happy. ~ Client from Tahmoor

Client phoned to advise that she has received her rent credit and bond and wanted to thank the Staff at Argyle Housing for being so lovely. The client stated that she misses her previous Argyle Housing managed unit and regrets the move into the aged care facility. The Client asked if she could reapply for housing again. Advice given to her on how to reapply if she wanted to. The Client indicated that she was very lonely and did not like where she is living now. Special hello to Lisa and highly praised Cameron for being such a nice young fellow. ~ Client from Wagga Wagga.



All the Staff have been very helpful, pleasant and caring on all visits and phone calls



Chantell, the Client Services Lead Campbelltown, has always gone above and beyond to make sure me and the kids have everything under our roof. She was able to produce a fridge and bed when I moved in. As I couldn't afford it. Then once the kitchen sink popped off and I had to turn the water off, she had a plumber here in less than 30mins ~ Client from Campbelltown

“ I nominate Jennifer at Argyle Housing Griffith, she is an amazing worker who treats her Clients really good ”

Next section →





Our Team

Vale Wendy Middleton

Carolyn Doherty appointed CEO

Board of Directors

Our Staff

Team Member Profile – John Eduard Anzures

Team member profile – Gabby Hopping

Team Member Celebrates Milestone

Staff Realignment

Carolyn Meeting with Steph Cook

CEO Sleepout

We Are Community

Biggest Morning Tea

NAIDOC Week

NAIDOC Week Mural

Staff Day May 2022

National Homelessness Conference

Reconciliation

Carolyn speaks to Graeme Day on Radio 2ST

Carolyn meets with Natasha Maclaren-Jones and Wendy Tuckerman

Registrar Visit

Carolyn talks to Sally Bryant from ABC Radio

CHIA Cadet

Wear Purple to Work

R U OK DAY

Vale Wendy Middleton

Wendy Middleton, the CEO of Argyle Housing, passed peacefully on Friday 7 January 2022 after a brief period of ill health.

Argyle Housing would like to acknowledge and celebrate the contribution that Wendy has made to Argyle Housing and the Community Housing sector.

Wendy was always a fierce advocate for the underdog and for people in regional NSW in particular. She genuinely believed that safe, secure housing is the foundation that can make or break a life and give a person an opportunity to achieve better outcomes for themselves, their families, and their communities.

When you met Wendy for the first time, it was her striking purple hair and 'G'day... how are you going?' that would get you in. But these are not the things that stood her out from the crowd; it was her immediate warmth and inquisitiveness that really demanded your attention. Wendy had this innate ability to work out who you are, play to your strengths and know immediately how you can assist with her crusade to house people in need.

Wendy started work at Argyle Housing as Business Development GM in 2013 and moved into the role of CEO in 2014. Since that date Wendy extended the footprint of Argyle Housing into the ACT (with the management of Ainslie Village and Common Ground Gungahlin), to Albury in the south and about everywhere in between.

Wendy especially valued her friendships with tenants and until her recent illness would always make the time to visit tenants in all locations to sit down with them for a cuppa and a chat.

As the CEO of Argyle Housing, Wendy worked tirelessly to enable social change. This is especially evidenced through her lead on the Tolland Estate Renewal Project in Wagga and the Griffin Green Housing Project in Griffith. However, she also made a real impact through her advocacy across all sections of society for the homeless, the vulnerable, young people, women and children escaping DV and older women in need of housing (just to name a few).

There are so many words that can be used to describe Wendy Middleton; fierce, caring, loyal, selfless, a good listener and tireless in her pursuit of what she believes is right; Wendy was an astute businessperson with a wicked sense of humour and someone who you want on your side in a fight.

Wendy's door was always open for her Team at Argyle Housing and had always been open for everyone in the wider community. We will all miss the conversations, discussions, arguments, and the laughter.

Thank you Wendy, for all you have done for Argyle Housing, the Community Housing sector and for all those people out there that have a home and a future because of you and your vision of a fair go for all.



Carolyn Doherty appointed CEO

Argyle Housing appoints Carolyn Doherty as the new CEO.



On Friday 1 April 2022, the Chair of Argyle Housing, Donna Anthes was delighted to announce that Carolyn Doherty has been appointed the new Chief Executive Officer of the organisation. As an experienced business leader and having a proven record of accomplishment as a CEO of a Community Housing Provider, Carolyn will succeed the former CEO, Wendy Middleton. Due to ill health, Wendy passed earlier this year.

Carolyn has more than 25 years' experience working in the Community Services sector, including over 12 years working in social and affordable housing. Before joining Argyle Housing in 2018, Carolyn worked in management roles for State Government in child protection, out of home care and as CEO of a Community Housing Provider in Queensland. Carolyn is passionate about providing Social and Affordable housing as a foundation for opportunity and in leading the Argyle Housing Team to achieve the best

outcomes for our Clients.

Donna Anthes said, "After a comprehensive search process, the Argyle Housing board are confident that Carolyn is the right person for the role. She has the skills and knowledge to continue to grow Argyle Housing."

"Carolyn's leadership has provided stability for Argyle Housing during her tenure as Acting CEO. With her passion for Argyle Housing's Clients, Staff and business knowledge, we are confident in Carolyn's ability to lead the organisation into the future."

"I am grateful to the Board for the opportunity to be appointed as the CEO of Argyle Housing," said Carolyn, "and express my thanks to the Argyle Housing Team and Clients for their support over the past six months which has been a uniquely challenging time following the loss of Wendy Middleton. Together we have set an exciting agenda for the next few years to grow our business and to provide greater opportunities in our communities for safe and affordable housing, and I look forward to leading our Team to meet these objectives."

Board of Directors

Argyle Housing is governed by a Board of Directors who bring a diverse set of skills, experience, and knowledge to guide the strategic direction of Argyle Housing, while our Chief Executive Officer and Leadership Team lead an organisation of dedicated individuals to implement this strategy.



Donna Anthes

Chair, Board of Directors

Qualifications – Bachelor of Arts (Communications) (University of Newcastle); Master of Business Administration (Melbourne Business School); Graduate of the Australian Institute of Company Directors (GAICD)

Special Responsibilities – Ex-officio Member, Assets, Acquisitions & New Business Committee, Audit & Risk Committee and Nomination, Remuneration & Governance Committee.

Donna is an experienced Company Secretary and Non-Executive Director with proven governance & risk management expertise. She has significant board level experience and leverages her strong record of accomplishment in leading change and resolving complex business issues. Donna's rich experience, ranging from start-up businesses to large-scale organisations, enables her to engage effectively and credibly with a broad range of stakeholders and provide sound business leadership in changing environments. Donna has executive experience across the public, private and not-for-profit sectors including Qantas, Macquarie Bank, and the University of Newcastle, where she has been responsible for achieving operational efficiencies; implementing meaningful change programs; establishing corporate service functions and governance frameworks. A record of accomplishment of business development accompanies Donna's strong leadership.

Donna was appointed to the Argyle Housing Board on 1 January 2016.



Susan Bailey
Chair, Board of Directors

Qualifications – BA/LL.M, MPAdmin, GradDipPM, MAICD.

Special Responsibilities – Chair, Nominations, Remuneration & Governance Committee.

Susan is a non-executive director in the not-for-profit sector and previously in the public sector. She has over 30 years' experience as a commercial lawyer in the private and public sectors including insurance and electricity. Susan has executive experience as General Counsel of Ausgrid and General Counsel and Company Secretary of Royal & Sun Alliance Australia.

Susan was appointed to the Argyle Housing Board on 1 January 2016.



Chris Martin
Member, Board of Directors

Qualifications – Master of Commerce (Valuation), with Distinction; Graduate Diploma in Property Investment; Advanced Certificate in Real Estate; Graduate of the Australian Institute of Company Directors.

Special Responsibilities – Member, Assets, Acquisition & New Business Committee and Member, Audit & Risk Committee.

Christopher has 37 years of broad-ranging experience in the property industry, covering property funds management (both listed and unlisted); property and asset management; property investment (including acquisition and divestment); property development; project management; financing and financial management; marketing; sustainability; and corporate governance and compliance. He has experience both on-shore (Australia) and offshore (as Regional Head of Asset Management for Asia-Pacific, based in Singapore, with LaSalle Investment Management).

During his career, Christopher also has held senior roles with GPT Group, Lendlease, BT Funds Management / Principal Financial Group, Colliers International, Jones Lang Wootton (now JLL) and, early in his career, in the Commonwealth and New South Wales governments. Immediately prior to his retirement from his executive career in 2020, Chris was managing director of Pindari Capital, a funds management company owned by Mulpha Australia.

Chris was appointed to the Argyle Housing Board on 1 January 2018.



Yvette Putsch
Chair, Board of Directors

Qualifications – BBus (Accounting); Master Tax Law; Fellow Chartered Accountant; Certified Tax Advisor; MAICD.

Special Responsibilities – Chair, Audit & Risk Committee and Member, Remuneration & Governance Committee.

Yvette has over 25 years' experience in public practice as a Chartered Accountant, working with private groups and not-for profit organisations.

Yvette is currently an independent member of the Governance, Audit & Risk Committee for Shellharbour City Council, and was previously a Trustee and Deputy Chair of Centennial Park & Moore Park Trust and a member of NSW Council for Women's Economic Opportunity. Yvette has extensive experience in financial and risk management, corporate governance, business operations and commercial management.

Yvette was appointed to the Argyle Housing Board on 1 January 2018.



Tracey Wadsworth

Chair, Board of Directors

Qualifications – Associate Diploma in Business (Valuation); Graduate of the Australian Institute of Company Directors.

Special Responsibilities – Chair, Assets, Acquisitions & New Business Committee; Member Nominations, Remuneration & Governance Committee.

Tracey has over 25 years in the property and finance sectors in strategic property and financial advisory, development and project management as well as asset and property management. Tracey has held senior executive positions in both the public and private sector nationally and internationally this has included Landcom, Royal Bank of Scotland, CRI and Tamaki Regeneration Company.

Throughout this time, Tracey has been involved in a number of large scale social and urban renewal projects including most recently the Tamaki Regeneration Programme in Auckland, New Zealand. This is the largest social regeneration project in New Zealand seeking improve the social and economic well-being of a key area of Auckland.

Tracey's property and commercial background is coupled with a strong understanding of the social and community housing sector.

Tracey was appointed to the Argyle Housing Board on 1 May 2019.



Julian Sawicki

Member, Board of Directors

Qualifications – Bachelor of Economics; Chartered Accountant; Fellow Australian Institute of Company Directors.

Special Responsibilities – Member, Audit & Risk Committee.

Julian Sawicki has a 25-year career in executive management and membership of boards. This experience covers financial management, strategic planning, risk management, human resources and culture, quality, and compliance with a strong understanding of board governance principles arising from the completion of the Company Directors course via the Australian Institute of Company Directors.

Julian's passion for community services is reflected in his senior and Chief Executive roles with values-based organisations providing a wide range of community and personal support services throughout South Australia. His experience in community housing policy and practice arises from significant involvement with community housing companies such as Westside Housing and Unity Housing. This practical experience coupled with knowledge of government policy adds to his board experience in the superannuation, community services, community housing, and disability services sectors.

Julian believes that access to safe, secure, and affordable housing is essential for a fair community if its members are to participate fully in the life of their community.

Julian was appointed to the Argyle Housing Board on 1 May 2019.



Robert Mulcahy
Member, Board of Directors

Qualifications – B.Bus (Acct/Fin) (UTS); Master of Business Administration (AGSM); Fellow CPA Australia; Graduate of the Australian Institute of Company Directors.

Special Responsibilities – Member, Nominations, Remuneration and Governance.

Robert has over 30 years of senior executive experience in financial services and for purposes sectors nationally and internationally. Initial responsibilities were focused on financial matters and has transitioned towards general management including strategic planning, operational excellence, business development and risk identification and mitigation. Appointments over this period include significant roles at Westpac, Toyota Finance and Uniting.

Robert has been solely responsible for innovative social and financial transactions including the NEWPIN Social Impact Bond and the Foyer Central Youth Accommodation initiative. Robert's financial services background is complemented by a strong understanding of the social and community housing sector, with regional locations, especially in First Australian communities.

Prior Board appointments have been undertaken in financial services, community housing, disability accommodation, family support and youth services.

Robert was appointed to the Argyle Housing Board on 1 January 2021.

Patron

Trevor Fair

Qualifications – B Bus (Accounting/HRM), CPA

The Board of Argyle Housing is proud to announce the appointment of Trevor Fair as Argyle Housing's second Patron following the passing of our first Patron, Chris Benton.

"I am honoured to follow Chris Benton, a fellow Rotarian, who was passionate about Community Housing and Argyle Housing in particular. When offered the position of Patron, I felt it both an honour and duty to make sure that the efforts invested by Chris in Argyle Housing are remembered and built on into the future."

Trevor is a well-known face at Argyle Housing having served on the board for nine years and 11 months before retiring in 2018. Trevor held the position as Chair of the Remuneration Committee on retirement and was responsible for providing the Financial Report to stakeholders at the annual meeting. A quiet achiever, Trevor helped to guide Argyle Housing through a significant period of growth in which Argyle Housing's portfolio increased from approximately 500 properties to over 2,000 properties. As a member and past president of the Bowral-Mittagong Rotary Club, Trevor is committed to helping bring about positive change in the community and lending a helping hand when required.

"I will continue to provide support and encouragement to the Board and hope to remain an integral part of the Argyle Housing story for many years to come."

Past Patron

Chris Benton

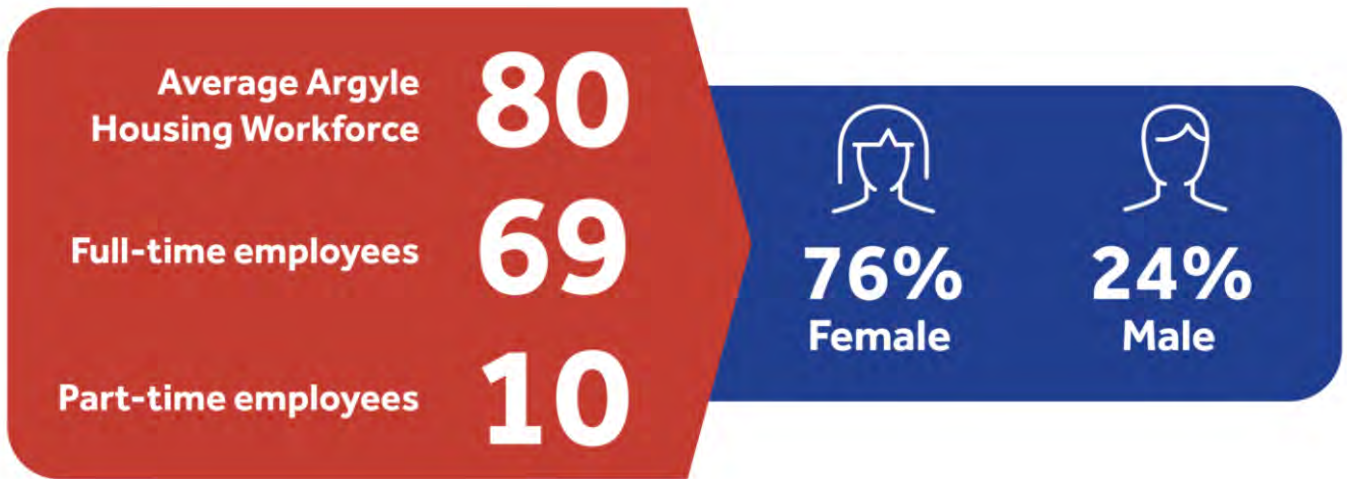
Qualifications – JP, MAICD

Appointed the first Patron of Argyle Housing in recognition of his significant commitment and contribution over the past 14 years. Chris Benton was a business owner and manager in Bowral who had worked in the banking and finance sector for over 33 years. Past Director and Chairman of the Argyle Housing Board, Chris contributed significantly to the growth of Argyle Housing and to its status as a Tier 1 Community Housing Provider. Together with his dedication to Argyle Housing, Chris was a Justice of the Peace and a member of the Australian Institute of Company Directors. He was also a past president of the Rotary Club Bowral/Mittagong, a volunteer firefighter, and foundation treasurer of the Southern Highlands Renal Appeal. Chris was a part of the Argyle Housing Board from 2001 and acted as Chairman of the Board for many years until January 2014 and most recently as Director until February 2015. Sadly, Chris passed away in early February 2017.

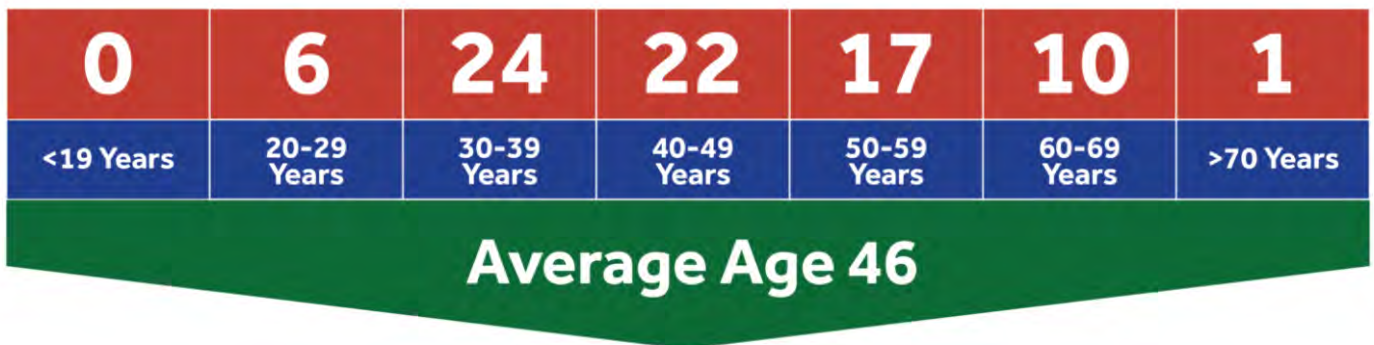
Our Staff

Snapshot 2021/2022

1 July 2021 to 30 June 2022



Age Demographics



Longevity

Staff 5 Year Tenure Awards

Argyle Housing would like to recognise Bowral, Campbelltown and ACT Staff who have been with us these past 5 years. This year I would like you to please acknowledging the following Staff.



Julie Roberts
Campbelltown Office



Julie Roberts commenced her employment with Argyle Housing as a Team Leader of Access and Allocations on 17 June 2017 after 22 years years' experiences at the Department of Communities and Justice known then as FACS.

Julie has been instrumental in developing the start Safely Program for victims of domestic violence and has even worked as a private rental brokerage specialist. Julie has been the sole trainer and mentor for our Tenancy Teams. She is always approachable and has a nurturing nature that builds a safe place for our new starters to learn and develop their skills. Julie works tirelessly to ensure her Team are allocated workloads that are achievable, and she has been the key to having a high performing access and allocations Team.

In July 2022 Argyle Housing undertook a realignment process and the Access and Allocations Team became the Housing Access Team. Julie was appointed as the Lead for the Housing Access Team and she had the biggest role to play in the realignment as a Senior Manager. The Housing Access Team had to endure the largest changes as the restructure took place, with additional Team members added, and additional functions and tasks added to the Team's day to day work.

Julie has such a big heart and a passion for working with our Clients, and with people in general. We could not state how much we value your experience, input, contributions, and ongoing positive attitude to the realignment of the organisation.



Renetta Miller
Ainslie Village



Renetta Miller commenced her employment with Argyle Housing on the 8th February 2017. Renetta started as Tenancy Officer located at the Goulburn office covering Goulburn, Queanbeyan and Yass. Renetta worked tirelessly to provide an exceptional service to our Clients located in these three locations and she maintains many of these close working relationships today.

Argyle Housing has recognised Renetta's thorough attention to detail, organisational skills, exceptional communication skills and her ability to manage the most challenging and complex situations,

independently. Renetta can identify a problem and proactively source solutions to these problems, whilst maintaining great relationships with all stakeholders involved. Renetta was asked to support the ACT Team in Common Ground Canberra and spend a year running this site representing the organisation. During the realignment Renetta took on the biggest project of bringing Bowral under her care, at the same time as managing her original Teams and bringing on a whole new project known as the Market Street Lodge. This has been a very big task to ask of anyone during a time of change and uncertainty.



Judy Boyd
Ainslie Village



Judy is an integral part of the Queanbeyan Client Service Team and is the first point of contact for our Clients in many instances. Judy started with Argyle Housing as our Administration Support Officer in March 2017 in a temporary position. By June 2017 Judy secured a permanent position. Judy is focussed, dedicated, hardworking and innovative and has a great repour with many of our Clients and strives to build lifelong relationships with them. As the heart of the Operations Team, the Clients really appreciate the awesome service that she provides with a smile every day. The Staff also appreciate her positive attitude and dedication. Judy is the hub of the Queanbeyan Office with a fountain of knowledge and no task is too large for her. Judy is invested in achieving positive outcomes for Clients and the organisation.



Fiona Chalker
Bowral Office



Fiona commenced her Community Housing Career as an Asset's Administrator in December 2016. After learning the various tasks of the administration role Fiona moved onto the Admin Officer role for the Bowral area in November 2017. Fiona became proficient in this role performing all her functions to a high level. Fiona excelled in the Asset Team and soon expressed interest to move into the operation Team to learn another facet of the business. In 2018 and 2019 Fiona completed 2 secondments with the operations Team as a tenancy officer. Shortly after in 2019 Fiona was promoted to tenancy officer and she has been an integral part of the Team ever since.

Over the past few years Fiona has again excelled in her role continually exceeding expectations as a tenancy officer.

On many occasions Fiona has represented Argyle Community Housing Limited at the NSW Civil

administration Tribunal NCAT. She has great outcomes for her Clients and for Argyle Housing and worked very determinedly to achieve them. Among her Team members Fiona is valued as a subject matter expert in Tribunal matters and she has assisted the Team greatly in this space.

Fiona has recently been successful in moving to the transition Team where I am sure she will continue to provide great service for the Team.

Chris Benton Award

The Chris Benton Perpetual Award is in recognition of the many years of guidance and support Chris Benton provided Argyle Housing, first as Argyle Housing's Chairman of the Board and later as our Patron.

This award is presented each year at Argyle Housing's Annual General Meeting is recognised as an individual within Argyle Housing that has demonstrated the following qualities throughout their work:

- Diligence in their conduct within and externally to the organisation
- Commitment to Argyle Housing's purpose
- Demonstrated quite an achievement in their specific area of work
- Demonstrated that they are reliable
- Has shown respect, and has earned that respect in return from their peers
- Is seen as a "Go-to" person within the organisation
- Has shown determination and does not give up when they meet a challenge
- Demonstrates an analytical approach to their work

Pema Sedon commenced her employment with Argyle Housing on the 22 July 2019, working as the Resident Liaison Officer at Ainslie Village. Prior to her appointment Pema worked at Ainslie Village for One Door Mental Health delivering community and mental health support to residents. Pema was born in Bhutan and moved to Australia in 2012, with a Bachelors of Secondary Education, and completed a Graduate Diploma in Community and Health Development followed by a Masters in Community and Educational Leadership at University of Canberra.

Pema has become the heart and soul of Ainslie Village. Pema is deeply respected by the residents of Ainslie Village, she is passionate about supporting residents to maintain their health, mental and physical wellbeing and to assist them to develop and move them towards their goals.

Over the past 12 months Pema demonstrated true leadership with the Ainslie Team in the support of residents through a long term COVID lockdown following an outbreak in the village. Her knowledge of the residents and their needs was critical to the health and allied services being able to establish an individualised response to residents, to ensure that their complex health, medical and social support needs were met. This was everything from medication, addiction issues, support partners, chemotherapy, and dialysis requirements for residents. Pema undertook much of this work whilst in isolation at home,

maintaining phone contact with highly vulnerable residents throughout this time. Argyle Housing received significant praise from the ACT government and health services for the management of this situation and the knowledge and care for these residents, this is testament to Pema and the Ainslie Teams work during this time.

Pema is highly respected by her colleagues at Ainslie Village and within Argyle Housing. She is also highly regarded in the community sector, representing Argyle Housing in sector forums, liaising, and advocating for Clients in her day-to-day work and also in working closely on the intake, ongoing rehousing and government reporting for the Ainslie Lodge. Given Staffing challenges for this program Pema has been fundamental in continuing to support and continue this essential service.

No matter the challenge that Pema faces in her role she always ensures that the needs of our residents are central to everything that she does, she demonstrates Argyle Housing values in every way and is an ambassador for our Client Value Proposition.

Team Member Profile – John Eduard Anzures



John or Eduard (as he prefers to be called) started with Argyle Housing in June 2020 for a two-month contract filling in for Accounts Payable role. He eventually transferred to Accounts Receivable to cover for a Team member who went on parental leave. By the end of 2021, Eduard has transitioned to working full time. This was the first time he has worked in the Housing Industry and for a not-for-profit organisation as his previous experience was with the Hospitality sector for over 15 years.

Working with Argyle Housing has given Eduard a sense of pride and fulfilment. He is pleased to be a part of a Team that works towards making a difference in people's lives by helping combat homelessness.

Being in the finance Team which primarily performs a support role took a bit of getting used to for Eduard as he has always been at the frontline. He understands however, the importance of his role and how it contributes to the overall delivery of the excellent service that Argyle Housing continuously aims for.

He takes pride in doing his best to be efficient and always exhibits positivity and a can-do attitude. Eduard enjoys working within the Finance Team and coordinating with other departments to ensure that concerns relating to tenant payments, charges, refund requests and/or statements are addressed timely and accurately. He can see himself working with Argyle Housing long term; helping with the company's growth and at the same time progressing with his career development in the Community Housing arena.

We are really happy that Eduard is part of a Team culture where he feels empowered to take personal accountability within the organisation.

Team member profile – Gabby Hopping



Hi everyone! I am Gabby, you may know me from videos on our social media, I have come onboard as Argyle Housing's new Projects and Communications Officer. What do I do? Well, my leading role is to create content to communicate across all different platforms to our whole audience (that includes you!). I love meeting people, listening to their stories and being able to share good news with our community. There is not a day that goes by without laughter, I do love to laugh and make others laugh – I think this is enormously important!

I graduated university at the start of 2022 with a Bachelor of Business (Marketing and Event Management) and I am determined to use my degree for good. We all need to play a part in making our communities a better place, this is not the sole responsibility of one person. So, therefore I joined the Argyle Housing Team, as I believe in this vision to grow and create opportunities for people to have a better, happier future.

Having the right housing is such an important part of all our lives, it allows us to then focus on and invest in the people and things that we love.

My dream is to help others through connections and opportunities to grow, to feel safe, to realise their potential and work towards their goals in life.

One of my favourite quotes is by Audrey Hepburn who advocated for children's rights "Nothing is impossible, the word itself says 'I'm possible'!"

If you have a good news story that you would like to share with Argyle Housing and/or our broader community, I would love to hear it! Please reach out to me or your Client Support Specialist and we will organise a time to catch up.

You can reach me via [email](#)

In the meantime, stay updated on social media.

Team Member Celebrates Milestone

Congratulations Bernadette!



Today we celebrated Bernadette's 15th year at Argyle Housing. Bernadette started off small and has worked tirelessly over the years to achieve excellent results for Argyle Housing Clients in need of housing. It is Bernadette's compassion and empathy that sets her apart and we thank her for all her demanding work and dedication over the 15 years.



Staff Realignment

We are excited to share the new Argyle Housing Realigned Organisation structure.

Earlier this year, identified the need for change within our organisation to build upon the culture of “One Argyle” through Client and Staff feedback. Our Argyle Housing restructure launched in July which has been built around our clients journey with argyle Housing and aligned with our new Client Value Proposition.

This realignment allows us to go beyond, ensuring our Clients receive access to the best services and support from our highly qualified Team.

We have really focused on improving our Client service delivery by changing some of our Staff roles and responsibilities and ensuring that we are accountable to our Clients. Making this change has meant we have been able to grow our partnerships with support networks and provide better assistance for our Clients. Our main goal is our Clients ongoing wellbeing so they can be happy in their home and flourish in within their community.

Client Value Proposition: We provide secure homes for people and together create a foundation for opportunity.





Carolyn Meeting with Steph Cook

Argyle Housing CEO Carolyn Doherty and The CEO of Community Housing Industry Association NSW (CHIA NSW) Mark Degotardi met with local Young MP Steph Cooke in Young NSW on the 29 July 2022 to discuss housing in Young and the action needed to help those in the community.



The CEO of Community Housing Industry Association NSW (CHIA NSW) and local provider Argyle Housing CEO met today with local MP Steph Cooke to discuss the urgent action needed to house 48 local families on the social housing waitlist.

“Young has an acute social housing crisis. There already more than 100 families on the social housing waitlist in the local area and we know people are waiting for 10 years or more in some cases before they receive social housing,” said Argyle Housing CEO Carolyn Doherty.

“The fact is, there just are not enough social and affordable homes in regional NSW and the waiting list is expected to grow.

“With the vacancy rate for private rentals in Young at 1.5 per cent, the rising cost-of-living and rents increasing, we know local families are going to find it tougher and tougher to keep a roof over their head,” said Ms Doherty.

CHIA NSW says the crisis is not isolated to just Young, with more than 51,000 families on the social housing waitlist across NSW. This number is expected to increase to 68,000 by 2026, according to the State Government's own Intergeneration Report.

"Families in Young and right across the state are struggling to keep a roof over their head. They are sleeping on couches, in cars and even on the streets," said Mark Degotardi, CEO of CHIA NSW.

"The time for action is now. We need the State Government to take accountability and invest in more social and affordable housing in Young Shire to get these individuals and families off the waiting list, and into a home," Mr Degotardi said.

Mr Degotardi said he was grateful for local MP Steph Cooke's time to meet to discuss how social housing is the key to addressing this escalating crisis.

"Building more social housing would make a huge difference to the lives of families struggling to keep a roof over their head," said Mr Degotardi.

Community housing providers are not-for-profit organisations, who build homes where they are needed most.

CEO Sleepout

On June 23, 2022, our CEO Carolyn Doherty and Client Services Manager Cherie were sleeping out in Canberra to raise money for the Vinnies CEO Sleepout. They are also getting some much-needed praise from a visit of our Board Chair Donna.

The Vinnies CEO Sleepout is a one-night event over one of the longest and coldest nights of the year. Hundreds of CEOs, business owners as well as community and government leaders sleep outdoors to support the many Australians who are experiencing homelessness and people at risk of homelessness. Each CEO Sleepout participant commits to raising a minimum amount of funds to help Vinnies provide essential services to the people who need them.

This year, thanks to community support the Vinnies CEO Sleepout in the ACT and surrounds beat their target of \$800,000, raising over \$803,900.





With the funds raised this year Vinnies will:

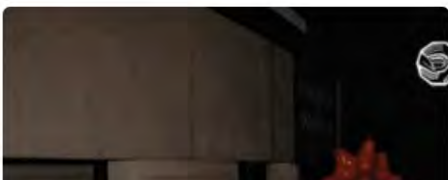
- Increase the number of Staff in the Street to Home program to be able to support more rough sleepers, plus will add the capability to be able to provide support services outside business hours. Working with the Night Patrol Team, Street to Home will be able to extend their work to the early evenings during the week and at weekends.
- Continue to provide the resources required to provide the Night Patrol service to our local Canberra community, every night of the year and we will replace our current Night Patrol vehicles with two new purpose-built vehicles, with the support of Canberra Toyota. In addition, we will also look to improve the food we provide to include hot and more nutritious food offerings, along with enhanced support services to our companions through these new vehicles.
- Also, we will use some of the funds raised in the development of new service support programs in Regional Hubs at Young and the Far South Coast, expanding our reach to those communities.

Help raise money for homelessness and donate [here](#).

Thank you immensely to everyone who supported our CEO Carolyn Doherty and Client Services Manager Cherie Tizzoni as they did the **Vinnies CEO Sleepout** in Canberra.

We would like recognise the amazing funding results of the Team, together Carolyn and Cherie raised an amount of \$6,983 which helps Vinnies NSW provide 21 individual support programs, 57 beds and 232 meals and was a significant contribution to the \$794,270 that was raised for the Canberra, ACT event where they joined 138 CEOs who were sleeping out to raise funds to break the cycle of poverty and homelessness.

Your compassion and generosity will go a long way, thank you!





We Are Community

Visit to We Are Community, and would you like to volunteer?

We Are Community delivers food relief through our weekly and monthly programs, made up of Night Patrols and our Community Meal Services. Both programs provide a range of cooked meals, hampers, toiletries, essential items, and other services, provided directly to vulnerable members of the community. Our Night Patrol Program requires people to be referred by other social service agencies and community organisations.



We Are Community offer a variety of food relief services in four areas, across the Macarthur, Liverpool, Camden, and Wollondilly Local Government Areas. Depending on the area, services include free community meals, fresh fruit and vegetable hampers, breakfast packs, a range of hot and frozen meals, and toiletries.



Breakfast Packs We are Community

Breakfast Packs





Due to the demand for volunteers and assistance required with their marketing, Scott Dunstan and Gabby Hopping visited We Are Community at the Campbelltown Hotel to see how we can help them promote their services. We went out on night patrol with them to deliver meals and bread to a range of people in different housing situations. It was an eye-opening experience, learning from Paul and the Team there who are making a difference in the community for those in need – including several Argyle Housing Clients. Due to flooding and other building issues they have been having trouble servicing out of their usual facilities which means that more work is needed to continue to do what they do.



WAC Hampers into offices

Thank you so much to our friends at [We Are Community Incorporated](#) who have been delivering food hampers filled with pantry staples to our Argyle Housing offices throughout August 2022.

The hampers have been an enormous help to our Clients and community as people have been struggling with the pressure of increased costs in food and fuel.

Thank you to all the organisations who sponsor the hampers, contributing items to give to those in need. We would also like to recognise the amazing work and guidance that We Are Community does, not only for Argyle Housing Clients but for the greater community.

If you are wanting to know how you can get involved with, We Are Community, get in touch with them [here](#).



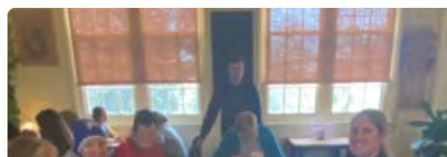
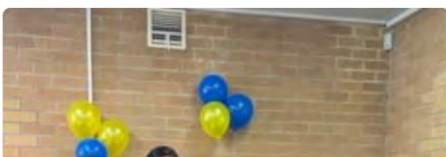
Biggest Morning Tea

Australia's Biggest Morning Tea is the easiest way to connect people to raise funds that will make a big difference to those impacted by cancer.

Clients and support services were invited to join Argyle Housing Staff for The Biggest Morning Tea, to share some food, have a cuppa and assist in raising awareness and funds for cancer research.

Our Team in Young invited Clients to a morning tea at the Green Ivy Café, whilst Campbelltown and Bowral invited Clients to join Staff and key stakeholders within their offices.

Over \$300 dollars was raised for cancer research this year.





NAIDOC Week

This year NAIDOC Week ran from 3 – 10 July 2022

It is an incredibly significant week of celebrations in the Australian calendar. During NAIDOC Week we celebrate Aboriginal and Torres Islander culture that highlights traditions, food, artisanship, and much more!

Despite the winter weather this year, which impacted many NAIDOC Week events from occurring, our offices were still able to celebrate this year's theme: Get Up! Stand Up! Show Up!

Here's what we got up to:

Wingecarribee

Today as NAIDOC Week 2022 ends we took a trip to the NAIDOC Exhibition in the Atrium Gallery at the [Wingecarribee Shire Council](#) Civic Centre in Moss Vale. On display was a selection of Wingecarribee Shire's First Nations community member's artworks including local artists Michelle Gordon and Leeallison Downie. Our Team went to visit the exhibition and support the artists there.





Campbelltown

What a wonderful start to NAIDOC WEEK 2022 celebrations!

Argyle Housing Campbelltown held their own NAIDOC Week event on Dharawal Country on the 4th of July 2022, organised by our amazing cadet Maddy, who had arranged for an Aboriginal artist/stall, NAIDOC Welcome to Country and themed poetry reading and a water cleansing ceremony. It was great to see a variety of community services, Clients and members from the community join our Team in Campbelltown to celebrate.

Featuring special guests Jennifer Newman from [Community Housing Industry Association](#) NSW who gave the Acknowledgement of Country and gave a poetry reading to help us reflect on this year's theme: Get Up! Stand Up! Show Up! Also, a big thank you to Aunty Kay who performed a traditional water cleansing ritual. We also had the talented Sarah and Ondra from [OJ's Aboriginal Art & Workshops](#) with an Aboriginal art stall at the event.

Thank you to everyone who attended and everyone who contributed to supporting the event in diverse ways and the support services who help us assist our First Nations community every day.



Griffith

On 7th July 2022 Jenny Chapman from the Argyle Housing Griffith office attended the local NAIDOC event in Griffith. The theme this year is encouraging Australians to focus on moving beyond acknowledgement, good intentions, empty words and promises, and hollow commitments. The Family Fun Day event was held at the Leagues Club Oval and included children and adult activities, art and craft,

lunch, entertainment, Elder's tent, local stall holders, Service Expo, health checks and amusement rides.

Argyle Housing had a stand at the event and gave away drink bottles, coffee mugs, pens, note pads and provided fresh fruit for the event. We had a guessing game for people to guess the number of pens in a jar. Deadly Bila Creations were there selling some amazing product such as key rings, badges, bags, earrings, and name plaques.



Wagga Wagga

Lachy and Kristy from our Wagga office attended the Koorungal Community Centre and Mission Australia's NAIDOC Week Celebrations on Tuesday 5th July.

There were live musical demonstrations, art activities, a BBQ and giveaway of handmade scarves, beanies, and dolls.



NAIDOC Ball

The Wagga Wagga NAIDOC Ball and Awards is a night of celebrating Aboriginal and Torres Strait Islander culture, history and achievements of the local Wiradjuri people.

Argyle Housing were honoured to be able to sponsor the Yindymarra Award at the Wagga NAIDOC 2022 Ball, which was held on the 10th September 2022.

Carolyn Doherty had the privilege of presenting the Yindyamarra Award to Luke Wighton on the night, which recognised his fantastic contribution to the community.

Congratulations to Luke and all the other award recipients and nominees. It was a wonderful night of celebration.



Goulburn

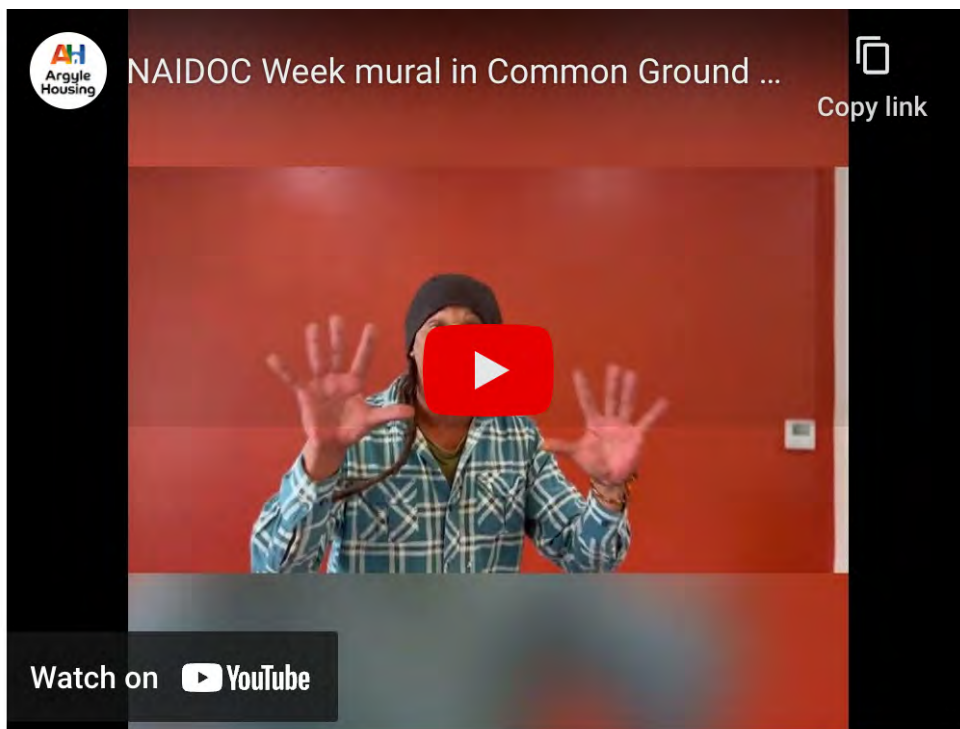
Julia Hogbin from our Goulburn office attended the Women's Weaving Circle on Saturday 9th July at the Goulburn Regional Art Gallery.

They used sustainably sourced materials to create woven table centre pieces. The workshop was a time to gather, weave, yarn, share stories and music.



NAIDOC Week Mural

NAIDOC Mural Common Ground Gungahlin

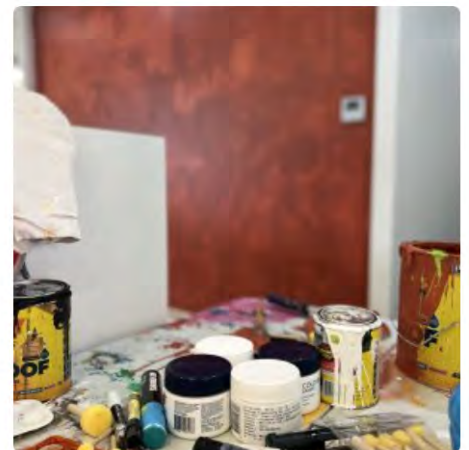
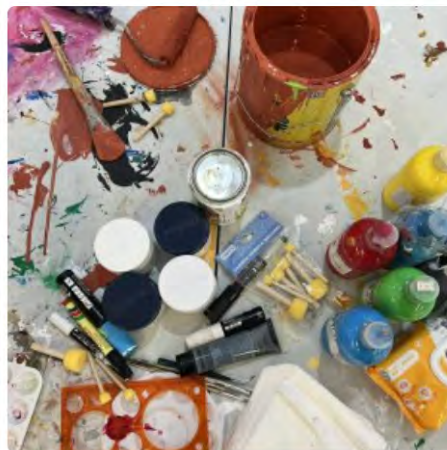


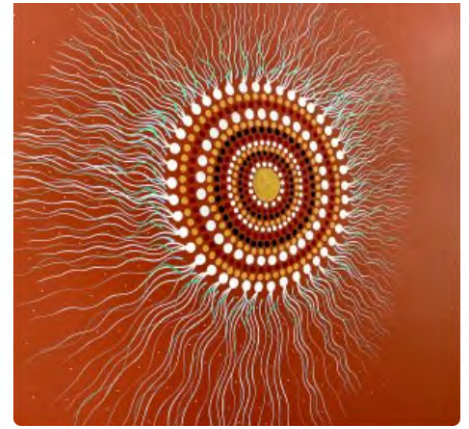
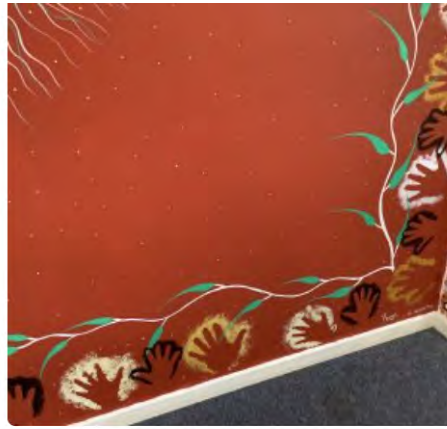
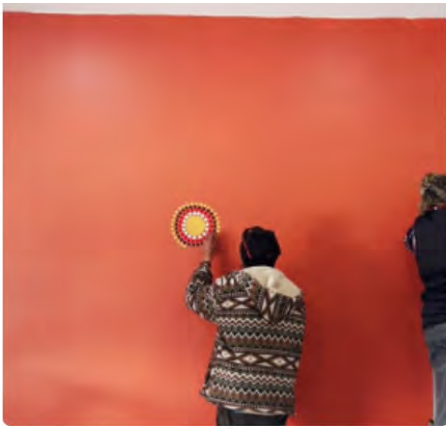
Our Team at Common Ground, Gungahlin put together an amazing proposal for the NAIDOC Mural community grant from The National Indigenous Australians Agency.

They received \$1,000 to assist in the completion of the NAIDOC mural behind reception at Common Ground on the traditional land of the Ngunnawal People.

The mural was designed and painted by Aboriginal artists Linda Huddleston (Nungingi) and Greg Joseph (Yidinji) for the 2022 NAIDOC theme: Get Up! Stand Up! Show Up!

Inspired by the artist's homeland, the artwork features waterholes which are healing waters with ripples representing the healing of our communities. Clients and Staff cut out hand stencils which were painted around the water holes, representing hands of both Aboriginal and non-Aboriginal people coming together as one. Eucalyptus leaves were added to cleanse bad energies.





Staff Day May 2022

In May, our Reconciliation Action Plan Working Group brought together Argyle Housing Board and Staff on the traditional lands of The Gundungurra people with our wonderful facilitator Alfie Walker to dream and workshop our reconciliation vision and pathway as we build our understanding, listen, learn, connect, and work with First Nation Peoples.



This was a great opportunity to get all the staff together to work together towards creating some goals around the RAP.

Staff were placed into teams, which were facilitated by the RAP working group members. Each group has a certain topic and Alfie was able to lead the discussion for the teams to brainstorm ideas around key goal for the RAP.

Whilst the group discussions were being had, teams had the opportunity to create yarn sticks – gum tree

branches wrapped in colourful wool that create.



National Homelessness Conference

AHURI, in partnership with Homelessness Australia convened the National Homelessness Conference 2022. The Conference returned as a face-to-face event in 2022 – held in Canberra, while also offering a virtual option for delegates unable to travel to the nation's capital.

The conference was from Monday 8 to Wednesday 10 August at the National Convention Centre Canberra and built on the important lessons learned from the 2018 conference in Melbourne and the 2020 virtual event.

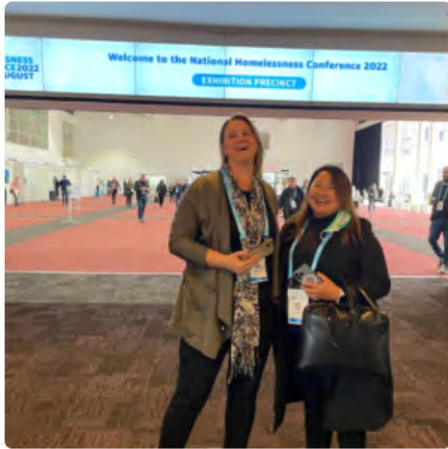
The conference brought together policy makers, practitioners, researchers and those with lived experience of homelessness from across Australia to learn, engage and network.

After two tumultuous years in which the country has faced the pandemic and a series of natural disasters – there have been many repercussions for the homeless, or those at risk of homelessness across the country.

Cherie Tizzoni, Linda Butler and Pema Sedon from Argyle Housing attended the Australian Housing and Urban Research Institute – AHURI & Homelessness Australia #HomelessnessConf2022 in Canberra.

Great to hear from all the speakers and the emphasis on the urgent need for more Affordable Housing and the Federal Government's intent to develop a national plan to end homelessness.

A big shout out to Minister for Housing and Suburban Development, Yvette Berry who gave a wonderful mention of Ainslie Lodge managed by Argyle Housing, which provides temporary accommodation for homeless men. She also recognised the work of our Late CEO Wendy Middleton and her advocacy for homelessness, to get people off the street and into sustainable housing solutions. Thank you.



Reconciliation

Carolyn Doherty



Hello, I am Carolyn Doherty, CEO of Argyle Housing. I acknowledge the Gundungurra People the traditional owners of the lands in which I am speaking to you from today and pay respects to their elders both past and present.

Reconciliation is for all Australians, and it is the responsibility of everyone to contribute to a better future

for our country and communities. I see an Australia, not too far away where each person is respectful of the land, stories, and heritage of our First Nations Peoples, where Australia is a country that provides justice and equity for all.

This year's theme for Reconciliation Week is "Be Brave and Make Change." With only 3% of Australia identifying as First Nations Peoples there is a need for all of us to come together, for non-Indigenous people and organisations to be accomplices who promote the voices of Aboriginal and Torres Strait Islander peoples. Recognising and acknowledging country is a meaningful action and so is making a stand against racism but these cannot be solo, one-off actions. It is about learning and talking about Australia's true history, which means we need to be curious, be brave, be open and honest, embrace culture, connect with country, learn, and share in cultures, histories and celebrate the success of First Nations Peoples. Being brave, accountable for our own actions in everyday life can and will make a change.

At Argyle Housing we have begun our reconciliation journey, developing an Innovate Reconciliation Action Plan with the collaboration of our Indigenous community. We will celebrate milestone moments of change towards equity in our organisation with the communities we are connected to. Working with Aboriginal and Torres Strait Islander organisations to improve services and opportunities for our First Nations People.

To begin National Reconciliation Week today we join [Reconciliation Australia](#), individuals, and other organisations in launching the acknowledgment of country, the land which we work, live, learn and socialise on.

Argyle Housing has a diverse footprint with offices currently in NSW and the ACT. We acknowledge the traditional owners of the land on which we work and pay our respects to their elders both past and present.

Some NRW (National Reconciliation Week) resources that are helpful:

- Find out what land you are on [here](#).
- Find [NRW events](#) you can attend in your area.
- Learn more about taking action to make change [here](#).

Carolyn speaks to Graeme Day on Radio 2ST

Our CEO Carolyn Doherty joined Graeme Day on Radio 2ST Highlands yesterday to talk about the current Housing situation in the Southern Highlands region. They talked about the pressure that is on those who cannot only not buy a house but are struggling to afford rent in the current rental market.

“It’s a significant issue in the Southern Highlands community. We have a lot of people that are really struggling and being forced out of the community or being forced into homelessness as a consequence.”

You can listen to the interview [here](#).

Carolyn meets with Natasha Maclaren-Jones and Wendy Tuckerman

Goulburn

On the 30 June 2022, our CEO Carolyn Doherty had the pleasure of meeting with the Member for Goulburn Wendy Tuckerman and Minister for Family and Community Services Natasha Maclaren-Jones which was a wonderful opportunity to discuss Housing across NSW and talk with the local St Vincent de Paul services.

Natasha was pleased to hear that Argyle Housing have been involved in the recent changes at Market Street Lodge and Carolyn gave her an incredible synopsis of the organisation locally and across the region, as well as our future plans in services and support.

Bowral

On the 30 June 2022, it was great for Argyle Housing Staff member Gabby Hopping, to be present at St Vincent De Paul for an announcement from the Minister for Family and Community Services Natasha Maclaren-Jones MLC with Member for Goulburn Wendy Tuckerman, Member for Wollondilly Nathaniel Smith and Member for Camden Peter Sidgreaves and CEO of the St Vincent De Paul Society NSW Jack de Groot.

The Minister announced that the current Rent Choice Start Safely private rental subsidy is being extended to the Southern Highlands, Shoalhaven and Illawarra which will help to ensure people escaping domestic and family violence find a secure home with the extension of a successful rent support program.

The support includes:

- A rental subsidy of up to 36 months in the private market for people escaping domestic and family violence and other support services to build independence.
- Assistance to help people set up a tenancy through Rentstart Bond Loan and Rent Advance

We are looking forward to working with St Vincent De Paul and the NSW Government to support Clients to

access housing assistance.



Registrar Visit

On the 24 June 2022, it was wonderful to have a visit and 'one on one' chat with Chris Valacos the NSW Registrar of Community Housing and Shayley Thompson.

Thank you for making the time to have a discussion with the Argyle Housing Management Team about registration and community and social housing legislation. Your insights into how we can be more accountable to the registrar for some of the activities that we do around Client participation were very insightful.



From L to R: Justin Nyholm, Alison Sheer, Shayley Thompson, Chris Valacos, Carolyn Doherty and Andrew Allan

Carolyn talks to Sally Bryant from ABC Radio

Listen to our CEO Carolyn Doherty who joined Sally Bryant on ABC Riverina Breakfast Radio 6 May 2022.

Carolyn talks about the new Griffin Green project and the importance of increasing Affordable Housing in our communities.

"We have worked really closely with council, and we are delivering a partnership with them, 20 townhouses which are all affordable housing, a new park and a community hub".

Following on from that, we are really closely working with them to also bring 40 new lots of housing back into the market as well to open that back up and some of that will be affordable housing as well."

[Listen here.](#)

CHIA Cadet

Tamara Woodward

Together with the NSW Government, Community Housing Industry Association (CHIA) NSW is providing new training opportunities connected to jobs in the Community Housing Industry through a Cadetship Program. This exciting program provides an opportunity for cadets to commence studying the CHC42221 Certificate IV in Housing and undertake paid employment for 12-months in application/allocation, tenancy and asset development with a designated Community Housing Provider.

This is an amazing opportunity for participants to create more opportunities and great decision-making authority in their working lives.

We are proud for you to meet Argyle Housing's newest cadet recruit, Tamara





We are pleased to announce that we are partnering with CHIA NSW again for the 2022 cadetship program. This 12-month program provides an opportunity for cadets to undertake paid employment and training within Argyle Housing whilst completing a Certificate IV in Housing.

What does the CHIA cadetship offer you in terms of skills and learning new working methods?

The CHIA cadetship offers multiple ways of learning and skills. Not only is there online learning but also face-to-face and onsite training.

There will be a wide range of roles and skills that I learn throughout the cadetship, these include Maintenance and Assets, Tenancy Officer, Housing Applications, Finance and Rent Review, all while studying my Cert IV in Social/Community Housing.

What does this cadetship mean to you?

It's an opportunity to learn new things, to extend my training/study in the Community Service sector and to understand more of the way Community Housing in particular Argyle Housing is run and managed. As well as being able to extend this at the end of 12 months with a job in the Community Service area within the Southern Highlands.

In what ways will this cadetship change the way in which you work?

I will have access to learn more skills, whether it be computer/software or face-to-face skills. It will encourage me to reach further with these new skills with confidence

What have been some of the highlights so far?

Meeting new people. Being able to help with even the simplest things such as answering calls to support maintenance or even being an ear when a Client calls and helping them solve any problems they are having.

Being welcomed into Argyle Housing with such warmth and knowing I will have a great supported experience throughout my cadetship.

What has been the most challenging aspects of the role?

Answering the phones and getting enough information to pass on to the maintenance Team.
Understanding all the different areas, towns, and levels that all the maintenance calls come under.

And the biggest is getting used to who is who in what department of Argyle Housing to speak to regarding different situations.

How do you find the mix of work and study?

Loving it, as it's great to be able to study online, face-to-face and also in the industry. This really gives you a hands-on experience of how things work.

What has been the most surprising aspect of the role?

The number of calls that come in asking for maintenance. The lack of funding that is given to Argyle Housing and how much more is needed. That is very surprising and disturbing and makes me angry towards our government for lack of support in this area.

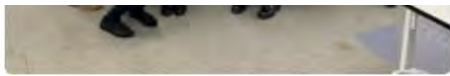
How will this cadetship influence your future employment?

I personally would like it to demonstrate that I have had hands on experience, with great on the job training, as this would help with applying for jobs in the future.

Wear Purple to Work

As a memorial to Wendy Middleton on Friday 26 August 2022 the Staff wore something purple to work as the colour purple was Wendy's favourite colour and passion. The colour purple is associated with a variety of meanings, and we like to think that the qualities of ambition, wisdom and creativity were certainly some of the characteristics of Wendy's personality.





R U OK DAY

R U OK? is a harm prevention charity that encourages people to stay connected and have conversations that can help others through difficult times in their lives. Every day 8 people take their lives in Australia, it is crucial that we are having meaningful conversations with one another, and help-givers are skilled, confident and motivated to support someone struggling with life. R U OK? Day is a National Day of Action dedicated to reminding everyone that every day is the day to ask, "are you OK?" and support those struggling with life as a conversation can save a life.

Argyle Housing offices each took some time over a lunch, morning tea or gathering to spend time together and give opportunity for meaningful conversation amongst our team. Workplace wellbeing is very important at Argyle Housing and for staff to know they are supported in their mental health and wellbeing. On R U OK? Day Argyle Housing also shared resources on social media with the community on how they can get involved and start the conversation.



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- Operations General Manager

Reconciliation Action Plan

Argyle Housing Journey to Reconciliation

In early 2022 Argyle Housing embarked on the development of an Innovate Reconciliation Action Plan (RAP). This RAP will run for two years through 2023-24 and outlines actions and goals for achieving Argyle Housing's vision for reconciliation.

The Innovate RAP is a logical continuation of Argyle Housing's Reconciliation journey and builds on the

achievements and outcomes of the previous Reflect RAP. Choosing to develop an Innovate RAP will provide tangible actions and goals with a focus on developing and strengthening relationships with First Nations peoples, engaging staff and stakeholders in reconciliation, and developing and piloting innovative strategies to empower Aboriginal and Torres Strait Islander peoples.

At the date of this annual report there have been three RAP Working Group workshops including an all staff (including Board members) workshop in May 2022 facilitated by Alfie Walker, a First Nations educator and storyteller. The all staff day was a real journey for all attending as we explored how reconciliation can be a part of everyday business and how we can celebrate our shared histories, culture and diversity through mutual respect and empowering self-determination amongst our First Nations peoples.

At Argyle Housing we are committed to advocate, support and build a better future to deliver quality social and affordable housing options in partnership with our First Nations communities. We believe that reconciliation is everyone's responsibility.



Working towards an Innovate RAP

Vision Statement

Our vision for reconciliation, and everyday business, is to celebrate our shared histories, culture and diversity through mutual respect and empowering self-determination amongst our First Nations Peoples. We value change, inclusivity, and respect all our differences on our journey to equality.

We are committed to advocate, support and build a better future to deliver quality social and affordable housing options in partnership with our First Nations communities. We believe that reconciliation is everyone's responsibility.

RAP Relationships Statement

Argyle Housing believes that investing, building, and sustaining relationships with First Nations peoples is everyone's responsibility. We commit to building relationships with people; valuing and celebrating shared histories, culture and diversity. Through celebrating our shared histories, we foster a culture of mutual respect, curiosity, shared resources and understanding each person's unique perspective and journey.

RAP Respect Statement

Through being curious and courageous around embedding First Nations traditions, protocols, customs, and connection to Country into everyday business, we will create a One Argyle of respect and inclusion through a shared journey of healing. This model of respect and trust informs our decision making, relationships and our service delivery. (We value treating each person with dignity, building trust and being open minded in our approach to decision making, relationships and service delivery)

RAP Opportunities Statement

As One Argyle we will provide, promote and empower opportunities for First Nations people and businesses to enrich our business, communities, and the economy. We will partner with First Nations peoples and providers with the goal to strengthen self-determination and close the gap in educational, employment, health, and housing outcomes.

Justin Nyholm Update

Milan Ostojic

Staffing

During 2021-22 FY the Assets Team had several Staff changes.

We welcomed Suzannah Ritchie (Maintenance Coordinators), Michael Maldonado (Maintenance and Assets Manager), Jamie Berriman (Maintenance Officer) and Tamara Woodward (CHIA Cadet) to our Team. Suzannah left the industrial sound-proofing industry and Michael was managing large industrial and complex facilities. Both enjoy working closer to home. Jamie had his own small business and enjoyed being

part of a bigger Team. We welcome all our new people and feel lucky they have chosen to work for Argyle Housing. As a part of the organisational redesign and Strategic Plan we undertook changes to the Executive structure creating greater opportunity to focus on a One Argyle approach to service delivery. Combining the Housing Services Manager and Property and Asset Services Manager positions into a combined General Manager Operations role. In addition, was the creation of a new role of General Manager Asset Management and Growth. This role will see a strategic focus on the management of our assets and a dedicated resource to developing new projects and opportunities for our business to grow.

After four years as our Property and Asset Services Manager, Justin Nyholm left Argyle Housing to pursue a long-term personal goal in business. We thank Justin for his hard work and wish him all the best.



Appointed to the position of GM Operations is Milan Ostojic.

Milan has over 18 years of experience in the community housing and real estate sectors, including over 15 years in senior leadership positions. Skilled in Non-profit Organisations, Budgeting, Government, Social Housing, and Team Building. Strong professional graduate in Project Management. Experience in managing integrated teams comprising frontline business operations, tenancy management, support coordination and place-making in SGCH's operation. Possessing expertise in the areas of project and contract management, Assets and compliance, strategic partnership management, consortium building, and community engagement and participation to deliver exceptional customer service, strong operational and compliance results, and outcomes contributing to customer wellbeing.

Client engagement

A couple of major changes were implemented by the Assets Team during the year, starting with a new Works Management System known as Maintenance Manager being implemented. This new system enables improved text and email communication with both our Clients and Contractors, with Clients having the opportunity to confirm works are complete and rate the Contractors performance. The new system automates some formerly complex processes and enable our Contractors to directly upload before and after photos of their work and raise new issues within the system.

In addition, anyone that has called us with a Maintenance Request since Easter will know that we are now taking and logging all Repairs and Maintenance (R&M) calls in a central location as a part of our organisational redesign and informed by feedback from our Clients on how we could improve our service in this area. This change allows us to engage in a more detailed and technical conversations with our Clients regarding their R&M needs, ensure all the required information is captured into the system and the Team that need to review these requests are better informed to triage and action them. Now when calling Argyle Housing with an R&M issues, press 1 and you will be greeted with one of our friendly Team members ready to help you!

Housing

Argyle Housing have progressed or completed several major projects in the past year that have, or will, provide more housing for our Clients. These projects include:

Young

At Miro Street in Young NSW we purchased and renovated six, two-bedroom units for use as Affordable Housing. This is the first time Affordable Housing has been available in Young and it have been well received by our new Clients. The total project value on this was \$1.5m.

In addition, Argyle Housing worked with NSW Land & Housing Corporation for them to plan and have a re-development of an older fire damaged bedsit complex at 8 Gordon Street, Young. This project is projected to be finished by early 2023 and will replace the eight bedsits with four new villas.

Yass

Argyle Housing sought and received agreement to purchase a large development site from NSW Land & Housing Corporation in the first half of the year and in the second half of the year sought partners to develop the site as a mix of private and Affordable Housing.

Griffith

Argyle Housing and Griffith City Council continue to progress the Building Better Regions Griffin Green Project. During the first half of the year, Council undertook the part of the required road and infrastructure works and Argyle Housing obtained Development Consent and a building contractor for the 20 Affordable Housing Townhouses. In the second half of the year, more detailed planning and approvals were obtained, and JOSS commenced the construction works. This project is planned for completion in mid 2023. In addition, Argyle Housing obtained a Development Consent for a proposed Community Hub as part of the Griffin Green Project and at the end of the year final designs were being completed ready for tender.

We have been able to progress our project to deliver four Affordable Housing Townhouses on the corner of Wakaden and Crossing Street's after an extensive process to find a design and builder that can be

economically delivered. We hope to have this completed with the next year.

Queanbeyan

With the support for NSW Department of Communities & Justice and utilising surplus funds from our CHLP Program, Argyle Housing were able to purchase two units in Queanbeyan later in the year for use as Social Housing.

CHIF

Argyle Housing were advised that we were successful in receiving \$2.6m in funding from NSW Department of Communities & Justice under their Community Housing Innovation Fund towards a mixed Social & Affordable Housing project we were planning on purchasing in Goulburn. Unfortunately, in February the Developer withdrew from the project and Argyle Housing are now planning on delivering this project by the required deadline of 31st December 2022 in Southwestern Sydney.

Other

Argyle Housing also progressed a number of other projects in various areas (e.g. Wagga, Picton, Temora) that will help ensure an ongoing pipeline of new housing opportunities.

Market Street Goulburn

Market Street Goulburn

Our Goulburn office has officially moved onsite to Market Street, Goulburn. Market Street Lodge is a privately owned 38 room Boarding House located in the Goulburn CBD. This is an exciting opportunity for Argyle Housing to manage an essential service to those in the highest need in Goulburn, to work more closely with local service providers on improving outcomes to individuals with barriers to long term housing. A big thank you to Renetta who has been working tirelessly on this project.

The service will be delivering accommodation to men and women who are sleeping rough, experiencing homelessness or at risk of homelessness.

“Argyle Housing welcomed the opportunity to re-introduce this much needed accommodation to the men and women of Goulburn who are looking for a warm place to stay.”

“The facilities have been refurbished and Argyle Housing now has a permanent office within Market Street

Lodge. This will ensure that our Staff can take referrals for accommodation and ensure that Clients are supported to achieve their housing goals”, said Carolyn Doherty.

Griffin Green Sod Turning Ceremony

To cleanse the ground and welcome the new Griffin Green Affordable Housing development to Griffith, local Wiradjuri People performed a welcome to country and smoking ceremony.

Griffith City Council members and Lord Mayor, Argyle Housing executives and residents from Pioneer Village were all in attendance. The ceremony was a wonderful opportunity to bring the community together to celebrate the creation of this new housing project.



Watch on  YouTube

Griffin Green Partnership



About the project

The Griffin Green Affordable Housing Project will create 20 new medium density affordable rental housing units and 42 new housing lots in South Griffith.

The site is close to the Griffith city centre, and the development will include a full basketball court, playground, park and new community centre. Cul de sac roadways are being connected to improve access through the neighbourhood.

Ten percent of the affordable rental dwellings will be prioritised for First Nation key workers. The 42 housing lots will be a mix of affordable homes to purchase, through shared equity schemes and other options to provide housing for key workers.

How the project began

The working relationship between Argyle Housing and Griffith City Council began with the development of Council's Local Housing Strategy.

Griffith City Council had become increasingly aware of the housing shortage in the region, particularly for

key workers, with seasonal fruit workers, health workers and others finding it hard to secure and afford suitable housing. Council was motivated to address the need for affordable housing through its housing strategy and engaged closely with Argyle Housing to identify opportunities for innovative projects.

Griffith City Council knew of Argyle Housing as the local Community Housing Provider, and through their advocacy to Council on housing affordability issues in the area.

Council identified an underutilised portion of land, Dave Taylor Park, owned by the state government.

Council purchased the land and, with Argyle Housing's support, placed a bid for funding from the Commonwealth Government Building Better Regions Fund.

Roles and contributions

Affordable and social housing projects are generally not financially viable without some level of subsidy. Contributions or concessions may come from a range of sources. The project has been made possible through four funding sources:

- The Commonwealth Government provided \$6 million through the Building Better Regions Fund.
- Griffith City Council provided \$3.1 million which included the cost of purchasing the land, which will be sold to Argyle Housing.
- Argyle Housing provided \$3.1 million.
- Argyle Housing is building a Community Hub.

Griffith City Council is the consent authority. Project construction, including expenses and variations, is being managed through a project control group led by Griffith City Council and Argyle Housing, along with the architect, builder and civil contractor. Once the civil works are completed, the title of the 42 serviced lots will transfer to Argyle Housing for residential development. Argyle Housing is working on a plan for these lots which will include the sale of some lots, with a covenant requiring build commencement within a fixed term to prevent land banking. These sales will fund the building of additional affordable housing on the remaining lots.

Community education and training

Argyle Housing is conscious of the lack of contractors in the building trades in regions, causing additional concern for housing supply and affordability. As an adjunct to Griffin Green, Argyle Housing has been working closely with TAFE to develop a skills-based training program aimed at training young people in the Griffith community to work in construction. Argyle Housing is exploring the use of one of the housing lots for a TAFE project allowing students to get experience in the trades.

Ongoing management

Argyle Housing and Griffith City Council spent a lot of time jointly working with the local community to address concerns about the loss of the existing basketball court and community centre on the site. As a

result, Argyle Housing is funding and gifting to Council a new basketball court and Community Hub which Argyle Housing will manage. Argyle Housing will open an office in the Community Hub, to remain part of the community.

At the completion of works, the 20 affordable townhouses at Griffin Green will be owned by Argyle Housing and rented as affordable rental housing for a minimum of 10 years. This will likely run for a longer period, if not in perpetuity.

Council will remain involved at Griffin Green through maintaining the new basketball court and public park. This will be a vibrant space with a particular focus on an Indigenous interpretation garden and play equipment with ease of access for the existing and new community.

Future opportunities

The success of the Griffin Green project has led to further opportunities for Council and the Community Housing Provider to work together. Council has gifted Argyle Housing a block of Council-owned land close to the Griffith CBD, on which Argyle Housing will be building a further four affordable dwellings in the next 12 months. The land is situated next to an emergency services precinct and was not necessarily something appealing to a private developer – but Argyle Housing sees it as an opportunity to increase affordable housing close to the city centre.

Griffith City Council offers a range of other incentives for affordable housing supply in the region, including waiving Section 11 and Section 12 contributions for affordable housing developments and waiving Development Application fees for secondary dwellings.

“Griffin Green shows that Councils can be incredibly responsive, creative and innovative in meeting the needs of their communities. We are incredibly grateful to the Griffith City Council Team for its commitment and willingness to look outside the box and do something positive for the community.”
Carolyn Doherty, CEO Argyle Housing.

Eventide

Eventide Homes Argyle Housing Update & Submission to Leeton Shire Council FY22 – presented August 2022

Eventide Homes Background

Located in Binya Street Yanco, Eventide Homes is a facility that provides low-cost housing to older community members. The complex is owned by Leeton Shire Council and comprises of 14 x 1-bedroom units. The complex was constructed in several stages, commencing in 1973 with the final units being completed 1996. The complex consists of seven individual buildings of brick and tile construction and there are two units per building.

The Eventide Homes complex is well located within 6.5km or 8 minutes to the central business hub in Leeton.

In 2015, Leeton Shire Council, by way of a formal Management Agreement, engaged with Argyle Housing to undertake the tenancy management and facilities maintenance responsibilities of the Eventide Homes complex.

At the time the complex was in a poor state of dis-repair, and it was agreed that Council would put aside funding for the undertaking of urgent repairs, backlog maintenance and upgrade works. Whilst urgent repairs and maintenance has been undertaken, upgrade works continue to ensure the units meet the current social housing standards and provide the Client with a home that is safe, functional, and comfortable.

Upgrade works and planned Client Activities were interrupted for the best part of 2020 – 2021 due to the Covid-19 pandemic and the uncompleted projects form part of those proposed for FY21-22.

This Update and Submission is to provide Leeton Council with an update on the asset – what works were completed (pre-pandemic) and what works are recommended (including estimated costs) for the upcoming year.

Eventide Homes BBQ

Leeton Council hosted a BBQ meet and greet with the Clients of Eventide homes.

This was well received with eight Clients attending, some of these Clients were happy and proud to take some of the council members through their homes.

The BBQ was attended by Councillors Michelle Evans, Melissa Seymour and Jackie Kruger. Argyle Housing CEO Carolyn Doherty and Tenancy Officer Jenny Chapman.

At the BBQ Clients raised some maintenance issues regarding large trees and flooding of the driveways, causing some mobility issues. Council has since rectified these issues and Clients have advised that they are incredibly happy with all the work done by Council.





Common Ground Gungahlin, Conder

Staffing

- Tenancy Officer appointed to role to of Site Manager, November 2021
- Administrative Support role added, January 2022
- Fire Warden Training Goulburn, February 2022
- NCAT – Understanding the NSW Civil and Administrative Tribunal, March 2022
- OneLink Evaluation Workshop, March 2022
- Administrative Support role removed, June 2022
- National Homelessness Conference, August 2022

Client Engagement

A COVID care package drop – packages for Clients isolated during the Canberra lockdown period consisting of games and activities, food items, relevant COVID information and services available.

A COVID Vaccine mobile clinic was arranged collaboratively with Northside Community Service Support Service and available to unvaccinated Common Ground Clients and Staff.

The COVID Vaccine mobile clinic was available to for those Clients and Staff that required their second dose.

The establishment of the Common Ground Community Facebook Group (with Northside Community Service) was created solely for Clients and support services as another means of communication during lockdown and COVID isolation.

The regeneration of a weekly Common Ground Breakfast was a great success and has created a regular event for Client interactions. Focusing on Client involvement, invited guests from Rotary and Northside Community Service (NCS) came along to contribute towards cooking and provide provisions. Argyle Housing and NCS take turns funding each week.

Common Ground Spring Clean day February 2022

An invitation was sent to Clients for their assistance in helping to tidy up gardens, spring clean their units and dispose of any bulky waste. This was a Client initiated request and was well attended and appreciated.

Common Ground Community Garden volunteer program

Established in collaboration with Northside Community Service, volunteers were organised each week to provide support for Common Ground Clients and to provide garden care throughout the complex.

Quit Smoking Seminar

In August 2022, Northside Community Service organised a Quit Smoking seminar for our Clients to educate them on the benefits of giving up smoking. They were given the opportunity to ask questions and also shown ways and given the tools to assist them in their journey to better health.

Client meeting/dinner, quarterly 2022

Client meetings were re-established after the COVID lockdown with a focus on positive and productive talks, information sharing and receiving, and which were followed by a community dinner. The community dinner was created with Client involvement utilising community space.

NAIDOC week Art Grant for Mural – completed June 2022

Local Aboriginal artist Linda Huddleston and business partner Greg Joseph were commissioned for a piece in the foyer of Common Ground to celebrate NAIDOC Week representing Get Up, Stand Up, Show Up Indigenous and Non-Indigenous people coming together as one. Clients and Staff were invited to provide handprints to be included in the piece.

Conder

Garden and Community Care Volunteer Team established in June 2022 with Clients taking pride in their village are acknowledged for their hard work and commitment to making their space a better place. Subsidised rents were offered as incentive for their involvement.

In January this year, regular (average eight weekly) Client Meetings were re-established after COVID lockdown, where Clients are invited to join with Staff for a morning/afternoon tea to share ideas and talk about future village plans. Our Resident Liaison Officer arranges guest speakers who offer Clients

information and education around important and relevant matters such as Legal Aid and ADACAS Advocacy services.

Argyle Housing Assets Team Site Visit / Morning Tea and Coffee Van, March 2022

Clients were invited to attend a morning Question and Answer session with the Assets Team. This was a great platform for Clients to express their concerns directly to the Assets Team and has certainly given the Conder Clients some guarantees around getting their Repairs and Maintenance jobs completed.

Conder Community Christmas in July at Dickson Tradies Club

Clients were invited to join Staff for a special lunch provided by Argyle Housing at the Dickson Tradies Club. Clients were involved in the selection and planning of the day, and they are already talking about the next one!

Projects undertaken

COMMON GROUND/CONDER

- NAIDOC week Art Grant for Mural – completed June 2022
- Good works Garden collaboration with Vinnies

Support Services

COMMON GROUND

- Support service Northside Community Services
- Flourish Cancer Council (Quit Smoking Seminar)
- Helping ACT (Community Pantry)
- Housing ACT, several visits to Common Ground for information sharing sessions for Common Ground Dickson planning

CONDER

- Legal Aid ADACAS
- Advocacy Capital Region Community Services Annecto
- Community Connections

Other

- New Blinds at Common Ground 50% installed, 25% waiting on delivery and install and 25% still to quote
- Conder lock upgrade to all units

Southern Region

Staffing

Staff in the Southern Region of the Operations Team have all successfully completed training with Community Links Holistic Housing Support. The training provided key elements to holistic care and support for Clients with resources included to be able to make referrals and understand some of the challenges that some of our Clients may face every day. Topics included understanding mental illness, hoarding and squalor, identifying family and domestic violence, mandatory reporting, alcohol and other drugs, addictions including AOD and gambling, self-care, burn out and risk assessment.

Staff from the ACT have attended the Australian Housing and Urban Research Institute Homelessness Conference in Canberra with the emphasis of the conference around Affordable Housing in Australia.

Staff from multiple areas across the Southern Region have been selected to represent the organisation as the nominated Fire Wardens, HSR Reps and First Aid Officers. Training has continued throughout the year to ensure Staff hold current certifications in which their title relies.

The organisational realignment has seen many changes to the staffing numbers across the Southern Region. The flexibility from Argyle Housing to allow Staff choice to provide expression of interest in key roles throughout the Teams has seen a significant change in the types of roles undertaken in the Southern Area, as many Staff have been awarded their selection to be in some of the newly assigned Teams. We have welcomed two new Staff to the Southern Region. Tayla Basei is the new Client Support Specialist for Griffith and Bernadette Fanning is the new Client Support Specialist for Young.

Staffing Performance highlights should be mentioned for Luisa Smart in Griffith who has worked tirelessly to assist in the transition of the realignment. Luisa is now the sole Administration Officer for the Griffith, Young, Wagga areas and has been instrumental in assisting new Staff and leads in their roles and taking on workloads outside of her comfort zone.

Corinne Sydes from the Young Team has successfully completed her training in NCAT and was an active participant in the RAP group for Argyle Housing. Corinne has been assisting in the onboarding of the new CSS Staff person for the Young area.

Garth Barrett has been an essential and reliable source of knowledge for our new CSS Team and has provided much needed relief in the Wagga office during Staff shortages. Garth has also assisted in the

hand over from CSS to Transitions Team with mentoring for our new CSS.

Jaime Grant has worked tirelessly to provide support to the Southern Team and is a continued presence for the Young Office to assist with training, hand over and ongoing mentoring. Jaime also participated in the Homelessness Sleep Count alongside the Young Crisis Centre.

We thank all of the Staff who have assisted the Southern Team during this transition phase of the realignment.

Client Engagement

The Southern Teams have maintained contact with our Clients as much as possible during the year, and with the lifting of restrictions we have seen more of our Clients in the office popping in to say hello and resume their usual daily business.

Resident Liaison Officer, ACT organises a monthly resident engagement BBQ at Ainslie Village where several service providers like ADACAS, Community Options, Legal Aid, Night patrol Team, Social Worker from ACT Health, City mental health, etc. to name few, attend the event. It provides a window of opportunities for residents of Ainslie Village to engage with services and the Staff in a more relaxed atmosphere.

The Resident Liaison Officer (RLO) also assists the Site Manager of Conder to organise a monthly Client meeting for our senior Clients at Conder. During such meetings, RLO invites a guest speaker from services relevant to the age group to educate/discuss different services they can avail of. Argyle Housing also organises events like Coffee and conversation gathering where a coffee van is hired, Clients can come and catch up with other Clients and Staff over a free coffee about their tenancy, maintenance issues, etc. Argyle Housing hosts a Christmas lunch and BBQ every year Argyle Housing hosts a Christmas lunch and BBQ to all the Clients and Residents in the ACT.

Client News

The Southern Team are happy to report that many Clients have secured employment following the many job losses during COVID.

Young Clients have been successful in working with Support Providers to obtain packages of care from the NDIS which will allow them more independence in their own homes with the engagement of local providers to supply in-home supports and modifications that have been approved by Argyle Housing.

A long-term Client from the Young region was successful in obtaining full time employment after more than a decade of raising children and unemployment. This Client was very proud to notify Argyle Housing of her news and Staff were delighted to share her excitement and congratulate the family.

A Together Home Program Wagga Wagga Client has successfully transitioned out of social housing and into the private rental market thanks to the assistance of CSS Lachlan Davis, Marathon Health and Young Staff.

Similarly, in Griffith, a Youth Headleasing Client has successfully transitioned into a private rental following supports from the Griffith Team and support provider LCN. Her former property will now house another Youth Headleasing Client who is currently on the waiting list.

Projects undertaken

Ainslie Lodge started as a pilot project for single men aged over 18 years sleeping rough in ACT in May 2022. Since commencement, Ainslie Lodge have housed more than 650 Clients and more than 110 Clients transitioned into longer term accommodation within the Ainslie Village, shared private rental and other community housing. More than 90% out of 110 Clients transitioned into Ainslie Village.

The Good Works Garden in Fyshwick has commenced works to build a Community Garden. Volunteers from Common Ground and Ainslie Village will be participating in the maintenance of the garden where all the produce will be available to the community and also to supply Ainslie Village Blue Door with fresh produce to supply to the residents. Sod Turning ceremonies are scheduled in Spring.

Support Services

Marathon Health in Wagga Wagga have played key roles in supporting our Together Home Program participants. With the assistance of our CSS Lachlan, we have successfully completed the process of exiting Tranche 1 participants with many of them securing either Social Housing placement or being able to transfer the lease from a leasehold property into their own agreement.

The Youth Accommodation Support Services in Griffith is at capacity and performing well alongside support agency Linking Communities Network (LCN). There has been successful transition of tenancies from leasehold properties with Clients able to support their own tenancies after intensive coordination from LCN.

The Youth Headleasing and Support Program for Wagga Wagga and Albury will require extra time to fulfill their goals. With the current rental crisis being experienced across the state, Wagga Wagga and Albury have seen huge impacts being reflected upon the Youth Headleasing program. The primary cause of this is Staff and leasehold shortages.

Thursdays at Ainslie Village is a busy day. Directions Health visits Ainslie Village with a mobile clinic with a nurse and a GP to assist the Residents of Ainslie Village. They provide non-emergency medical assistance, which is bulk billed, providing an essential service to the residents. AOD service is also available through Directions Health every Thursday.

Since July 2022, a Psychiatrist from Directions Health visits Ainslie Village once a month provides assessments, advice, and short-term treatment.

CAHMA outreach BBQ group visits Ainslie Village fortnightly on Thursday to educate the residents on AOD related issues and supports.

Legal Aid also provides legal advice and referrals to relevant legal services to Ainslie Village residents. They visit Ainslie Village fortnightly on Thursdays.

Blue Door at Ainslie Village continues to provide fantastic service to Ainslie Residents and community Clients who are seeking a warm meal. Paul and his Team are able to provide Residents with referrals to additional external supports within the ACT area. The Blue Door Team will be participating in our upcoming Emergency evacuation Drills onsite at Ainslie Village as they form part of our broader Ainslie Community and contingency plans.

Young Argyle Housing and Margaret House are working in collaboration to provide housing for Clients escaping domestic violence or who find themselves homeless due to crisis.

Other

The Southern Team have seen a number of our valued Clients pass away in the last 12 months. We would like to pay our respects to them and their families. We care about our Clients and feel their losses. Each and every one has brought something into our lives, and we remember them and their stories.

Northern Region

Bowral

Support Services

The Bowral Argyle Housing Team, work collaboratively in partnership with St Vincent de Paul's in an outreach capacity from the Bowral office. This service is vital in assisting our Clients with early intervention when people are at risk of homelessness by providing referrals to financial counselling, arrears brokerage, meal and electricity vouchers. They are a fabulous service with a focus of sustaining our Client tenancies.

The Argyle Housing Team at Bowral are proud to be a part of the Youth Transitional Housing program in collaboration with St Vinnies Homelessness and Housing Services. The Program aims to support young people and young people escaping family domestic violence from the Southern Highlands into secure accommodation with appropriate supports in place.

Community Connections

Every Tuesday in the Bowral office, an Anglicare Senior Caseworker attends our Argyle Housing office at Bowral in an outreach capacity. They work alongside our Clients when they are at risk of losing their homes by providing referrals to financial counselling, arrears brokerage, meal and electricity vouchers. Having Anglicare on site is a valuable resource for our Clients, who find their support service welcoming and easy to relate to.

Community room in Moss Vale Highlands Community Centres INC

Program name – My Life My Dreams 2022

Run by a community worker, our Clients meet in a community room on a regular basis. Outcomes from the program include participation in the workforce and volunteering, better relationships with family and friends, greater understanding of and access to services, and improved mental and physical health. This is a valuable service for our Clients who have really grown since being a part of this amazing program.

Nicole Blaik who runs the program, recently wrote thanking Argyle Housing for the access to the meeting space in the Railway Street Complex.

Campbelltown

Staffing

Training with Community Links

All Operation Staff were invited to attend the training with Community Links. This was an amazing opportunity for our Staff to gain a better understanding of different mental health diagnosis in order for us to understand how we can provide a trauma informed service to our Clients experiencing mental health issues.

Client Engagement

NAIDOC Week (National Aboriginal and Islanders Day Observance Committee) occurs annually in July, and celebrates the history, culture and achievements of Aboriginal and Torres Strait Islander peoples. This year the theme was Get up! Stand up! Show up!

The Argyle Housing Team at Campbelltown held an event for Clients and Staff to attend. Lucky door prizes were won, poetry was read, fantastic artwork was displayed and community connections were made, all in the spirit of NAIDOC Week.

Projects undertaken

The Campbelltown Argyle Housing Team are proud to be a part of the program that is a key initiative of the Premier's Priority to halve street homelessness by 2025. The Together Home Program (THP) funded by the NSW government, aims to support rough sleepers across NSW into secure accommodation with service support in place. Argyle Housing works closely in partnership with Uniting Care to achieve this. Since the program started, we have housed a range of people into long term housing.

Argyle Housing is proud to be contributing to the Premier's Youth Initiative (PYI). PYI is a support service for young people leaving out-of-home care, who are identified as being vulnerable to experiencing homelessness on exit from care. The Campbelltown Team work closely in partnership with Anglicare and have achieved many successful outcomes for young people.

Housing

- Picking up 43 properties from DCJ
- Completed Claymore redevelopment stage 4
- Looking at buying 6 units in Campbelltown- Camden LGA
- Looking to buy a unit with PYI

Support Services

- THP 1 is wrapping up and we have been able to sustain 10 tenancies
- WE ARE COMMUNITY – hampers provide to our Clients that are most in need. Fabulous service!
- Morning tea in our office with Clients and support workers
- School holiday colouring competition in September

Community Connections

- Value Learning and Employment Working Group
- CLAYMORE FUSION: Supporting Claymore Families
- CLAYMORE FUSION: Steering Committee

Rent Services

Staffing

The Rent Services Team has been developed as part to the Argyle Housing Staff realignment. The Team was previously the Rent Review Team. The new Team that has been developed now deals with all financial aspects of the tenancy, including rent review, rent arrears and non-rent debt. We also assess eligibility for affordable properties, complete money movements and other tasks relating to Client rent accounts. The Staff realignment was a wonderful opportunity to bring all the Client's rental needs under the one Team so that they could be directly accountable for all issues that may occur regarding a Client's rent, and to assist in sustaining tenancies under financial stress.

The Rent Services Team is made up of:

Jenny Chapman – Rent Services Lead

Dawn Nixon – Senior Rent Services Specialist

Cathy Lowden – Rent Services Specialist

Natalie Barnett – Rent Services Specialist

Bethany Mifsud – Rent Services Specialist

Jade Pawlisz – Rent Services Specialist

Housing Access Team

Staffing

- July 1st marked the expansion and renaming of the Team.
- The Access and Demand Team will now be known as the Housing Access Team – HAT
- We have doubled in size with three new Staff joining the Team.
- We now have three Staff sitting in the Bowral Office – Bernie, Rachel and Nicole
- Tony, Alana and Julie are now located in the Campbelltown Office along with the Teams Administration Officer, Rachel.

Our role has also grown, with us now focusing not only on the allocation of properties to Clients off the Social Housing waiting list but also the lease sign up and handover to Argyle Housing Client Support Teams across all regions.

This has led to some in-depth training being carried out and a sharing of knowledge within the Team. Team members have been mentoring each other with their individual skills sets and learning from each other. I am extremely proud of the Teamwork and enthusiasm shown for our new Team and its new responsibilities.

The Team housed approximately 180 Clients, some single some families, across the 21-22 financial year. Of which 51 were at the time, experiencing homelessness.

Client News

As Team Leader, my highlight would have to be the assistance my Team gave to the Campbelltown Tenancy Team, in relocating some 43 Clients from the Claymore area due to the area's redevelopment by Land & Housing Corporation. This involved in-depth interviews with each Client around their eligibility, needs and concerns. We then processed all transfer applications onto the Social Housing waiting list. We monitored and recorded all Clients until their moves were completed. A call out to Bernadette welfare, for her hard work throughout this project.

Support Services

The Team have been attending Domestic Violence meetings and Interagency meetings throughout the year. We have attended several agency Staff meetings to exchange information and better understand each other's roles. This has led to better outcomes for our mutual Clients.

Community Connections

Due to COVID rearing its head again recently, events have been on hold for much of the year. The Team is looking forward to getting back there, wherever and whenever we can.

Other

The Team members here in the Campbelltown office are excited about our upcoming move to a new office space in Gregory Hills, in the greater Macarthur region, in November.

Transition Team

Staffing

The Transitions Team is a brand-new Team which has been created to manage end of tenancies and Tribunal matters for all of NSW. As luck would have it, all of the Team members from Young have moved into Transitions, maintaining the strong relationship within the office and providing consistency for management of these matters. Jaime Grant is the Lead of the Team, with Garth Barrett (former Tenancy Officer) moving into the specialist role and Corinne Sydes (former Administration Officer) taking a step up

to become a specialist as well. Corinne is about to complete her NCAT training in order to become delegated for the organisation.

All of the Team members bring something special to the table and are positive and willing to make the changes work. Our goal is to attempt to sustain tenancies wherever possible for the best outcome for our Client and colleagues alike.

Client Engagement

Our goal is to sustain tenancies whilst utilising the NCAT process, and to ensure that all tenancies are finalised in a timely manner. We hope to be included in Client engagement activities where possible, so that Clients can put a face to our names, and we won't be seen as an adversary.

Client Services

Staffing

Argyle Housing Client Services Team undertook intensive Community Links training that focused on mental health, wellbeing, self-care, and trauma informed practice. This training was very informative and collaborative on helping our Team to understand and gain insight into the everyday challenges of working within the sector of community housing and homelessness. It has improved our emotional intelligence, and empathy skills as well as understanding some of the barriers and impacting factors associated in the challenges we face with our most complex and vulnerable Client base.

Argyle Housing Leadership Team has undertaken training in the last 12 months pertaining to "Having Difficult Conversations" which provided the managers and senior leaders with the skills and strategies needed to address some of the conversations we need to have on a day-to-day basis with our Clients, Employees and Stakeholders. This was key to adding to our toolkits for ongoing development. As managers and senior leaders within the organisation, we all acknowledged that no one is comfortable or enjoys having the hard conversations. This training has seen a lot of our leader's role modelling appropriate conversation skills and having the confidence to deal with situations as they arise and not to put it off.

During the last 3-4 months Argyle Housing has undergone a realignment process that has a strong focus on ensuring our service delivery to our most important Stakeholders, and our Clients is improved whilst distributing tasks and functions in the organisation more evenly, and within the confines of specialised

Teams. This change was made with our strategic plan in mind, and to ensure that our Client Value Proposition can be achieved and put into everyday action. The realignment has been the biggest change that Argyle Housing has endured in many years and places a strong emphasis on our commitment to caring for our Employees and their workloads, as well as our Clients and the service they are receiving from us. We want to ensure our Employees are learning a much more refined set of skills as opposed to the broad set of skills we asked of our Tenancy Officers in the past. Argyle Housing are looking forward to seeing the changes take place, and solidify a best practice framework for our Teams moving forward, we do hope this has a direct impact on our Employee retention and Client satisfaction.

Our Common Ground site manager, along with our Ainslie Village Resident Liaison Officer and I have attended the National Homelessness Conference in Canberra ACT, sponsored by AHURI and Homelessness Australia. This conference has highlighted for us that housing and homelessness are not separate issues, and there needs to be a national or federal plan to ensure housing is available for all as a fundamental human right. Topics such as "has COVID given us the building blocks to ending homelessness, ending homelessness for Indigenous Clients, workforce, Staffing and recruitment issues and a new focus needed here, as well as lived experience and the value this adds to our workforce as a peer led support initiative.

Housing first principles have also been discussed but highlighting the need to ensure the support for our Clients continues as housing is just the foundation to wellbeing and our specialist homelessness services are a crucial aspect of our roles as community housing providers to ensure positive outcomes for our Clients in the long-term and see tenancies sustained. Argyle Housing were very grateful for the shout out given by Minister for Housing in the ACT Yvette Berry, who identified our Ainslie Lodge program as a crucial homelessness support project in the ACT. Thank you, Minister, for your kind words about this program and the invaluable work our Team do on site at Ainslie Village each and every day. We also would like to thank the Minister for her tribute and condolences to former Argyle Housing CEO Wendy Middleton. It was a great morning to be at the conference.

Pema and Linda both enjoyed themselves and networked with the sector, both ended the conference saying "all Argyle Housing Staff should get involved in conferences like this as it is a clear reset around our values, the work we do, the people we impact, the value we add, the lives we change, and it shows we are headed in the right direction as an organisation, and that the work we do is above average in comparison". Both Linda and Pema were proud to be in Argyle Housing representation and they both acknowledged Staff retention would increase if were all constantly reminded about our work and its value.

I would like to acknowledge that whilst we have undertaken valuable training opportunities this year. We have redefined and refocused our purpose as an organisation, we have brought on new business, and we have realigned our roles and functions. We have also completed numerous tenders, meetings, and created new projects and programs whilst delivering on existing ones. What I believe is a key to highlight this year, is the resilience, passion and commitment of the Client Services Team. We have battled natural disasters, COVID-19, the loss of a leader, a housing crisis, a lack of housing stock, many new programs, limited

Staffing, and a whole new structure and rebranding but the management Team within Client Services has not faulted and has renewed their commitment to our Clients and the invaluable work they do each and every day. It has been the most challenging year in my time at Argyle Housing but the most rewarding one at that. To be able to witness first-hand the growth of all of our Staff and our Leadership Team, as well as the can-do attitude and positive perspectives to everything we have done. We have thrown an insurmountable amount of change at our Teams, and our Clients and they have all not only accepted this, but continued to perform at a high standard, and continued to achieve some amazing things together.

Whilst I acknowledge and value our entire Team, I want to point out the following individuals or Teams for their commitment over the last 12 months to different areas of our business.

Pema Sedon – Resident Liaison Officer ACT – Pema has worked tirelessly at running the Ainslie Lodge since its opening in 2020. Pema's passion is working towards ending homelessness and helping to support our Clients with Mental health concerns. Pema has multiple accolades from Clients on the support she has offered, and she has been able to successfully help 650+

Clients in this crisis shelter since 2020 with the help and support of the Ainslie Village Team. Thank you, Pema, for your hard work and commitment to such a valuable cause and for your advocacy for our Clients who sometimes don't or can't have a voice for themselves.

Ainslie Village and ACT Team – COVID Lockdown was exceptionally difficult for our ACT Staff who all manage dense housing sites where our Clients live on the same location as our offices. During the height of COVID, Common Ground and Ainslie Village faced challenges with outbreaks, and the health and crisis responses needed to respond to this. Much like our Campbelltown Team I need to fully acknowledge your commitment and passion to our Clients and meeting their needs. At a time when it was extreme risk to yourself and your families, you did not think twice about coming to work, donning and doffing your PPE and making sure our most vulnerable and at-risk Clients were cared for. Ainslie Village had a lockdown where ACT Health had to come and take over the site, and our Staff oozed professionalism, knowledge and the relationships they have with our Clients just blew away our ACT Government and Health colleagues. You make such a difference each and every day and thank you for your hard work.

Chantell Wyszzenko – Chantell was promoted to Team Leader of our Campbelltown Argyle Housing office in the last 12 months. Chantell has had a challenging year or two without the presence of a permanent leader when she was a Tenancy Officer to leading and guiding her Team through the challenging bounds of COVID while living in Sydney. At a time when the rest of our sector and support services included, were working from home and closed, the entire Campbelltown Team remained committed to coming to the office, and ensuring they were out in the community supporting our Clients during the crisis, and at some of the most vulnerable times of their lives. Despite the risk this presented to our Campbelltown Team and their families during lockdown, I want to thank you for your commitment to our work, and our Clients during that time, and for filling the role of support worker and housing officer. You guys are so talented, and I commend you highly for your efforts. You have all persevered through low Staffing, sickness, and

challenging times – thank you.

Julie Roberts and the Housing Access Team. Julie has successfully obtained the lead position for our new Housing Access Specialist Team, I need to acknowledge and highlight both Julie, and her Teams' achievements in the past six months. This Team was formerly known as Argyle Housing's Access and Allocations and they are responsible for the allocation of social housing from the waitlist, as well as transfers and former Client categorisation, and many other things. During our realignment, Julie and her Team were the only Team that doubled in size and were faced with additional responsibilities and tasks as opposed to other Specialist Teams that were either brand new or reducing in terms of responsibilities. I cannot commend and thank Julie and her Team for their positive attitude, their acceptance throughout the change, and commitment to learning a whole new skill set, as scary as it is to change, you have done it so well and promoted working as one Argyle Housing which will have the biggest direct impact on our Clients and their housing. You guys are doing a great job in your new Team, and you are great role models for the rest of the organisation who have struggled with the changes to date.

Jaime Grant and the Transitions Team. Jaime has successfully obtained the position of Transitions Lead and has a Team under her of very experiences and skilled members. Throughout the realignment process the Transitions Team have led the change and really committed to it from the first mention. Jaime, you are an exceptional role model for our people and you, and your Team committed to being innovative and resourceful. With the smallest Specialist Team in the realignment, you have had to create this Team from scratch, inclusive of its processes, flow, and procedure with limited resources. You have not only led the way in creating your Team and reporting and processes first, but you are always committed to helping and supporting the other Teams, as are your Team members. Thanks to Corinne and Garth for supporting the creation of flows, covering other offices, and creating excel spreadsheets. Your leadership as a Team is highly commendable.

The Rent Services Team and Jenny Chapman and Dawn Nixon. The last three months have been a big shift for the former Rent Review Team who have had to take on an additional responsibility of arrears management, physically relocating your Team and a change in Team members. I would like to formally acknowledge that you have done this with professionalism, integrity and I appreciate your shift from the finance Team over to the Client Services Team. You have already been successful in your first month as a new Team, with new reporting requirements, in reducing organisation arrears by around \$40k. This is going to be a very productive, specialised, and thorough Team. I have full faith in your ability to be a tight functioning, excelling Team with the leadership of Jenny Chapman and Dawn Nixon who have proved they can work exceptionally well together. Thank you for the difference you have made to date, and I can't wait to see what you do together over the next year. I know that engaging with our Clients is the most rewarding function and I believe you are the right people for the job to ensure that our Clients can pay their rent on time, and have their rent reviewed regularly and accurately.

Kristy Stevenson and Jacob Connor have both been recognised for their leadership qualities and work over the last few months, with a promotion to our Client Support Managers. Kristy is the manager for Argyle

Housing's Southern Region which consists of Griffith, Wagga Wagga, Albury, Young and the ACT. Kristy has been working as a training manager for Argyle Housing, however, her skills were aligned with a management and leadership role, I am eager to see the wonderful work she will undertake with her Teams, and our Clients in this region. Jacob Connor had been working as the Team Leader for our Bowral office, and his Client Support Manager role now covers our Northern Region being Campbelltown, Bowral, Goulburn, and Queanbeyan. Jacob was identified as having the skills to be a fair and understanding leader who can nurture and develop strong working relationships that are key to our roles here at Argyle Housing. Jacob and Kristy complement each other well and work together as a Team to ensure the best possible outcomes are achieved for our Clients and Employees across our Northern and Southern Regions. Congratulations to you both and well deserved.

Projects undertaken

Market Street Lodge

Argyle Housing have worked with a private owner of a boarding house in Goulburn to commence a fee for service management of the building from 1st August 2022. This building has 38 single rooms that can assist us in filling a gap for homeless men and women with an escalation in market rent affordability, stock supply and demand crisis, and the increasing homelessness rates across NSW. Until recently Market Street Lodge was one of three short term accommodation options for men and women experiencing homelessness, approximately four months ago, two of these facilities (separately operating) were shut down due to breaches of health and fire regulations, leaving Market Street Lodge as a critical service to the community. There is a women and children's refuge in the community, however, the male refuge was closed due to lack of funding more than five years ago.

The current owner has sought out a community partner to manage the site on a long-term basis to ensure good outcomes for Residents and the wider community.

This site is unique and will see Argyle Housing work closely with Anglicare in the region of Goulburn accepting referrals from as far south as Queanbeyan, the Southern Highlands, Sydney and even out west towards Young, Yass and Wagga Wagga. Argyle Housing makes no income from the management of this site, but it is a clear commendation to our commitment to helping our communities with affordable housing options, and wholistic support ongoing with our specialist partners to ensure long term, stable accommodation is able to be achieved by our Clients.

Recent interagency meetings on homelessness, rough sleeping, and housing crisis concerns within the Southern Highlands, Illawarra, Eden/Monaro, Pallarang, ACT, and the Southern Tablelands definitely support that there is a gap in refuges and crisis or short-term accommodation options.

Recently I attended the Queanbeyan Homelessness Forum that speaks to recent statistics and figures within the area which are quite concerning. Local support providers in both Queanbeyan, and Goulburn

reported that they have attempted to drive Clients across the border to ACT for access to Ainslie Village and the Ainslie Lodge. Key points to highlight are the following:

- Rough sleeping has increased by 40% in the last six months in the areas mentioned above. This has been majorly impacted by both the bush fires and COVID-19.
- Queanbeyan offers a 'Safe Sleep Bus' that can sleep people overnight in a safe place. They have successfully provided 563 safe nights of sleep to people in the Queanbeyan area in the last six months. As there is a continuous high demand, they have extended their operating to being six nights per week. The sleep bus has had incidents of turning people away due to full capacity.
- There is a majority of need in 30–49-year-olds age bracket, however, it is described that there has been an influx of people over the age of 75 who are homeless/rough sleeping, and also 16–18-year-olds.

It is self-reported by the sector in each of the mentioned locations that supports have exhausted all outsource options. There is no accommodation in Queanbeyan, and they are sending Clients to Goulburn or Yass, only to reveal no affordable accommodation options there either.

Waitlist

There are currently 165 people waiting for single bed properties in the Goulburn area alone, with 34 of those applicants being Priority approved, and needing an urgent accommodation option. These applicants have been waiting for a significant period of time for housing, with the oldest application still waiting since 2006. 1 x 2009 ; 1 x 2011 1 x 2013 and several in 2015.

There is no relief in sight for the current housing and rental market, with a competitiveness never before seen. In areas such as Goulburn and Yass where housing options are already limited, COVID and the bushfires have forced the sector to get creative and try to do their part in housing those who are rough sleeping and homeless.

Argyle Housing were approached to manage the Market Street Lodge site by the Private owner, but it was Anglicare in the Goulburn region who had spoken to him about our professionalism, and ability to manage that site tightly, effectively, efficiently and produce real positive outcomes for both men and women in crisis. This word of mouth is an extremely powerful thing, and with the stigma attached to Market Street Lodge, we believe that Argyle Housing will be able to manage the site at no risk or cost to the organisation, and fill gaps in the housing sector and within the community.

Argyle Housing have also received support from IKEA, GIVIT and local businesses who have donated beds, bedding, and other essential items for our Clients who may enter this program from rough sleeping or homelessness. This project would not have been possible without the commitment of Argyle Housing's Assets Team and in particular Michael and Jaime and I would like to commend them on their involvement in getting this off the ground for us. Renetta Miller, and her Goulburn and Queanbeyan Team have also been outstanding in taking on this extra project in a high workload environment for Argyle Housing with all of our

realignment changes. Thank you so much for your hard work and I cannot wait to see what amazing work you do with some of our most vulnerable Clients in our NSW communities.

Good Works Garden

Another project the Client Services Team has worked on this year is the Good Works Garden in Fyshwick ACT. This project is in partnership with St Vincent de Paul (SVDP) in Canberra, and Dirty Janes Fyshwick. It is the commencement of a garden that will be volunteer led, jointly between SVDP and Argyle Housing Clients. It promotes inclusivity, self-sustainability, education towards healthy eating and cooking, programs for all around reducing isolation and building community connections. This Garden is on site at Dirty Janes in Fyshwick. Scott Dunstan has been instrumental in securing the Queen's Jubilee tree planting grant that will allow us to plan a tree pergola on the site and make it an inviting and environmentally friendly and beautiful space. Argyle Housing hopes that the garden will assist in our mutual Clients being able to provide produce back to the sector and in particular to our SVDP partners running the Blue Door on site at Ainslie Village. Our commitment is that majority of our produce will be donated here, allowing the blue door to continue to provide lunch 5 days per week to our Clients and the community in Canberra. Any extra produce is earmarked to be donated to services such as Oz Harvest and the roadhouse who continue to provide meals and services to those on low incomes who are homeless in Canberra.

Housing

In our Queanbeyan location, Argyle Housing have successfully purchased two new properties that will be used as affordable housing. These properties were purchased from our surplus funds and will significantly assist in the local area crisis with homelessness. A sleep bus operates for homeless individuals in the Queanbeyan area and is reported to be at capacity every single night. You can refer to the statistics mentioned under the Goulburn Market Street Project. This shows that Argyle Housing have worked tirelessly in doing our bit to ensure that we know what areas there is opportunity to increase our supply and try to alleviate pressure on our sector partners and the waitlist.

Griffin Green

As I mentioned earlier there is a Griffin Green Project in the location of Griffith where Argyle Housing are working closely with the local council and Aboriginal and Torres Strait Islander communities to ensure we are working in the best interest of the community. This project will see the development of a community where there are 20 townhouses with all being allocated to affordable housing, with 10% of these being for Aboriginal identified families. Argyle Housing are working to build a community centre, basketball court, and park in partnership with Griffith city council at this location as well. The Griffin Green project will see 42 vacant lots left over and we are looking at selling to the market for development, including affordable housing development.

New Opportunities

In Young we have successfully completed the development of Miro Street which is six new units affordable housing to the local community. Argyle Housing Client Services Team have fully tenanted all of these units in less than a month after they were considered ready. This is a great result from our Assets Team, and from the Young Client Services Team consisting of Jaime Grant as the lead, Garth Barrett and Corinne Sydes.

Argyle Housing have secured funding this year from DCJ and in partnership with SVDP in Wagga Wagga, YES Unlimited in Albury, and LCN (Linking Community Network) for a Youth Accommodation Support Model of housing. This has seen approximately 10-12 young people permanently housed by Argyle Housing throughout the year. Youth Accommodation Scheme – Wagga Wagga, Albury, and Griffith.

Argyle Housing have also been successful in securing more packages for Tranche 3 of the Together Home Project in the Murrumbidgee and Southwest Sydney areas.

Extension of the Ainslie Lodge program by the ACT Government until EOFY 22-23. Ainslie lodge is our crisis accommodation located at Ainslie Village ACT. To date we have successfully support 650+ Clients at our Ainslie Lodge since its opening during COVID in 2020.

Claymore relocation project. We relocated 43 Claymore residents from 2021-2022 this is a phenomenal effort, and we did in a time frame quicker than our DCJ counterparts in the same location to allow for the revamp of this dense social housing suburb. We will be entering stage 2 in September this year. Thank you, Campbelltown and our Housing Access Team, led by Julie Roberts for your hard work and phenomenal effort in getting this task completed. Stock management transfer of 43 social housing properties from DCJ to Argyle Housing in 2022 to replace the 43 lost in our Claymore relocation project.

Support Services

Argyle Housing have entered into a partnership/agreement with St Vincent De Paul and Dirty Janes for the Good Works Garden in Fyshwick. Grants grow community gardens – Our Canberra (act.gov.au)

Argyle Housing will enter an MOU with Anglicare Goulburn for the Market Street Project. Argyle Housing have entered partnerships with LCN in Griffith for the YAS program and YES Unlimited in Albury and SVDP in Wagga for the same program.

Argyle Housing have also multiple informal partnerships such as with community options in Southwestern Sydney for food and brokerage support for our Clients suffering with the cost of living and inflation, and rental prices. We also work closely with Uniting in Southwestern Sydney for our Together Home Program. Marathon health in Murrumbidgee for our together home program, Marathon and Argyle Housing have worked together to successfully start to exit our tranche 1 Clients after some positive outcomes and growth.

Other

Argyle Housing Staff have consistently communicated their excitement about the direction that Argyle Housing is heading, with a strong focus on our Clients, and the people we work for and with. One of our biggest achievements this year as an organisation was appointing the Chief Executive Officer role, at a difficult time after the passing of our former CEO. I think I can speak on majority of our organisation in saying that it couldn't have gone to a more well deserving, inspiring, experienced, humble, fair, and knowledgeable leader. Carolyn has built a strong rapport with all of our Staff and has the confidence of the majority of the organisation in believing that the best of Argyle Housing is yet to come.

Operations General Manager

With one month completed as the Operations General Manager, I am gaining traction on my implementation plans to maintain and where required improve on the current performance results with the intention of ensuring the Operations and Assets Teams are successfully operating within the new structure, aligned with the business strategic plan and Client Value Proposition.

As a new employee and the Operation General Manager, I am currently working with all Staff across the Teams, to understand the business plan and the Team's requirements under the new structure. I will also be working with the Teams in developing different tools and ways that will help our Staff get a better understanding and expectations around the delivery of our KPI's.

I have been attending Tenant Forums over the past weeks and the changes from a Client perspective appear to be positive.

Whilst there are still some challenges ahead, we anticipate that the next six months will see a significant improvement across all areas of operations and will intern provide a greater Client service.

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Our Finances

Our Finances

- Finance Overview
- Full Financial Report

Finance Overview



TOTAL ASSETS
\$219M



SURPLUS
\$1.7M



DWELLINGS OWNED
393



VALUE OF DWELLINGS
\$132.5M



CHANGES IN FAIR VALUE OF DWELLINGS
+\$30.2M

Full Financial Report

2022 was a busy year for Argyle Housing with many exciting changes across the organisation. In October 2021 Natalie Barnet joined the Rent Review team (later to become the Rent Services Team) and along with the team processed over 5,000 tenancy reviews and also ensured compliance to key government funded programs whilst adopting electronic file management in processes and procedures.

On the same day Natalie joined so did Gautam Raghunath, he commenced his role in the IT team with Madhu and Tim. Each month the team receive on average 100 to 150 requests for support covering all aspects of technology that we all rely on to deliver support to our Clients. In 2022 we are on track to spend over \$0.5m in hardware and software applications.

In the first half of this year under the leadership of Angela with the support of the team we successfully completed, with new auditors RSM, our external audit continuing to innovate in the processing of over 240,000-line items of data each year. Li-Wen Wang also joined our team in November as a finance officer providing invaluable support in the management of the hundreds of leaseholds that we have throughout the organisation.

Projects undertaken

Across the three teams we have completed the following projects:

- Successful deployment of the Peoplesoft Maintenance Manager application which is used by our maintenance contractors in providing repairs for our clients.
- Replaced the MRI-Agile tenancy inspection application with the Maintenance Manager inspections application with a lot of positive feedback received as a result of the change.
- As an organisation we successfully completed our first internal audit of our IT.
- Installed mobile device management tool for all our devices to support security,
- Completed the roll out of our new phone system providing greater stability and enabling the new call handling approach to be trialled and deployed.
- The finance application called Pro-Master which is a mobile corporate expenditure application enabling the card users in Argyle Housing to do end to end processing on their respective mobile devices.
- a Client Portal enabling our clients to engage directly online with any mobile device or personal computer

In 2023 we are well in track to complete the roll out of the following

- An Electronic data management approach with targeting to reduce the volume of paperwork stored and leverage the technology
- New Cyber employee education offerings to roll out to all
- Continued investment in IT in both hardware and software tools

- Application of an IT strategy that looks beyond the current financial year

[View Report](#)





Thank you

We would like to thank everyone that has worked with Argyle Housing throughout 2021/2022. You have all helped us deliver great outcomes for and assist in creating new opportunities for our clients and communities. We also acknowledge and thank our staff across all locations. We appreciate your effort and commitment throughout the year.