



00
01

tenants union of victoria
annual report
2000-2001

01



CONTENTS

| | |
|---|-----------|
| MISSION | 2 |
| MAJOR ACHIEVEMENTS | 2 |
| CHAIRPERSON'S REPORT | 3 |
| CHIEF EXECUTIVE OFFICER'S REPORT | 4 |
| LEGAL SERVICES | 5 |
| Advice Service | 5 |
| Casework | 6 |
| Rooming House Service | 6 |
| Specialist Legal Work | 7 |
| REGIONAL SERVICES | 8 |
| Western RHSP Service | 8 |
| Public Tenancy Advice & Referral Service | 8 |
| Community Facilities Management | 9 |
| Highlight on the High Rise | 10 |
| Northern Consumer & Tenant Advice Service | 10 |
| SPECIALIST SERVICES | 12 |
| Community Education | 12 |
| Publications | 12 |
| Training | 13 |
| Policy & Research | 14 |
| ADMINISTRATION SERVICES | 15 |
| STRATEGIC PLAN | 16 |
| PERSONNEL | 18 |
| Staff | 18 |
| Volunteers | 19 |
| FINANCIAL STATEMENTS | 20 |
| Directors' Report | 20 |
| Income & Expenditure Statement | 22 |
| Statement of Financial Position | 23 |
| Notes | 24 |
| Statement of Cash Flows | 25 |
| Statement by Directors | 26 |
| Auditor's Report | 27 |

VISION

Genuine housing choice without social or economic disadvantage

MISSION

To promote and protect the rights and interests of all residential tenants in Victoria

MAJOR ACHIEVEMENTS 2000/2001

- **35,090** clients statewide
 - 9,765 public tenants
 - 24,100 private tenants
 - 1,220 consumers
- **1,600** clients assisted through casework
- **340** Tribunal representations
- **1,270** organisational clients statewide
- **100+** education activities to a total audience of more than **3,000** tenants and services
- Publication of *The Tenant Worker's Survival Kit* a comprehensive problem solving manual for tenancy and housing workers
- Publication of the *Tenant Handbook* a information guide for residential tenants
- Publication of the *Public Housing Survival Kit* an information guide for public housing residents
- Publication of the *Rooming House Survival Kit* an information guide for rooming house residents
- Publication of the *Caravan Park Survival Kit* an information guide for permanent caravan park residents
- Publication of the *Tenants Rights* a multilingual information guide for residential tenants in 11 community languages.
- **850,000+** hits from 45,000 user sessions on the TU Web Site
- **160+ hours** of training to tenancy workers across the state
- **110** articles in statewide and local media
- **8,515** clients assisted by the TU Western Region Public Tenant Service
- **21,000+ hours** of community facilities use for the benefit of public tenants in the Western region
- **980** clients assisted by the TU Rooming House Service
- **1,220** consumer clients assisted by the TU Northern consumer and Tenant Advice Service

CHAIRPERSON'S REPORT

On behalf of the Board of Directors, it is with great pleasure that I present the 2000/01 Annual Report of the Tenants Union of Victoria. The information contained in these pages is testament to a great need in the community for the organisation's work. The rental housing market is constantly changing, and the TUV remains responsive to these changes to ensure our ongoing relevance.

Accordingly, the TUV has undertaken significant forward planning work during 2000/01, resulting in the revamped vision and mission statements contained on the previous page, and a set of strategic goals to challenge the organisation over the next three years. The TUV's strategic goals relate both to the relevance and quality of our work into the future, and to the manner in which we act as an organisation towards our clients and our staff. The whole organisation has been engaged in this work, and I must congratulate all staff and volunteers, with particular mention of the management team, for their hard work and commitment in keeping the organisation responsive to present needs while focussed on future goals. No organisation can afford to stand still, but it takes extraordinary commitment to focus on the future when the needs of the present are so great.

The TUV enters the new financial year in a sound financial and strategic position. There is considerable work to be done yet, to achieve the vision, to enhance the internal capacity of the organisation, to realise some of our strategic goals. The calibre of the TUV's people - volunteers, staff, management and board - will ensure that this work occurs over the next year and results in an even stronger, more responsive organisation into the future.



Robyn Winslow
Chairperson

CHIEF EXECUTIVE OFFICER'S REPORT

This year has proved to be another challenging and rewarding year for the Tenants Union.

We have once again been able to maintain a formidable level and reach for our service delivery and other activities. The challenge to grow and continually improve our service and activities remains.

Over this past year the Tenants Union has also collectively reviewed and reassessed its long-term direction.

There is a story about a group of road builders laying a road through almost impenetrable jungle. All aspects of the team are highly effective. The machete wielders are flat out doing 150 strokes to the minute. There is a finely honed band clearing away the debris and rubbish. The gravel arrives just on time shortly followed by the rollers. Trained masseuses are readily available to massage the workers, 20 miles of road a day, day in day out. Unfortunately, one day a scout climbs a tree and shouts down to the crew "We're going the wrong way" Disbelieving, the crew shouts back as one "But we're working really well!"

Whilst the level of service and activity the Union has been able to deliver and maintain is to be commended it is important from time to time to check that we are going in the right direction. In our case the right direction must be towards social change that can deliver lasting benefits to Victorian tenants.

The end product of our review, the current strategic plan for the Tenants Union forms part of this Annual Report. We were fortunate to secure an overall increase in recurrent funding in this financial year and wish to acknowledge the contribution of the following funding bodies in enabling the Tenants Union to work towards its objectives.

- The Office of Fair Trading and Business Affairs
(now Consumer and Business Affairs Victoria)
- The Office of Housing - Rental Housing Support Program
- Victorian Legal Aid
- The Department of Legal Aid and Family Services (Commonwealth)

Throughout this year, as the Annual Report makes evident, the staff of the Tenants Union has delivered highly professional and effective services to Victorian tenants and a wide range of organisations that work with tenants. The introduction of the new legislation further complicated this task. The details of the range and complexity of activities undertaken by the Union are a credit to the commitment and skills of the staff who should be commended for another excellent year's work.



Mark O'Brien
Chief Executive Officer

LEGAL SERVICES

ADVICE SERVICE

The aim of the Advice Service is to provide accessible and effective assistance to residential tenants across Victoria but particularly focussing on metropolitan Melbourne.

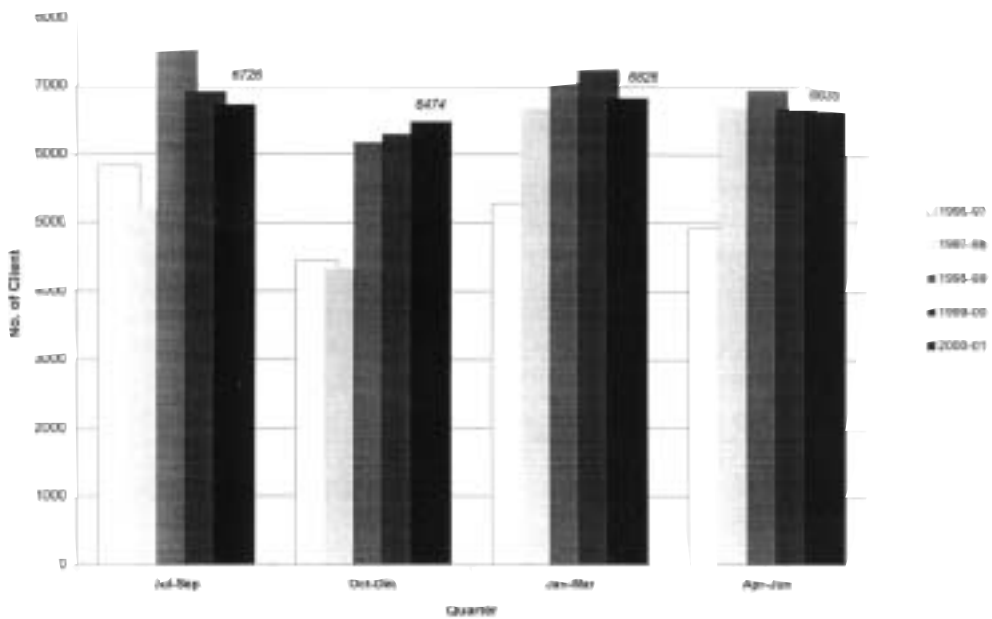
The service is structured to facilitate initial contact through the centralised telephone advice line, with queuing capacity for up to five callers, and where necessary referral to the Union's own regional services or to public and private tenant services across the state.

The structure of the advice service enables clients with simple issues to be efficiently assisted with basic advice and information. Clients with more complex issues or those with problems requiring documents to be sighted can be referred to in person services for follow-up assistance.

More than 80% of all clients are assisted with basic advice and information, largely by telephone.

The figure below illustrates the continued improvement in client assistance from 1996/97 to 2000/01.

Advice Service Comparison 1996/97 v 2000/01



CASEWORK

Casework services are provided to those clients who require more than basic advice and information. Casework services include negotiation with landlords and agents, drafting of letters or documents, preparation of submissions and where required representation or support of clients at the Victorian Civil and Administrative Tribunal.

The Tenants Union has assisted more than **1,600** clients with casework services in 2000/2001. The table below summarises the continued improvement in assistance through casework services.

Casework Comparison 1999/2000 v 2000/2001

| | 1999/2000 | 2000/2001 | |
|---|-----------|-----------|------|
| • Number of files open at 1 July 99/00 | 581 | 812 | +40% |
| • Number of new clients | 917 | 801 | -13% |
| • Letter/document preparation | 993 | 1,515 | +53% |
| Negotiation | 765 | 1,103 | +44% |
| Representations | 279 | 399 | +43% |
| • Total casework contacts | 4,258 | 6,249 | +47% |
| • Number of files open at 30 June 00/01 | 812 | 781 | -4% |

ROOMING HOUSE SERVICE

The purpose of the Rooming House service is to provide effective assistance to rooming house residents across Victoria. The service operates during normal business hours and provides both basic advice and information and casework services as required.

In 2000/2001 the Rooming House service:

- provided telephone advice to **645** clients
- provided drop-in advice to **389** clients
- provided casework assistance for over **152** clients
- undertook **112** representations at the VCAT

The Rooming House service has developed and implemented a highly successful community education program.

The Rooming House service staff have also conducted training on rooming house issues for a range of community workers in both metropolitan Melbourne and country areas.

SPECIALIST LEGAL WORK

The Tenants Union also provides specialist legal services including:

- organisational assistance to a wide range of government and non-government agencies across the State
- specialist representation and public interest legal work in higher jurisdictions such as the County Court and Supreme Court
- legal research on tenancy and related matters

Organisational assistance has decreased slightly with **1,270** advice contacts in 2000/2001.

The Tenants Union solicitors again undertook Supreme Court appeals, briefed Counsel in a County Court matter and represented in Magistrates Court hearings.

The Residential Tenancies Act 1997 also necessitated legal research into areas of ambiguity. Ongoing liaison with senior members of VCAT assists with clarification of some issues.

REGIONAL SERVICES

WESTERN RHSP SERVICE

The Western Region Rental Housing Support Program (RHSP) Service has three component services:

- public tenancy advice and referral service
- community facilities management
- regional housing needs research

PUBLIC TENANCY ADVICE AND REFERRAL SERVICE

The aim of the Public Tenancy Advice and Referral Service is to provide accessible and effective advice and referral services to current and prospective public tenant within the Western metropolitan region.

To ascertain and improve accessibility, client statistics from both the regional telephone and drop-in advice services are monitored. Service locations are assessed and where necessary modified.

As at 30 June 2001 the Tenants Union RHSP service has service locations at:

- Ascot Vale
- Carlton
- Flemington (inc. Crown Street)
- Footscray (Gordon Street)
- Kensington
- Moonee Ponds
- North Melbourne
- Sunshine
- Werribee
- Williamstown

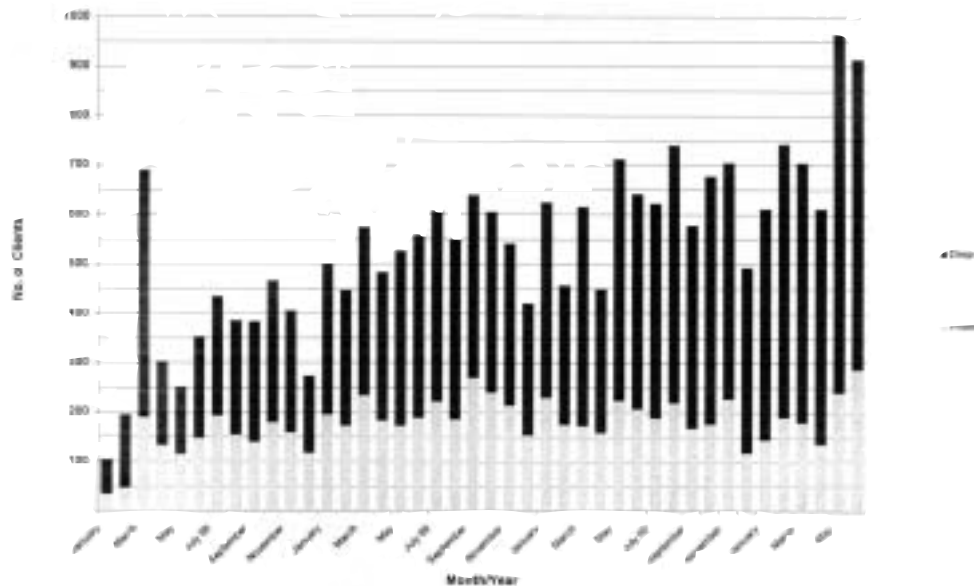
In addition we continue to operate a regional telephone advice service 40 hours per week to ensure that all clients have easy and immediate access to basic advice and information.

Advice and casework statistics for the year indicate:

- a total of **8,515** client contacts; comprised of 6,141 drop-in advice service enquiries and 2,304 telephone advice service enquiries
- a total of **6,834** new clients and 1,681 ongoing casework contacts
- an additional 315 contacts from agencies/organisations in the region
- over 55% of clients were from non-English speaking backgrounds
- interpreting services or bilingual TUV staff assisted in more than **1,700** client interviews
- nearly 60% (4,017) of contacts involved casework services
- over 300 clients received VCAT/Office of Housing Appeals assistance or representation

The graph over indicates the continued improvement in client assistance since the establishment of the service.

Public Tenancy Advice and Referral Service Trend



During this year we assisted clients with a vast range of tenancy issues and problems. The most common public tenancy issues raised were:

- maintenance/repairs (1,775)
- priority housing applications (1,189)
- priority transfer/transfer applications (1,495)
- general rights and responsibilities (1,083)
- rental rebates (534)
- rent arrears (471)
- eligibility (750)

COMMUNITY FACILITIES MANAGEMENT

The aim of community facilities management is to expand the range and hours of community facilities usage for the benefit of public tenant in the region.

In 2000/2001 community facilities statistics indicate:

- **21,586 hours** of total usage.
- Average regular usage of 1,445 hours per month.
- Average non-regular usage of 192 hours per month.

The most common categories of facilities usage were:

- tenant group meetings, social gatherings and administration duties (4,690 hours)
- recreational activities such as bingo, sports clubs, meditation groups, exercise groups, local support group activities, cooking groups (7,118 hours)
- community agency support services such as health promotion activities, language classes, local government services, educational services (6,285 hours)

HIGHLIGHT ON THE HIGH RISE

There are a lot of misconceptions about people that live in public housing and their lives. Many people come to call public housing their home, and work at building a sense of community around them.

During Housing Week 2001 in conjunction with Polyglot Puppet theatre we transformed tenants photos into a project image show - *Highlight on the Highrise*. This was a collaborative event, bringing together the expertise of the theatre group, Polyglot, the local tenant group, Carlton Housing Estate Residents Services (CHERS) and the Tenants Union of Victoria.

For the last two years the Tenants Union of Victoria has hosted two photo exhibitions about public housing and public tenants. Tenants who have been involved in these projects were delighted and proud to share their lives with us.

A selected number of the photos were then made into slides. An artist worked with the slides in conjunction with a sound track of sounds, voices, and laughter - taken from tenants on the estates.

At twilight time, the selected slides were 'superimposed' onto large screens at the front of the high-rise buildings at 480 Lygon Street, Carlton and 120 Racecourse Road, Flemington, and Ormond Street, Kensington. The light show was synchronised with the audio sound track. In partnership with the local tenants group, young children made life size puppets. During the lighting extravaganza children emerged from the screens with their life size puppets, and streamed and weaved in and out of the audience, out of darkness.

We wanted to break down that perception that public housing estates are dull places to live and to also confront the fears associated with nighttime activity, when people generally feel more vulnerable, with the creation a festival type environment.

NORTHERN CONSUMER & TENANT ADVICE SERVICE

The Consumer & Tenant Advice Service Northern has responsibility for providing an accessible advice service for tenants and consumers and for undertaking community education in the Northern metro region. The service covers the government areas of Darebin, Banyule, Whittlesea, Moreland, Hume, and Nillumbik.

The Northern region service delivers a total of 87.5 hours of access per week across the region from the central location in Preston and outreach service locations in Glenroy, Greensborough, Epping and Sunbury.

In 2000/2001 the Consumer & Tenant Advice Service Northern:

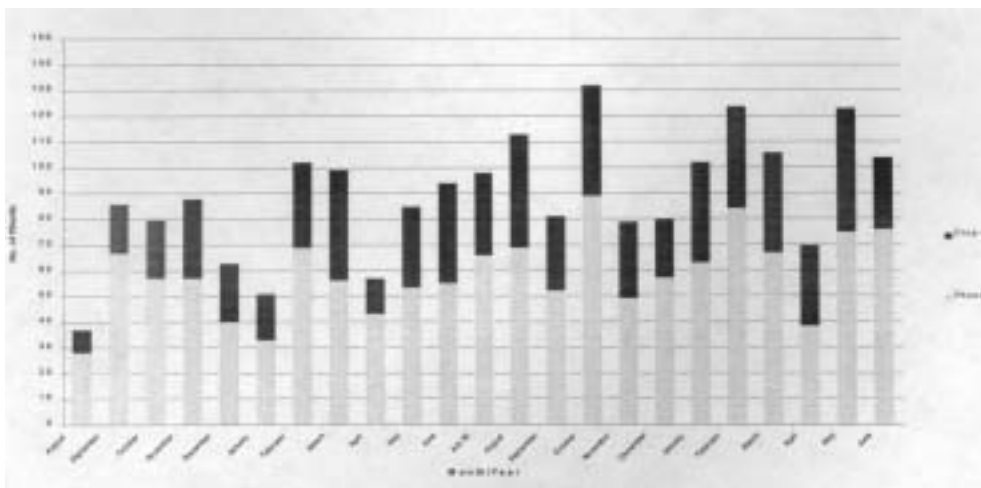
- Provided advice to **1,762** tenancy clients
- Provided advice to **1,222** consumer clients
- Provided advice to **111** organisational clients
- Provided casework services to **242** tenancy and consumer clients
- Undertook **21** representations at VCAT
- Undertook **61** regional community education activities
- Generated or participated in **37** regional media activities
- Published **3** editions of the consumer newsletter, *All Consuming*

The service was also involved in a number of regional networks including the North East Region Settlement Issues Network, the Hume and Moreland Multicultural Workers Networks, the Broadmeadows, Sunbury and Whittlesea Housing Networks, Darebin Aboriginal Support Network and the Consumer Support Workers Network.

In the past year the service has also participated in the following joint projects:

- Participated in the planning and staging of **2** community events in caravan parks in the Broadmeadows area.
- Participated and contributed to the production of an information card for City of Hume Caravan Park residents
- Participated in a steering committee that was formed to assist settlement of Temporary Protection Visa Holders recently released from immigration detention centres.
- Initiated a project with a major welfare provider in Broadmeadows to organise a consumer forum for community workers in the Cities of Hume and Moreland.

Consumer Advice Service Trend



SPECIALIST SERVICES

COMMUNITY EDUCATION

A core objective of the Tenants Union is:

To take all reasonable steps to provide equitable and accessible services to individuals from socially, culturally and linguistically diverse backgrounds and situations.

To assist with the achievement of this objective the Tenants Union community education program has two key elements:

- community education activities for tenants from linguistically and culturally diverse backgrounds and for relevant services and agencies, and,
- implementation of a comprehensive Workplace Diversity policy.

In 2000/2001 the priority of the program has been to ensure regional community education activities. Accordingly the program:

- undertook **50** regional community education activities to a total audience of **more than 1,500** non-English speaking tenants and multicultural service workers
- undertook at least one service promotion activity or meeting each week to a range of relevant services.

To further assist with service referral the Community Education program workers are involved in key regional networks including Migrant Resources Centre groups and Department of Immigration & Multicultural Affairs Settlement Advisory Committees.

During this year, the Community Education Program was involved in a major project targeting non-English speaking new arrivals in conjunction with the Adult Migrant Education Services (AMES).

PUBLICATIONS

The Tenants Union Publications Program produces a range of publications and resources for tenants, rooming house and caravan park residents, and tenancy workers.

In 2000/2001, the Publications Program has continued to update and revise publications following the introduction of the new Residential Tenancies Act 1997 and amendments to other relevant legislation.

Publications or other resources distributed in 2000/2001 included:

- **65,000+** Advice Leaflets (covering 26 common residential tenancy problems)
- **2,000+** Tenants Handbooks
- **2,500+** Public Housing Survival Kits
- **1,500+** Rooming House Survival Kits
- **1,600+** Transitional Housing Survival Kits
- **1,000+** Caravan Park Survival Kits
- **50** Tenants Rights multilingual guides
- **65** Tenant Worker Survival Kits
- 3 editions of Update (a quarterly newsletter for tenancy and housing services)
- 3 editions of Tenants News (a quarterly newsletter for tenants)
- **850,000+** hits from 45,000 user sessions on the TU Web Site

A comprehensive database has now been developed to assist with publications planning and distribution.

TRAINING

The Tenants Union Training Program is designed to provide initial and ongoing training to tenancy workers both within the Tenants Union as well as tenancy workers funded under Consumer and Business Affairs Victoria's Fair Trading Program, and the Office of Housing's *Rental Housing Support Program (now Public Housing Advocacy Program)*.

In 1999, the Tenants Union was successful in achieving Registered Training Organisation status from the Office of Training and Further Education and we are currently providing one accredited course, Introduction to Tenancy Law. The course is now offered as a two-day course, which includes more training on rooming house and caravan park law and VCAT. Successful completion of the course and its assessment activities will result in participants gaining a statement of attainment in 'Course in Residential Tenancy Law (Victoria)'.

A Tenancy Training Committee, consisting of workers from a number of tenancy services, was formed in October 1999 in order to develop and deliver effective training in line with the National Training Framework.

The following training was offered in 2000/2001:

- **July 2000** Introduction to Tenancy Law
- **August 2000** Office of Housing's Bond Loan Scheme,
Maintenance & Tenancy Management Policies
- **September 2000** Advanced Tenancy law
Representing Tenants at VCAT
Introduction to Tenancy Law
Introduction to Office of Housing Policies & Procedures
- **October 2000** Rooming House Law
Public relations Planning & Media Skills
- **November 2000** Introduction to Tenancy Law
Caravan Park Law
- **February 2001** Intermediate Tenancy Law
- **March 2001** Intermediate Office of Housing Policies & Procedures
CBAV Workers Network training
- **May 2001** RHSP Workers Network training
Introduction to Tenancy Law
- **June 2001** Intermediate Tenancy Law

Based on feedback and evaluation following each workshop, the Training Program has consistently achieved high participant satisfaction, with more than 90% of participants rating the workshops good or excellent.

Work is continuing on accreditation of other Tenants Union training courses and the development of more flexible training approaches such as on-line delivery.

POLICY AND RESEARCH

The Tenants Union undertakes research, policy formulation, lobbying and media work to represent the interest of tenants and to highlight the impact of living in the rental sector on tenants' everyday lives.

In 2000/2001 the Tenants Union:

- Continued to lobby the State government in regard to amendments of the residential tenancies legislation through active participation in the Residential Tenancies Act Review
- Continued to lobby the State government to improve the policies and procedures for public housing through active participation in policy reviews
- Continued to participate in the development and implementation of the new centralised bond administration system in Victoria which finally vests control of rental bonds in the hands of an independent third party
- Participated in the VCAT Residential Tenancies List Users Group to identify systemic problems with VCAT processes and practice
- Participated in Quarterly Forums sponsored by the Director of the Office of Fair Trading and Business Affairs to maintain an overview of residential tenancies services and activities and to address any problematic issues identified including the development of plain English forms and documents
- Continued to provide feedback about the development of state and Federal privacy legislation and its impact on private tenancy databases
- Promoted tenancy issues in both local and statewide media with over 180 articles or interviews in print or on radio
- Undertook extensive lobbying of the Federal Government and the minor parties in regard to the regressive GST provisions for rooming houses and caravan parks highlighting the significantly worse treatment of rooming houses under the proposed legislation
- Lobbied the Federal Government and opposition to ensure federal housing policy is responsive to the needs of tenants in the private and public sectors
- Continued maintenance of a housing needs database and research into specific housing needs in the Western region

ADMINISTRATION SERVICES

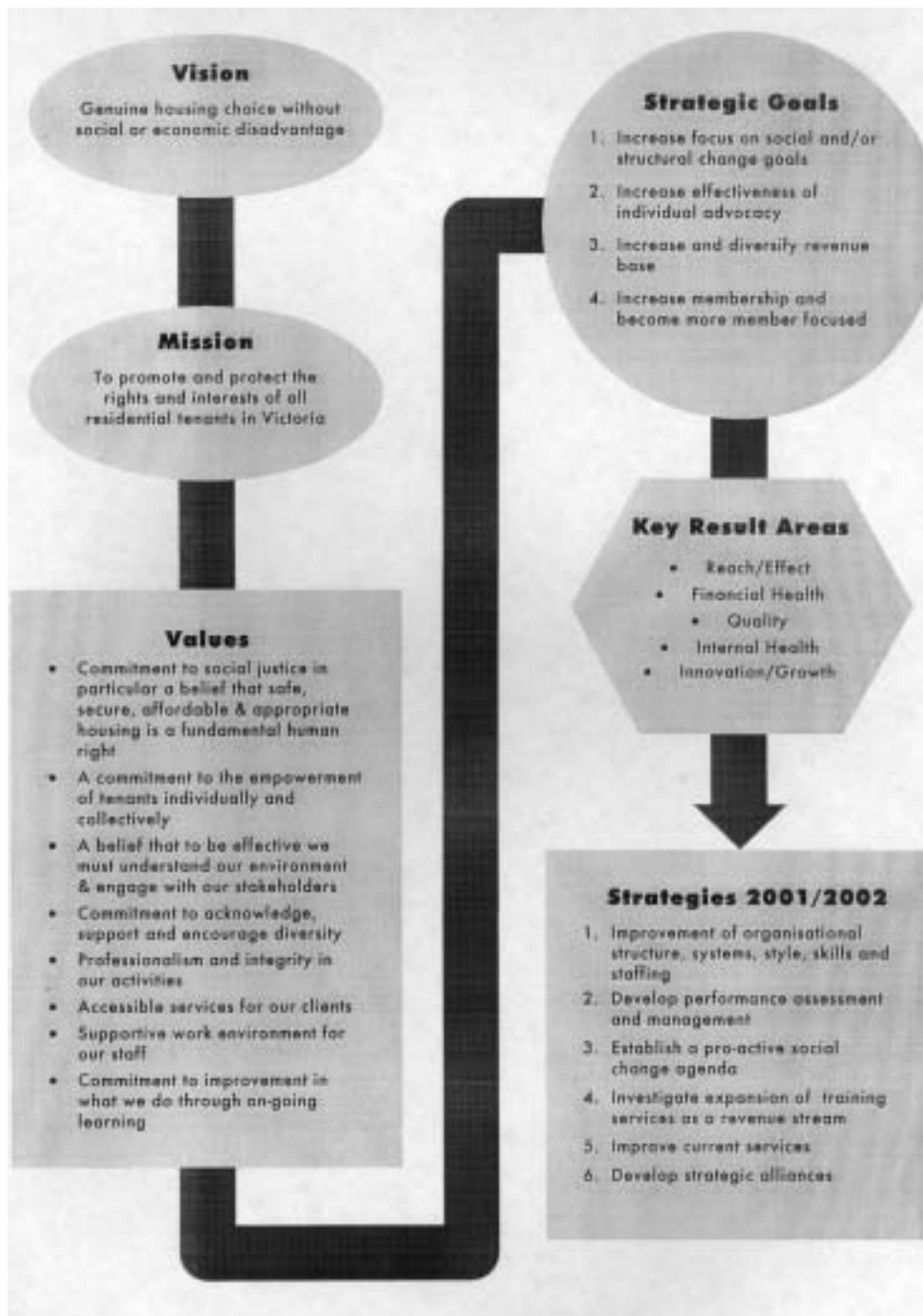
Administration services are fundamental to facilitate the effective work of the Tenants Union.

In 2000/2001 Administration services:

- Provided effective financial reporting and accountability to the Board, funding Bodies and Australian Securities and Investment Commission (ASIC)
- Developed and maintained the Tenants Union's information technology network with 50 work stations across 19 sites
- Implemented full e-mail capacity and Internet access for all staff
- Maintained the Tenants Union library and other information resources with over 1800 catalogued items
- Provided effective reception services for the central office of the Tenants Union handling an average of 120 enquiries per day (excluding advice service calls)
- Handled more than 200 orders for publications and ensured all orders were filled and returned within 7 days of receipt

STRATEGIC PLAN

During this financial year the Board has overseen the development of a new strategic plan for the organisation. The new plan and the Key Result Areas are outlined below.



Tenants Union of Victoria, Key Result Areas 2001-2002

| Area | Indicator | Target | |
|--|--|---|-----------------------|
| Reach | A. Achievement of social change goals | Report to Board on achievements x 6 monthly | |
| | B. Participation in policy reviews | Active participation in all relevant reviews | |
| | C. Campaign involvement | 1 major statewide campaign | |
| | D. Joint project involvement | Document joint projects x quarterly | |
| | E. No. of media releases | 1 per month (statewide) | |
| | F. No. of media articles x type | 1 per month (local) x 1 per month (statewide) | |
| | G. No. of clients overall | 34,100 tenants x 1,000 consumers per annum Central Phone 22,000 Inner 2,000 North(tenants/consumers) 2,100 / 1,000 West 8,000 | |
| | H. No. of advocacy clients | 80% of clients advice and information assist only | |
| | I. No. of research projects | 2 research papers per annum | |
| | J. No. of education forums | 34 minimum (+<10) forums per annum Inner 12 North 22 (+<10) | |
| | K. No. of days training provision | 30 days per annum | |
| | L. Distribution of publications | All targets per annum: Leaflets 100,000 Handbooks 20,000 Tenants News 4 x 2,500 Update 4 x 150 Web (user sessions) 30,000 | |
| | M. No. of members | 500 x June 2002 (then >1% of rental sector) | |
| | N. Proportion of renewals > 12 months | > 50% x June 2002 (then >75%) | |
| | O. No. of attendees at AGM | > 60 in 2002 | |
| | P. Response rate to client surveys | 20% | |
| | Financial | Q. Budget for social change work | % increase annually |
| | Health | R. Proportion of discretionary funding | > 1% |
| | | S. Proportion of non/government funding | > 1% |
| T. Minimise accumulated deficits/surplus | | < +4% surplus, -0% deficit | |
| Quality | U. Document service trends | Service Area reports x quarterly | |
| | V. Abandoned call rate (Fitzroy only) | Average < 20% | |
| | W. Client satisfaction: advocacy | > 80% | |
| | X. Client satisfaction: training | > 90% | |
| | Y. Client satisfaction: publications | > 90% | |
| | Z. Compliance with service guidelines | No exceptions | |
| | AA. No. of client complaints | No exceptions | |
| | Internal | BB. Level of unplanned turnover | < 5% per annum |
| Health | CC. Level of absenteeism | < 3% average per annum | |
| | DD. Staff satisfaction | +75% | |
| | EE. Compliance with Workplace Diversity Policy | No exceptions | |
| | FF. Compliance with EEO, OHS Workcover etc. | No exceptions | |
| | GG. Achievement of staff development goals | No exceptions | |
| Innovation | HH. New alliances developed | [To be confirmed] | |
| | II. New services implemented | [To be confirmed] | |
| | JJ. Service innovations implemented | [To be confirmed] | |

PERSONNEL

STAFF

Our thanks go to the following staff who left the organisation in 2000/2001 for all their commitment and work during their employment with the Tenants Union; Leslie Heath, Steve Womersley, Cressida Limon, Stan Winford, Joanne Knight, Pam Bennet, Sasha Attwood, Wendy Clancy, Kate Wait & Lisa Wilkins.

Staff members as at 30 June 2000 were:

Specialist Services

| | |
|-----------------------------|--|
| Mark O'Brien | Chief Executive Officer |
| Loren Polzot | Training Worker |
| Nona San Pedro | Community Education Worker |
| Richard Watling (vacant) | Research Worker Publications Worker |
| Michelle Marven | Policy and Liaison Worker |

Western Region Services

| | |
|-----------------|-----------------------------|
| Ed Brew | Western Region Coordinator |
| Bev Coulson | Administration Worker |
| Amrit Crewe | Tenant Support Worker |
| Lesla Herring | Tenant Support Worker |
| Simon Eramo | Tenant Support Worker |
| Paul Jenkins | Tenant Support Worker |
| Amelia Taeuber | Tenant Support Worker |
| Larry Sutcliffe | Tenant Support Worker |
| Yvonne Tran | Tenant Support Worker |
| Angelica Varas | Tenant Support Worker |
| Wayne O'Connor | Tenant Support Worker |
| Terri Soumilas | Community Facilities Worker |

Administration Services

| | |
|------------|-------------------------------------|
| Joe Ormeno | Administration Services Coordinator |
| Pam Barden | Reception Worker |
| Anne Smith | Administration Worker |

Legal Services

| | |
|-----------------|----------------------------|
| Cate Carr | Legal Services Coordinator |
| Beccy Sladdin | Caseworker |
| Cameron Horn | Caseworker |
| Corina Kahan | Caseworker |
| Graeme McDonald | Solicitor |
| Ruth Nwankwo | Solicitor |
| Mandi Scott | Rooming House Caseworker |
| Colleen Power | Rooming House Caseworker |

Northern Services

| | |
|-------------------|------------------------------|
| Mandy Walmsley | Team Leader |
| Lyn Dundon | Community Education Worker |
| Tania McKenna | Caseworker (maternity leave) |
| Ben McCarthy | Caseworker |
| Clare McCarthy | Caseworker |
| Jill Newton | Caseworker |
| Ursula Dutkiewicz | Casual Administrator |

The Tenants Union would like to express its thanks for their consistent hard work and dedication.

Volunteers

The work of the Tenants Union would not be possible were it not for the dedication and commitment of volunteers, particularly in the legal services and administration areas.

In this the International Year of the Volunteer, we would like to gratefully acknowledge the assistance and support of the following volunteers in 2000/2001.

| | |
|-------------------|----------------------|
| Brigitte Bailey | Christina Gyrn |
| Liz Bartley | Lee Hansen |
| Elka Bleeker | Marcella Lobos |
| Tania Bolton | Edward Lui |
| John Carroll | Bill McKenzie |
| Melinda Cavalliri | Paul Mansfield |
| Marianne Coulson | Jose Martinez |
| Luan Danaan | Suzi Nesbitt |
| Nick Diakoumis | Dimitra Panagopoulos |
| Neil Farren | Noam Shifrin |
| Belinda Giampa | Victor Tse |
| Elisha Grover | |

FINANCIAL STATEMENTS

DIRECTORS' REPORT

Tenants Union of Victoria Ltd A.C.N. 081 348 227

Your directors submit the financial accounts of the company for the year ended 30 June 2001.

The names of the Directors in office during the year ended 30th June 2001 are:

| | | |
|--------------------|------------------|---------------------------|
| Craig Barry | Elected 30/10/97 | Attended 4 Board Meetings |
| Alison Hardacre | Elected 5/11/99 | Attended 5 Board Meetings |
| Robyn Winslow | Elected 5/11/99 | Attended 5 Board Meetings |
| Merrilee Cox | Elected 6/10/00 | Attended 4 Board Meetings |
| Paulette Awais | Elected 6/10/00 | Attended 5 Board Meetings |
| Elizabeth Morrigan | Elected 5/11/99 | Resigned 19/3/2001 |
| Mario Agostinoni | Elected 6/10/00 | Resigned 20/3/2001 |

The principal activities of the company during the financial year were:

- to represent tenants and speak for the collective interests of tenants
- to work towards the improvement of the status and rights of tenants and to promote alternatives to the present forms of rental housing
- to work towards more just and equitable systems of regulating both rental housing and the rights of tenants
- to act with individual tenants and tenants as a group in order to ensure better conditions in rental housing, fairer leases and conditions of tenancy, a more equitable supply of rental housing and the prevention of deceitful, oppressive or unjust practices in the rental market
- to promote the establishment of resource centres, advice and coordination services for tenants and to promote, as far as possible, autonomous local and regional groups of tenants, affiliated with the Tenants Union of Victoria Ltd
- to inform and educate tenants as widely as possible as to their existing rights and of conditions in the rental market, and to conduct research about such conditions and about the specific needs and problems of tenants
- to encourage participation by members and tenants groups in all activities concerning tenants and in the activities of the Tenants Union of Victoria Ltd
- to ensure representation by, and participation of, tenants as far as possible in law and policy making as it affects tenants or housing
- to promote the provision of rental housing that is safe, convenient, and available to all people regardless of gender, age, religious or political beliefs, marital status and family composition, disability or sexual preference
- to take all reasonable steps to provide equitable and accessible services to individuals from socially, culturally and linguistically diverse backgrounds and situations

No significant change in the nature of these activities occurred during the year.

The net profit after providing nil for income tax amounted to \$Nil

No options to shares in the company have been granted during the financial year and there were no options outstanding at the end of the financial year.

No director has received or become entitled to receive, during or since the financial year, a benefit because of a contract made by the company, controlled entity or a related body corporate with a director, a firm of which a director is a member or an entity in which a director has a substantial financial interest. This statement excludes a benefit included in the aggregate amount of emoluments received or due and receivable by directors shown in the company's accounts, prepared in accordance with Schedule 5 of the Corporation Regulations, or the fixed salary of a full-time employee of the company, controlled entity or related body corporate.

Directors and officers insurance is held with AMP General Insurance limited through the Department of Human Services. Liability is limited to \$20,000,000 for any one claim and \$20,000,000 in the aggregate per organisation subject to non-accumulation. This insurance indemnifies Director(s) and/or executive officer(s) against third party claims for wrongful acts which includes actual or alleged breach of duty, breach of trust, neglect, error, misstatement, misleading statement, omission, breach of warranty of authority or other act wrongfully committed. No premium is payable by the Tenants Union of Victoria Ltd in respect of this policy.

Fidelity Guarantee insurance is held with Zurich Aust. Insurance Ltd. Liability is limited to \$100,000 for any one claim and \$100,000 in the aggregate subject to non-accumulation. This insurance indemnifies the Tenants Union of Victoria Ltd for loss of money, securities or other property due to acts of fraud or dishonesty by its employees. A premium of \$1,034 per annum is payable for this policy.

Signed in accordance with a resolution of the Board of Directors:

Director: 

Robyn Winslow
Chairperson

Director: 

Craig Barry
Director

Dated this 9th Day of September 1999.
Tenants Union of Victoria Ltd A.C.N. 081 348 227

INCOME & EXPENDITURE STATEMENT**Tenants Union of Victoria Limited A.C.N. 081 348 227****Consolidated Statement of Financial Performance for the
Year Ended 30th June, 2001**

| INCOME: | 2001 | | 2000 |
|---|------------------|-----------|------------------|
| Grants | 1,984,430 | | 1,914,387 |
| Interest Earned | 28,510 | | 24,133 |
| Membership Fees | 2,769 | | 3,885 |
| Other Income | 9,405 | | 21,292 |
| Sale of Publications | 160 | | 665 |
| Hire Fees | 4,278 | | 8,093 |
| | 2,029,552 | | 1,972,455 |
| LESS EXPENDITURE: | | | |
| Accounting Fees | 2,900 | 2,495 | |
| Bank Charges | 2,179 | 2,283 | |
| Capital Equipment | 55,433 | 28,908 | |
| Capital Equipment Maintenance | 7,435 | 7,911 | |
| Cleaning | 13,561 | 13,775 | |
| Community Facilities | 34,725 | 15,854 | |
| Conferences | 863 | 2,541 | |
| Depreciation | 17,419 | 19,572 | |
| Disbursements | 11,578 | 8,140 | |
| Employment Ads | 4,100 | 4,815 | |
| Establishment Costs | - | 34,756 | |
| Gas/Electricity | 10,389 | 11,475 | |
| Housing Week | 6,984 | 4,916 | |
| Insurances | 3,570 | 5,615 | |
| Library | 28,550 | 18,097 | |
| Locums | 37,786 | 23,188 | |
| Miscellaneous | 54 | 445 | |
| Payroll | 1,345,486 | 1,332,296 | |
| Photo Project | 3,225 | - | |
| Photocopying | 1,132 | - | |
| Postage & Freight | 21,862 | 27,551 | |
| Practising Certificates | 2,136 | 2,237 | |
| Printing | 67,289 | 78,401 | |
| Publicity | 17,925 | 12,580 | |
| Rates | 183 | 882 | |
| Rent | 85,919 | 80,110 | |
| Repairs & Maintenance | 6,552 | 7,997 | |
| Security | 3,618 | 3,674 | |
| Staff Amenities | 17,993 | 12,841 | |
| Stationery | 29,580 | 31,478 | |
| Superannuation (Employer) | 101,631 | 88,554 | |
| Telephone | 43,789 | 44,272 | |
| Training - External | 5,319 | 10,431 | |
| Training - Staff | 12,866 | 5,184 | |
| Travel | 29,851 | 24,146 | |
| Workcover | 8,314 | 6,345 | |
| | 2,042,196 | | 1,973,765 |
| SURPLUS/(DEFICIT) FOR THE YEAR: | (12,646) | | (1,310) |
| ADD SURPLUS/(DEFICIT) B/FORWARD | Nil | | Nil |
| SURPLUS/(DEFICIT) AS AT 30TH JUNE, 2001 | (12,646) | | (1,310) |
| ADD/(LESS) TRANSFER FROM/TO CAPITAL | | | |
| REPLACEMENT RESERVE | (24,827) | | 11,462 |
| LESS TRANSFER TO PROJECT BALANCES | 37,473 | | (10,152) |
| NET SURPLUS/(DEFICIT) FOR THE YEAR | \$NIL | | \$NIL |

BALANCE SHEET**Tenants Union of Victoria Limited A.C.N. 081 348 227****Consolidated Statement of Financial Position****as at 30th June, 2001**

| ASSETS: | 2001 | | 2000 | |
|--|-------------|------------------|-------------|------------------|
| Grant in Arrears - OOH RHSP West | - | | | 26,000 |
| Security Deposit | 5,000 | | | 4,167 |
| Sundry Debtors | 3,730 | | | 870 |
| Cash on Hand (Petty Cash) | 1,435 | | | 1,245 |
| Cash at Bank - Commonwealth Investment Account | 671,258 | | | 270,336 |
| - Fitzroy Credit Co-Operative Ltd. | 61,576 | | | 56,867 |
| - Commonwealth Trading Account | 15,799 | | | 4,277 |
| Computer Office Equipment | 138,464 | | 96,219 | |
| Less Provision for Depreciation | 93,783 | 44,681 | 76,365 | 19,854 |
| TOTAL ASSETS: | | 803,479 | | 383,606 |
| CURRENT LIABILITIES: | | | | |
| Creditors | 126,679 | | 30,288 | |
| Provision for Salaries - Holiday Pay & LSL | 110,272 | | 140,195 | |
| Provision for Annual Audit | 2,700 | | 2,810 | |
| Provision for Handbook - Tenants Rights | 24,222 | | 24,222 | |
| Grants in Advance | 398,724 | 662,597 | 32,563 | 230,078 |
| PROJECT BALANCES: | | | | |
| R.H.S.P - OoH | 31,855 | | 46,779 | |
| Members | 18,259 | | 21,167 | |
| Community Education - H.A.P.S. | 3,921 | | 11,058 | |
| Regional Advice Service - OFTBA | 18,013 | | 21,350 | |
| Tenants Union Legal Service - VLA | 5,995 | | 13,895 | |
| O.F.T.B.A. - Specialist | 2,486 | | 3,842 | |
| OoH - H.S. Project | 12,453 | | 11,486 | |
| O.F.T.B.A. - Rooming Houses | 3,219 | 96,201 | 4,097 | 133,674 |
| LONG TERM LIABILITIES: | | | | |
| Capital Replacement Reserve | | 44,681 | | 19,854 |
| TOTAL LIABILITIES | | \$803,479 | | \$383,606 |
| NET ASSETS | | NIL | | NIL |
| ACCUMULATED FUNDS | | | | |
| Balance as at 30/6/00 | | Nil | | Nil |
| ADD SURPLUS/(DEFICIT) FOR THE YEAR | | Nil | | Nil |
| BALANCE AS AT 30TH JUNE, 2001 | | \$NIL | | \$NIL |

NOTES

Note 1: Statement of Accounting Policies

These financial statements are a special purpose financial report prepared in order to give accounts which satisfy the requirements of the Corporations Law to prepare accounts. The directors have determined that the company is not a reporting entity as defined in Statements of Accounting Concepts 1 and therefore, as there is no requirements to apply accounting concepts or standards in the preparation and presentation of these statements, none have been adopted.

The statements have been prepared in accordance with the requirements of the Corporations Law. The statements are prepared on an accrual basis from the records of the company. They are based on historic costs and do not take into account changing money values or, except where specifically stated, the current values of non-current assets.

Note 2: Member's Guarantee

The company is limited by guarantee. If the company is wound up, the articles of association state that each member is required to contribute a maximum of \$10 each towards meeting any outstanding obligations of the company. At 30 June 2001 the number of members was seventy three (73)

CASH FLOW STATEMENT**Tenants Union of Victoria Limited A.C.N. 081 348 227****Statement of Cash Flows for Year Ended 30th June 2001**

| CASH FLOWS FROM OPERATING ACTIVITIES | 2001 | 2000 |
|--|-----------------|------------------|
| Receipts from Other Sources | 16,612 | 33,935 |
| Payments to Suppliers & Employees | (1,936,114) | (1,928,380) |
| Interest Received | 28,510 | 24,133 |
| Receipts from Government Grants (Recurrent) | 2,350,591 | 1,726,158 |
| NET CASH PROVIDED BY OPERATING ACTIVITIES | 459,599 | (144,154) |
| CASH FLOWS FROM INVESTING ACTIVITIES | | |
| Payment for Property, Plant & Equipment | (42,245) | (8,110) |
| NET CASH PROVIDED BY/(USED IN) INVESTING ACTIVITIES | (42,245) | (8,110) |
| Cash Flows from Financing Activities | - | - |
| NET CASH PROVIDED BY/(USED IN) FINANCING ACTIVITIES | - | - |
| Net Increase in Cash Held | 417,354 | (152,264) |
| Cash at the beginning of the Reporting Period | 332,714 | 484,978 |
| CASH AT THE END OF THE REPORTING PERIOD | 750,068 | 332,714 |

NOTES TO THE STATEMENT OF CASH FLOWS

1. Reconciliation of Cash

| | | |
|--------------------|---------|---------|
| Petty Cash Advance | 1,435 | 1,245 |
| Cash at Bank | 748,633 | 331,469 |
| | 750,068 | 332,714 |

2. Reconciliation of Net Cash provided by

Operating Activities to Operating

PROFIT AFTER INCOME TAX

Operating Profit after Taxation (12,646) (1,310)

Depreciation and Amortisation of Non-Current Assets 17,419 19,572

Changes in Net Assets and Liabilities:

Decrease (Increase) in Current Receivables (2,860) (870)

Increase (Decrease) in Current Trade Creditors 96,391 (11,477)

Increase (Decrease) in Current Accruals 21,134 38,160

Decrease (Increase) in Grants in Arrears (26,000) 26,000

Increase (Decrease) in Grants in Advance 366,161 (162,229)

NET CASH PROVIDED BY OPERATING ACTIVITIES 459,599 (144,154)

STATEMENT BY DIRECTORS

Tenants Union of Victoria Ltd A.C.N. 081 348 227

The directors have determined that the company is not a reporting entity as defined in Statement of Accounting Concepts 1: "Definition of the Reporting Entity", and therefore there is no requirement to apply accounting concepts or standards in the preparation of these financial statements. The directors have determined that this special purpose financial report should be prepared in accordance with Note 1 to the accounts.

In the opinion of the directors the company:

1. (a) the profit and loss account is drawn up so as to give a true and fair view of the profit of the company for the year ended 30 June 2001, and

(b) the balance sheet is drawn up so as to give a true and fair view of the state of affairs at the end of that financial year,

In accordance with Note 1 to the accounts.

2. At the date of this statement there are reasonable grounds to believe that the company can pay its debts as and when they fall due.
3. (a) the company has kept such accounting records that correctly record and explain the transactions and financial position of the company,

(b) the company has kept its accounting records in such a manner as would enable true and fair accounts of the company to be prepared from time to time,

(c) the company has kept its accounts in such a manner as would enable the accounts to be conveniently and properly audited in accordance with Corporations Law, and

(d) the accounts have been properly prepared by a competent person.

This statement is made in accordance with a resolution of the Board of Directors and is signed for and on behalf of the directors by:

Director: 

Robyn Winslow
Chairperson

Director: 

Craig Barry
Director

Dated this 9th Day of September 2001.
Tenants Union of Victoria Ltd A.C.N. 081 348 227

AUDITOR'S REPORT

Tenants Union of Victoria Ltd A.C.N. 081 348 227

Independent Audit Report

To the Members of the Tenants Union of Victoria Limited

Scope

I have audited the special purpose financial report of the Tenants Union of Victoria Limited for the financial year ended 30th June, 2001 as set out. The company's directors are responsible for the financial report and have determined that the accounting policies used and described in Note 1 to the financial statements are appropriate to meet the requirements of the Corporations Law and are appropriate to meet the needs of the members. I have conducted an independent audit of the financial report in order to express an opinion on it to the members of the Tenants Union of Victoria Limited. No opinion is expressed as to whether the accounting policies used, and described in Note 1, are appropriate to the needs of the members.

The financial report has been prepared for distribution to members for the purpose of fulfilling the directors' financial reporting requirements under the Corporations Law. I disclaim any assumption of responsibility for any reliance on this report or on the financial report to which it relates to any person other than the members, or for any purpose other than that for which it was prepared.

My audit has been conducted in accordance with Australian Auditing Standards. My procedures included examination, on a test basis, of evidence supporting the amounts and other disclosures in the financial report and the evaluation of significant accounting estimates. These procedures have been undertaken to form an opinion whether, in all material respects, the financial report is presented fairly in accordance with the accounting policies described in Note 1 to the financial statements. (These policies do not require the application of all Accounting Standards and UIG Consensus Views.)

The audit opinion expressed in this report has been formed on the above basis.

Audit Opinion


In my opinion the financial report of Tenants Union of Victoria Limited for the year ended 30th June, 2001 is in accordance with:

- (a) the Corporations Law, including:
 - (i) giving a true and fair view in accordance with the accounting policies described in Note 1 to the financial statements of the matters required by the Corporations Law to be dealt with in the financial report; and
 - (ii) applicable Accounting Standards and UIG Consensus Views to the extent described in Note 1 to the financial statements; and
- (b) the Corporations Regulations

Dated this 28th day of August, 2001.

POBJOY MULHALL & ASSOCIATES CERTIFIED PRACTISING ACCOUNTANTS

19-21 Argyle Place South Carlton 3053



JOHN MULHALL
CPA Registered Company Auditor

NOTES



Yes, what else but home?

Robert Frost



55 Johnston Street, Fitzroy

☎ 9419 5577

Fax: 9416 0513

PO Box 234, Fitzroy, 3065

Email: tuvfitz@vicnet.net.au

Website: www.tuv.org.au

Original cover painting *Paesino Tranquillo* © 2000
by Michelangelo Russo