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tenants union of victoria

annual report

2013-2014



TENANTS UNION
of Victoria Ltd

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Tenants Union of Victoria Ltd
Annual Report 2013-2014

Acknowledgments

The Tenants Union of Victoria wishes to acknowledge and thank the following organisations for their financial and other contributions to our work in 2013/14.

- > Office of Housing, Department of Human Services
 - > funding for publications and specialist work on public tenancy
- > Victoria Legal Aid (Community Legal Services Program)
 - > funding for advice and specialist legal services for residential tenants
- > Commonwealth Attorney General's Department (Community Legal Services Program)
 - > funding for advice and specialist legal services for residential tenants
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Contents

Acknowledgments	2
Major Achievements 2013/14	5
Chairperson's Report	7
Chief Executive Officer's Report	8
Strategic Direction	9
Social Change	13
Community Education	15
Publications	15
Training	16
General Education	17
Advice & Advocacy	18
Advice	18
Outreach	21
Advocacy & Casework	22
Specialist Legal Services	23
Personnel	25
Staff	25
Financial Statements	26

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 2013/14

- > Assisted in more than **12,220** matters overall
- > Advocacy assistance provided in more than **1,490** matters
- > More than **275** representations at VCAT (Residential Tenancies List) or other Courts
- > More than **330** outreach visits to rooming houses and services
- > Publication of a broad range of self-help information including:
 - > 32 fact sheets on common tenancy problems
 - > 15 step by step guides for common tenancy problems
 - > specific fact sheets on common problems for public tenants, rooming house residents and students
 - > handbooks for tenants or residents in private rental, caravan parks and rooming houses
 - > multilingual information in **12 community languages** for residential tenants and people trying to access public housing
- > Distribution of:
 - > more than **280,000** fact sheets and step by step guides
 - > more than **40,000** handbooks
- > More than **427,000** visits to our website representing about **214,000** unique visitors
- > More than **279,000** downloads of multilingual information resources
- > Formal submissions to a range of bodies about issues and programs affecting residential tenancies
- > Periodic bulletins about highlighting private rental affordability problems
- > **49** articles or appearances in national, statewide and local media highlighting residential tenancies issues
- > Delivery of tenancy training to community workers across the state
- > Presentations to a broad range of groups about residential tenancies issues

Who is an average renter in Victoria?

The myth

- > Male
- > Less than 25 years old
- > Single person
- > Group or shared household
- > In the inner city



The reality

- > Female
- > 32 years old
- > In a couple with children
- > In a separate house
- > In the suburbs

Chairperson's Report

On behalf of the Board of the Tenants Union of Victoria I take great pleasure in presenting the Annual Report for 2013/14. The Annual Report documents the work of the organisation throughout the year and highlights the vital role the Tenants Union plays in protecting and promoting the rights and interests of residential tenants in Victoria.

This year has been difficult for the organisation on number of fronts.

Operational results have been disappointing in some areas of service as we have struggled to cope effectively with excessive demand for services and the limited resources available. Despite poor results in some areas, we remain proud of the important work undertaken by the Tenants Union on a day-to-day basis to assist so many individual tenants and households to solve their problems. Client feedback indicates that when people do receive service they are almost universally complimentary. The management and staff of the organisation are to be commended on their continuing efforts to improve our services and for their many individual successes.

This year we have again made important contributions to government reviews and have continued to work towards implementation of significant commitments to improve legislative protection for tenants including rooming house and caravan park residents.

However, accessibility to affordable and appropriate housing for private renters, particularly those on limited and low incomes, remains very difficult. We continue to call on government to take a number of urgent and integrated actions to assist residential tenants. We are working hard to promote positive reforms options for residential tenancies in the lead up to the November State election.

This situation only strengthens our resolve to improve organisational resourcing by a range of different means. We have invested significantly in this financial year in business development with some modest results and remain committed to further implementing our strategic direction. If we are to be true to our mission of making a long term difference for tenants we must find innovative ways to resource the organisation's important work.

I would like to thank all my fellow Board members for the substantial commitment and effort they have given throughout this year. We continue to have a fine range of interests and skills on our Board. It has been another effective year for the Tenants Union.

I would also like to acknowledge, **Stephen Fiyalko** and **Georgie Foster** who left the Board during this current financial year.



Graeme McDonald

Chairperson

Chief Executive Officer's Report

Over the last financial year we have continued our work through our three main areas of activity: individual assistance, education and social change.

We are continuing to provide a very significant level of advice and advocacy assistance, primarily targeted at vulnerable and disadvantaged renters. However, our overall client numbers decreased significantly this year mainly due to difficulties re-opening our email advice service with an effective means to manage demand. Unfortunately we also had to turn away a number of clients from our drop in service because we didn't have enough time or resources to assist them.

Consistent with our aim of empowering tenants through information, we have continued to build a repository of self-help information on our website. This year we undertook a substantial redesign of our website to enable quicker access to self-help resources and to facilitate donations and involvement in campaigns. The overall number of tenants we are assisting indirectly through the website has continued to increase. We are constantly refining and expanding our resources and making them accessible through translation into 12 community languages.

We have also continued to implement our social change agenda and to find opportunities for reform of unfair rental practices. This year saw some more minor but important reforms to the residential tenancy law.

Unfortunately the market conditions for tenants, particularly low-income tenants, generally dissuade tenants from exercising the limited rights that they have. With restricted access to the social housing sector, highly disadvantaged tenants are being increasingly forced into substandard rooming houses, long stay caravan parks or homelessness. This is inconsistent with a truly fair society. Poor rental housing remains a cause and a consequence of poverty.

This year we were involved in a very important project to bring together the peak bodies for housing and homelessness in the community sector to advocate for a fairer and more sustainable social housing system in Victoria. These alliances are critical for promoting positive change for tenants.

Our sincere thanks to all the organisations that have made financial or other contributions to our work in this financial year.

Our Annual Report makes evident that the staff of the Tenants Union continue to deliver highly professional and effective services to Victorian tenants and a wide range of organisations that work with tenants. The details of the range and complexity of activities undertaken by the staff are a credit to their commitment and skills and they should be commended for another terrific year's work under difficult circumstances.



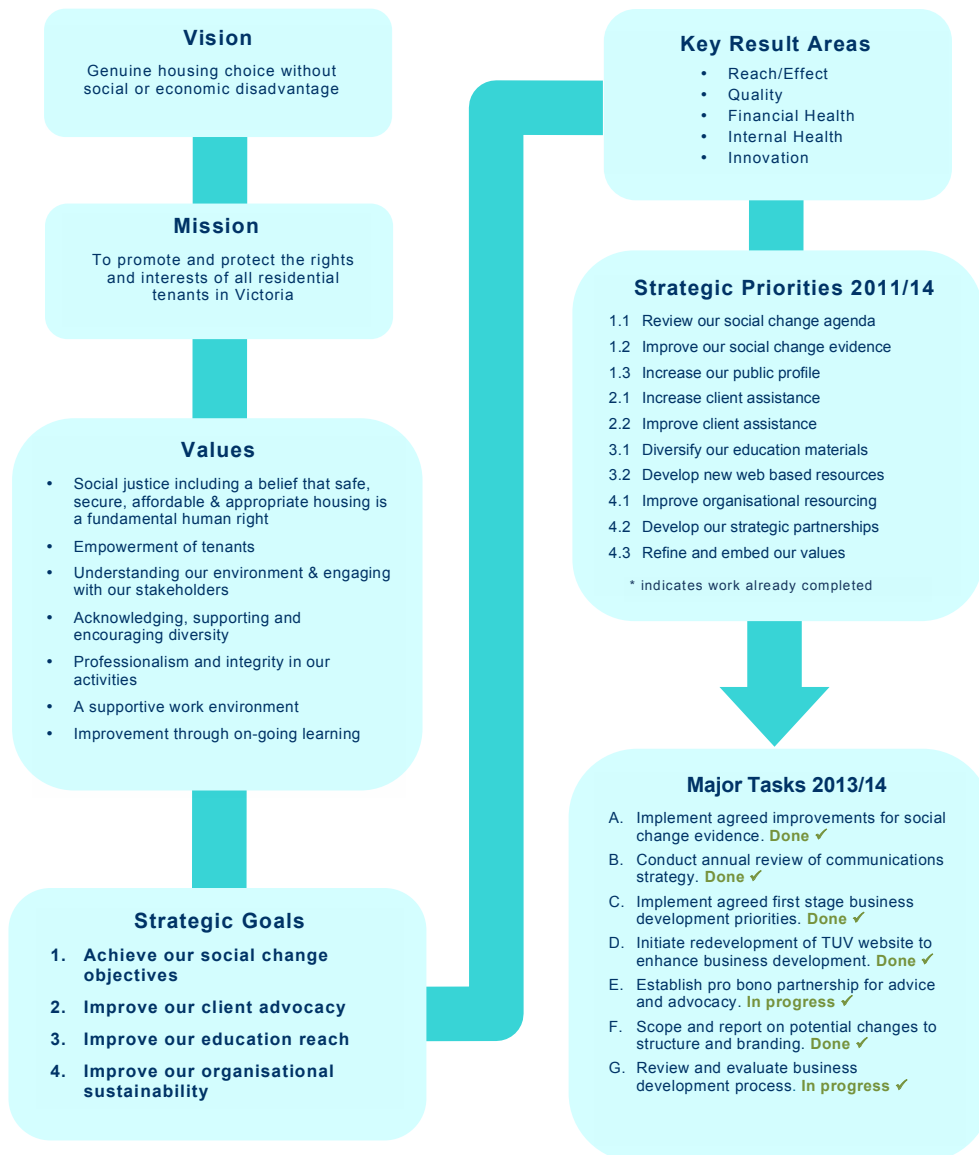
Mark O'Brien

Chief Executive Officer

Strategic Direction

The current Strategic Plan is outlined below. A status report against the Key Result Areas for the organisation for 2013/14 follows.

Tenants Union of Victoria, Strategic Plan 2011-14



Major Tasks 2013/14

Task	Status (at 30/6/2014)
A. Implement agreed improvements for social change evidence.	The major focus of improvement was the establishment of an internal "think tank" to facilitate integration of policy and legal activities and to enable better identification and progress with systemic issues.
B. Conduct annual review of communications strategy.	The annual review of the communications strategy was completed in 2013/14. The revised communications strategy places less emphasis on media hits.
C. Implement agreed first stage business development priorities.	<p>Five first stage business development priorities were agreed by the Board for 2013/14:</p> <ol style="list-style-type: none"> 1. Website advertising: Website advertising was implemented as part of the website redevelopment. 2. Tenancy templates: Initial templates were developed but deferred due to the costs associated with establishing shopping functionality on the website. Work is continuing this year to develop further templates. 3. Preferred providers: Initial scoping indicated that we did not have sufficient reach to make a provider scheme attractive. 4. Donations: Significant changes were made to our website to promote and facilitate donations. This was further enhanced by a service based strategy to encourage donations. 5. Tenancy rating system: Initial scoping of the proposed rating system indicated a substantial IT investment. We have commenced a crowd funding appeal to secure resources for the project.
D. Initiate redevelopment of TUV website to enhance business development.	The website was relaunched in April 2014. The structure of the website was changed to enable quicker user access to self-help resources and a stronger focus on donations and campaigning. Further improvements are underway.
E. Establish pro bono partnership for advice and advocacy.	The main focus of pro bono assistance during this year was on supporting business development activities. Work on establishing a pro bono partnership for advice and advocacy will continue.
F. Scope and report on potential changes to structure and branding.	An initial report was completed and discussed by the Board. The Board is continuing to investigate improvements to our corporate structure.
G. Review and evaluate business development process.	The Board has extended the business development process and has now identified some second stage development priorities.

Operational Scorecard 2013/14

	Annual Target	Annual Result	Variance	Notes
Reach				
Advocacy				
No. of enquiries overall	20,000	14,331	72%	1
No. of phone enquiries	16,000	11,613	73%	2
No. of drop in enquiries	2,000	2,386	>100%	
No. of e-mail enquiries	2,000	332	17%	3
No. of organisational enquiries	1,000	565	57%	4
No. of public housing clients	700	684	98%	
No. of public housing cases	90	313	>100%	
No. of new cases	500	1,340	>100%	
No. of active cases	800	1,494	>100%	
No. of VCAT appearances	350	295	84%	5
Amount of advocacy hours	4,300	5,081	>100%	
Education				
No. of leaflets distributed	80,000	284,107	>100%	
No. of handbooks distributed	20,000	40,805	>100%	
No. of web site sessions	100,000	427,739	>100%	
No. of multilingual page views	5,000	279,598	>100%	
No. of newsletters distributed				
Amount of outreach hours	1,301	1,446	>100%	
No. of outreach visits	100	331	>100%	
No. of training sessions	18	24	>100%	
No. of online training participants	20	-	-	
Social Change				
No. of media releases	6	6	100%	
No. of media articles	12	49	>100%	
Review communications strategy	30/5/2014	30/5/2014	No	
No. of research papers/submissions	2	4	>100%	
Corporate				
No. of members	150	56	37%	6
No. of new members	50	20	40%	7
Quality				
Advocacy				
Abandoned call rate	20%	52%	(32%)	8
Service guidelines exceptions	0	0	No	
No. of unresolved complaints	0	0	No	
Client satisfaction rate	85%	-	-	9
Education				
Training participant satisfaction rate	85%	87%	+2%	
Publications vetting exceptions	0	0	No	
Publications satisfaction rate	85%	-	-	10
Social Change				
Project completion exceptions	0	0	No	
Adoption of recommendations	25%	-	-	
Corporate				
No. of Director vacancies	2	5	Yes	11
Director turnover	2	2	No	
Proportion of members renewed	50.0%	25.0%	(25%)	12

	Annual Target	Annual Result	Variance	Notes
Finance				
Expenditure variance from Budget	±2%	(1.8%)	No	
Expenditure variance from programs	±2%	(2.0%)	No	
Proportion of discretionary income	1.0%	1.1%	No	
Retain effective funding levels	100%	102.5%	>100%	
Reporting compliance exceptions	0	2	Yes	13
Internal Health				
Rate of absenteeism	3.0%	2.6%	No	
Rate of staff turnover	10.0%	4.0%	No	
Staff satisfaction rate	75%	-	-	14
EO & OHS compliance exceptions	0	0	No	
Innovation				
No. of new projects	5	5	No	
No. of new services	0	0	No	15
No. of new alliances	0	1	No	

Notes:

- Overall enquiries** are below target due to lower phone and email enquiries. See below.
- Phone enquiries** were about 27% below target. Calls answered declined slightly (-3.2%) from 11,994 in 2012/13 to 11,613 in 2013/14. Average time on calls has improved from 11.2 minutes in 2012/13 to 9.1 minutes in 2013/14. We have had some difficulty sustaining staffing levels in the call centre and with time off calls for note taking and are continuing to work on strategies to address these problems.
- Email enquiries** were well below target due to the closure of the service for a substantial part of the year. Implementation of a gateway to monitor and manage inflow of emails was delayed by the redevelopment of the website. The new website with the email gateway was relaunched in April 2014. Since that time we have moved towards the email enquiry target.
- Organisational clients** were well below target. We are continuing to promote the service to relevant organisations.
- VCAT appearances** were again below target as we manage our casework demand. More emphasis is being placed on self-help and negotiated outcomes.
- Total members** were well below target due to lower new members. See below.
- New members** were below target. This situation is unlikely to improve until we are able to offer new services consistent with our business development strategies.
- The **abandoned call** rate for the phone advice service was well above target at 52%. The abandoned call rate is a direct consequence of longer average times per call (on and off). As noted above we are working on strategies to improve this problem.
- The **client satisfaction** rate was below target (74.8%) for our survey conducted during July 2012 for clients in 2011/12. No further survey has been conducted this year but it is unlikely our satisfaction rate would have improved given the lower service levels in the last quarter.
- The **publications** satisfaction rate was below target (79.9%) for our survey conducted during July 2012 for clients in 2011/12. No further working has been conducted this year but we are currently working on improvements to publications and the website.
- The maximum **number of Director** vacancies during this year was 5 (5 elected Director positions). The Board is continuing to look for ways to improve Director recruitment and retention.
- Membership renewal** was slightly below target (-1.7%). See above.
- There were two **reporting compliance** exceptions during this year as a result of problems with our internal client database. These problems took some time to resolve and reporting to funding bodies was delayed as a result.
- Staff satisfaction** has not been assessed this year.
- No **new services** were planned for this year.

Social Change

The Tenants Union undertakes a broad range of social change activities to represent the interests of tenants and to highlight the impact of living in the rental sector. This work includes research, policy formulation, lobbying and media liaison.

One of our key strategic goals is to ensure an increased focus on our social change work. We have developed a comprehensive social change agenda based on four broad problem areas in the rental sector:

legitimacy: to address the often negative portrayal of issues affecting tenants and the rental sector in the public domain and to positively promote our agenda with government and industry decision makers

accessibility: to address non-financial barriers to housing in the rental sector including discrimination

affordability: to address the poor financial situation of many tenants, particularly in the private rental sector

appropriateness: to address the poor standard and location of rental housing, poor management practices and the limited legislative protections for tenants

We have also established an annual Action Plan to ensure that within these four broad areas we focus on addressing the problems with the most significant impact and reach.

Across the four broad areas of our social change agenda our major achievements for 2013/14 were:

- > Promoted residential tenancies issues in both local and statewide media with **49** articles or interviews in print, radio and television including **32** in statewide or national media
- > Lobbied Victorian Government Ministers for significant improvements to the *Residential Tenancies Act 1997*
- > Met with relevant Victorian Government Ministers to provide a broad overview of the work of the Tenants Union and our policy reform agenda
- > Lobbied the Commonwealth Government to ensure that federal housing policy is responsive to the needs of tenants in the private and public sectors
- > Met with the President and Deputy President of Victorian Civil & Administrative Tribunal to assist with improving tenant access to the Tribunal
- > Made formal submissions to:
 - > Commonwealth Senate Economics Committee, Affordable Housing Inquiry Submission (March 2014)
- > Developed a joint paper, Making Social Housing Work, with a number of other statewide organisations and peak bodies in response to the Victorian Government social housing framework
- > Continued to monitor the implementation of residential tenancy law provisions governing the use of residential tenancies databases. This represents the achievement of a long term policy objective of the Tenants Union

- > Developed and promoted research on rental affordability, rent movements and CRA
- > Published two TUV Private Rental Affordability Bulletins, including National, Melbourne Metropolitan and Regional Victorian editions and a time series.
- > Lobbied the Federal Government to increase CRA payments and review the effectiveness of CRA
- > Lobbied the Victorian Government to implement its commitment to improve regulation and monitoring of private rooming houses
- > Continued to lobby the Victorian Government to implement rental housing standards particularly in response to proposed increases in the cost of domestic energy and water
- > Continued to lobby the Victorian Government to improve the policies and procedures for social housing
- > Actively participated in the Victorian Civil & Administrative Tribunal (VCAT) Residential Tenancies List Users Group to identify systemic problems with VCAT processes and practice
- > Convened the Tenancy Working Group of the Federation of Community Legal Centres (Vic)
- > Actively participated in forums sponsored by the Director of Consumer Affairs Victoria to maintain an overview of residential tenancies and other consumer services

Social Change Case Study: Making Social Housing Work

In 2012 the Victorian Auditor-General's Office (VAGO) concluded that the public housing operating model and asset management practices were unsustainable and placing the long-term provision of this vital public service at risk. The VAGO recommended that a long term strategy be developed to overcome the unsustainable operating model and develop a plan for public housing with clear objectives. The Government released a Discussion Paper in April 2012 and committed to develop a framework for social housing; however nearly 18 months later nothing had been released.

In response to this delay the TUV and other peak bodies decided to articulate a vision that would enable social housing to grow into the future. The result was a landmark joint report by seven peak bodies titled Making Social Housing Work that was released in March 2014. The peak bodies included the Tenants Union of Victoria, Community Housing Federation of Victoria, Victorian Council of Social Service, Council to Homeless Persons, Victorian Public Tenants Association, Domestic Violence Victoria and Justice Connect Homeless Law.

The report called for a wide range of measures to ensure that social housing is expanded and improved. The report recommendations include:

- > An investment by the State and Federal governments of \$200 million per year for 20 years;
- > Transfer of stock from public housing to community housing to introduce new revenue while maintaining existing stock and current tenants conditions
- > Changes to private tenancy laws to make private rental more secure



Community Education

Publications

The Tenants Union Publications Program continues to produce a wide range of publications and resources for tenants, rooming house residents, caravan park residents and services.

Publications are available from our website. Printed publications are distributed through our telephone and drop-in services, our community education program and other relevant services. Publications are available to interested services by order.

All publications are regularly reviewed and vetted by the Tenants Union Legal Service to ensure legal currency and accuracy.

In 2013/14 through a combination of website and print we distributed:

- > more than **240,000** fact sheets covering 30 common residential tenancy problems now including some rooming house issues
- > more than **40,000** step by step guides to the process for resolving about 15 of the most common tenancy problems
- > more than **40,800** handbooks for public and private tenants and residents of rooming houses, caravan parks and transitional housing

In addition, there were more than **427,000** visits to the Tenant's Union website. This represented about 214,000 unique users.

From July 2013 all of our fact sheets and a number of step-by-step guides are translated into twelve relevant community languages. During 2013/14, there were more than **279,000** downloads of multilingual information.

This year we undertook a very significant redesign of our website to enable quicker access to self-help resources and to facilitate feedback about problems and systemic issues. The new website was launched in early May 2014.

“Your information resources are very helpful and easy to understand!”

(Website feedback)



Training

The Tenants Union Training program is aimed at community sector workers and volunteers who provide assistance to residential tenants through a broad range of services and programs.

In 2013/14 we presented **24** training sessions to more than **380** participants.

The training sessions included:

> Tenancy Rights and Responsibilities

This training focused on basic rights and responsibilities of tenants and landlords as well as instructing community workers and volunteers on how best to provide clients with support and information on simple tenancy issues and stressing the importance of workers seeking expert advice when required.

> Migrant Settlement Workers

This training focussed on the basic rights and responsibilities of tenants and landlords for migrant settlement workers located in Migrant Resource Centres operating across the Melbourne metropolitan region. The sessions include discussions on the most common tenancy problems experienced by newly-arrived migrant tenants as well as a brief discussion on how a hearing at VCAT can assist tenants resolve many of their tenancy problems.

> Indigenous Workers

This training focussed on the basic rights and responsibilities of tenants and landlords for indigenous workers operating across Victoria. The sessions include discussions on the most common tenancy problems experienced by indigenous tenants as well as a brief discussion on how a hearing at VCAT can assist tenants resolve many of their tenancy problems. With assistance of the Victorian Aboriginal Legal Service, the Tenancy Rights and Responsibilities training book was rewritten to place more emphasis on issues relevant to and affecting the indigenous community.

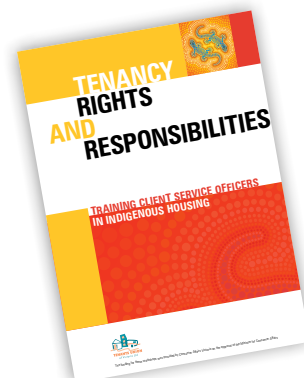
> Overview of Tenants Union services

This is very basic training for new workers and service user's about the role and services of the Tenants Union and features examples of the kind of common problems we encounter.

All training sessions are assessed for participant satisfaction. Our participant satisfaction rating for training was greater than or equal to 85% for each session. Feedback from participants and suggestions for improvement are incorporated into future sessions where possible.

“Extremely helpful and relevant information. Great presenter.”

(Training participant)



In addition to our general training program we are also providing specialist induction training for tenant advocates.

The **Advocate Induction Training** is a 3 day course that includes both text based and practical training. As part of the training course this year we ran mock VCAT hearings to enable advocates to trial their tribunal advocacy skills. This year we trained **4** new tenant advocates.

General Education

Presentations have been delivered to newly arrived migrants, overseas students, public housing tenants and those at risk of homelessness.

To assist vulnerable and disadvantaged tenants to better access residential tenancies services, including the Tenants Union, we also initiate and participate in special projects targeting specific groups of tenants.

Our achievements for 2013/14 were:

- > participation in a number of working groups and project steering committees with a focus on residential tenants
- > delivery of community education activities including talks and stalls at significant community events

This year we undertook **11** presentations to a combined audience of more than **240** people.

Advice & Advocacy

Advice

The aim of the general Advice Service is to provide accessible and effective assistance to residential tenants across Victoria, with a particular focus on metropolitan Melbourne.

The centralised phone service operates with a minimum of two advisers from 9:00 am to 4:00 pm weekdays (except Wednesday) and from 12:30pm to 7:30 pm on Wednesday.

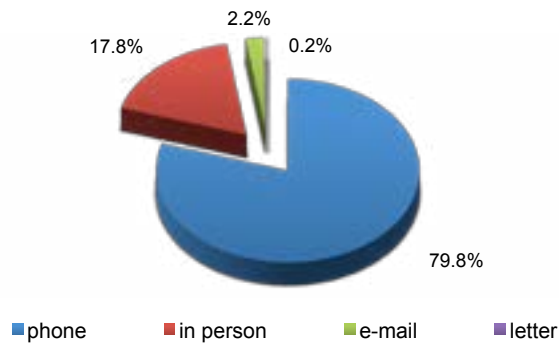
Drop-in services are available at our Fitzroy Office from 9:00am to 4:30pm weekdays and 12:30 pm and 7:30 pm each Wednesday.

The service is structured to facilitate initial contact through our centralised telephone advice service. Where necessary, referrals are made to our drop-in service or to public and private tenant services across the state. Referrals to other community service organisations are made as required.

The structure of the 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.

During 2013/14, through the advice service we handled **14,875** advice enquiries. Figure 1 shows a breakdown of the method of contact for advice enquiries.

Figure 1: 2013/14 Enquiries by Method of Contact

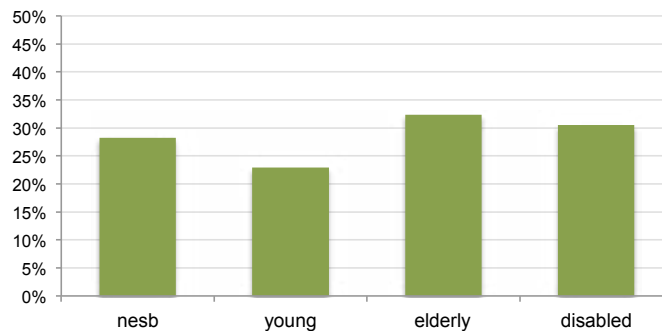


We continue to have difficulty managing the high demand for our telephone service, reflected in a high proportion of abandoned calls. About **52%** of phone callers abandoned their calls before we were able to provide assistance. We are working through a range of strategies to reduce our abandoned call rate.

We are also confronting increased demand for our drop in service. During 2013/14 we had to turn away about **20%** of clients (**467** clients) seeking in person service as we did not have sufficient resources available to provide assistance.

Figure 2 shows the demographic characteristics of our clients during this year based on the data available for drop in clients.

Figure 2: 2013/14 Client Characteristics



About **88%** of enquiries were from metropolitan Melbourne. The remainder of enquiries were largely from regional Victoria with a small number from interstate or overseas related to previous tenancies in Victoria.

During 2013/14 we assisted tenants with a vast range of tenancy issues and problems. Figure 3 shows a breakdown of primary problem types for 2013/14 enquiries.

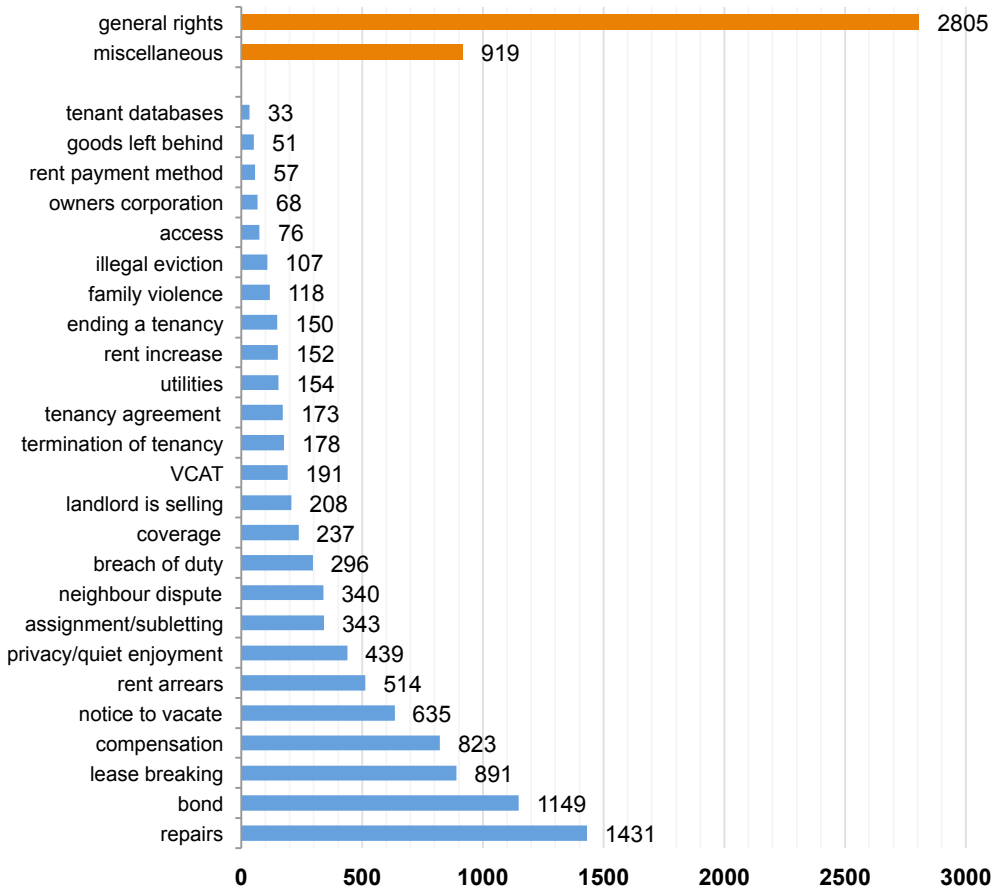
Advice Case Study*: Quiet enjoyment

The following is typical of the wide variety of problems tenants seek advice about:

Could you please give us a little advice. We have been renting this current house [for about four years]. In January this year, prior to signing the new lease, we spoke to owner who advised us some trees in the front yard of this property were to be cleared as the local Shire had requested it. Nothing else. After signing the lease renewal, we had surveyors here, no notice was given to us, a couple of months later, a plumbing service turned up to put in new sewerage for the new houses that are to be put on land in front of our house, they dug up our yard and some of the vegetable garden to do the work. We received no advice of any of this work and it turned out the Real Estate Agent that we lease through knew nothing about it either. Just last week, we had heavy earth moving machinery come and take out a number of trees, some of which were on this block and again we were given no notice. We are tired of people just turning up, walking everywhere on this block we rent and never being advised what's going on. Had we have known of the new houses going up we would not have signed the lease renewal. Our landlord owns this block and the block in front that will have the new houses.

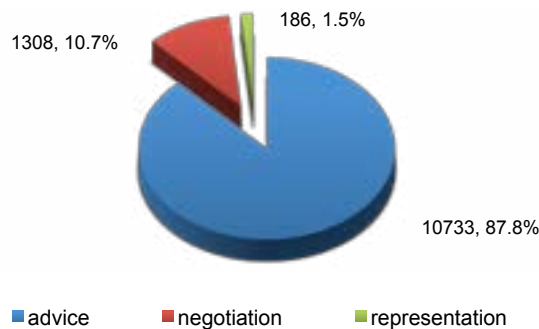
We advised the tenant to seek an immediate restraining order and compensation if she couldn't sort something more suitable out with the landlord.

Figure 3: 2013/14 Enquiries by Primary Problem Type



During 2013/14 we provided assistance in more than **12,220** discrete client matters. Nearly **88%** of client matters were assisted with advice and information only. The remainder of clients were provided with some form of advocacy assistance and where a dispute was unable to be resolved, assisted with representation at VCAT.

Figure 4: 2013/14 Matters by Type of Assistance



**“...without the support from
the Tenants Union of Victoria
there would be more people on
the streets with no options.”**

(Client feedback)

Outreach

We have an outreach program to rooming houses and caravan parks to enable us to better inform vulnerable renters and residents about their rights and responsibilities and to provide a pathway to our advice and advocacy services.

Our major achievements for 2013/14 were:

- > **more than 330** visits to rooming houses, caravan parks and services
- > initial advice and information to more than **600** residents
- > ongoing cooperation with local government authorities to assist them to identify unregistered and substandard rooming houses and caravans parks
- > provision of information about systemic failures identified by the outreach program to assist the State Government in developing reform options for rooming houses

Outreach Case Study: Eviction by harassment

A resident was the last remaining resident in a property where the rooming house operator (RHO) had issued Notices to vacate to all residents. The resident was being subjected to ongoing harassment and intimidation by the rooming house operator as a means to force the resident to vacate the rooming house.

The resident had a history of substance abuse and was in rehabilitation. The resident needed all the time allowed for under a proper notice to vacate to ensure that their recovery was not prejudiced by moving into a dangerous or disruptive environment.

The Outreach Team discussed options with the resident and the TUV assisted the resident to obtain an Urgent Restraining Order from VCAT to prevent further harassment by the rooming house operator.

This process allowed further time for the Outreach Team to work with the resident to identify housing options including referral to a housing service.

As a result of our assistance and referral, the resident recently moved into a small privately rented bungalow. The resident is still receiving support services to further link into the community.

Advocacy & Casework

Advocacy assistance is provided to those clients who require more than basic advice and information. It is provided by paralegal advocates or legally qualified staff.

Advocacy assistance includes negotiation with landlords and agents, drafting of letters or documents, preparation of submissions and where required, representation or support of clients at VCAT.

During 2013/14, we assisted in 1,494 matters with some form of advocacy. A large proportion of these matters require once off or very limited advocacy to resolve problems at an earlier stage.

For those advocacy clients who require continuing assistance we open case files. Table 1 shows our casework activity for this financial year.

Table 1: 2013/14 Casework Activity

> No. cases open at 1 July 2013	198
> No. of new cases	316
> No. of closed cases	274
> No. of cases open at 30 June 2014	240

(Source: TUV Database)

Advocacy Case Study: Open House inspections

The tenant's landlord was selling the rented premises. The landlord's selling agent wanted to conduct a series of open house inspections and take photographs of the property for the purpose of online advertising.

While the tenant felt inconvenienced, their primary concern was the invasion of her privacy and the risk to her security that the open for inspections would have. The tenant was particularly fearful as her friends had recently been burgled following a series of open house inspections at their premises.

The selling agent initially threatened the tenants that if they refused the open house inspections they would be evicted. However this threat was subsequently withdrawn when the tenant approached the TUV for assistance.

After unsuccessfully trying to negotiate a mutually agreeable solution, we assisted the tenant to apply to VCAT for an Order that the landlord and their agents be restrained from conducting open house inspections at the rented premises. There were 3 hearings for this matter - one adjournment to allow the real estate agent to secure legal representation (which they did not). The TUV made submissions that Sections 85 & 86 of the Residential Tenancies Act did not permit open house inspections. VCAT ordered that the landlord be restrained from conducting any open house inspections of the premises.

The continued refinement of our casework assistance guidelines and administrative processes has resulted in a slight overall decline in our legal casework activity over the past twelve months. The service guidelines have assisted us to target our assistance to those clients most in need.

Whilst we resolve about one-third of the matters for which we provide advocacy assistance, we are nevertheless required to appear at an increasing number of hearings at the Residential Tenancies List at the Victorian Civil & Administrative Tribunal (VCAT) to secure an outcome for our clients. In 2013/14 we undertook 327 appearances at VCAT.

Specialist Legal Services

The Tenants Union also provides specialist legal services through the Tenants Union Legal Service including:

- > organisational advice or secondary consultation to a wide range of government and non-government agencies across the state
- > specialist representation and public interest legal work in both VCAT and higher jurisdictions such as the County Court and the Supreme Court
- > legal research on tenancy and related matters

Organisational Advice Case Study: Urgent Repairs

The tenant entered into an oral tenancy agreement. On moving in, the tenant discovered that there was a gas leak. The landlord refused to repair the gas leak on the basis that tenant took the tenancy on an "as is" basis and therefore the landlord was not obliged to repair the leak (presumably the tenant would have to get it repaired).

We advised the organisation:

- > That gas leak was an urgent repair and that the duty to undertake urgent repairs remains despite the fact that the tenant had not previously identified the leak.
- > That the tenant could try to terminate the tenancy pursuant to s.238 of the Residential Tenancies Act by giving the landlord written notice and specifying the reasons for doing so.
- > If the tenant was intending to terminate the tenancy pursuant to s.238, the tenant should obtain a statutory declaration from a neighbour or other witness about the smell of gas, video the gas meter turning over with all gas appliances switched off (including hot water service) and be prepared to defend a 28 day notice for lease breaking from the landlord.
- > Alternatively, the tenant could make application to VCAT for a declaration that the tenancy premises are unfit for human habitation.
- > However, if the tenant did not wish to terminate the tenancy, then they could simply make application to VCAT for an urgent repair order.

During 2013/14 we received **565** enquiries from a wide range of agencies and services across Victoria. These secondary consultations enable these services to provide better responses to their clients and us to extend the reach of our services.

We also produce Practice Notes on more complex areas of tenancy law for use by other services. This year we produced Practice Notes on:

- > Mould and Residential Tenancies
- > Claiming Compensation from Landlords
- > The Charter of Human Rights and Residential Tenancies
- > Third party rental payments

This year we considered a number of appeals to the Supreme Court against VCAT determinations. We would like to acknowledge the assistance of the numerous schemes overseen by PILCH for these actions. Without the pro bono assistance provided through PILCH we would not be able to initiate or undertake this important public interest work.

Research into areas of legal ambiguity occurs regularly. Liaison with senior members of VCAT, particularly through participation in the VCAT Residential Tenancies List Users Group, has also assisted with clarification of some issues and improvements in the practice of the Residential Tenancies List.

Personnel

Staff

Staff members at 30 June 2014 were:

Anne Smith	Administration Worker
Ben Cording	Senior Lawyer
Cassandra Laybourne	Tenant Advocate
Catherine Dyer	Outreach Worker
Catherine Miller	Lawyer
Claire Kenna	Lawyer (Locum)
Emily Stubbs	Lawyer
Frank Spranger	Business Development Manager
Helen Littlejohn	Tenant Advocate
Helen Munro	Training Worker
James Bennett	Policy Worker
Jenna Molan	Lawyer
Jenny Draffin	Librarian
Jenny Sharp	Lawyer
Kenneth Tie	Legal Service Manager
Liam Cooper	Research Worker
Lyn Ryder	Legal Administration Worker
Marisol Bombal	Bookkeeper
Mark O'Brien	Chief Executive Officer
Nicholas Anderson	Lawyer
Olivia Ridley	Lawyer
Sunita McGregor	Publications Worker
Thomas Randla	Lawyer
Ursula Dutkiewicz	Administration Worker
Victor Nieto	Finance & Administration Manager

The Tenants Union would like to express its thanks to our staff, past and present, for their consistent hard work and dedication.

Financial Statements

Directors' Report

Tenants Union of Victoria Ltd ACN 081 348 227

Your Directors present this report on the entity for the financial year ended 30 June 2014.

Directors

The names of each person who has been a director during the year and to the date of this report are:

Caroline Smith	Appointed 29/10/2012.
George Lioukas	Appointed 27/4/2010.
Georgie Foster	Appointed 9/12/2013. Resigned 9/3/2014.
Graeme McDonald	Appointed 7/2/2011. Elected 24/10/2011.
Kate Dempsey	Elected 29/10/2012.
Marianne Webb	Appointed 12/9/2011.
Pam Williams	Appointed 8/4/2013. Resigned 14/11/2013.
Philip Campbell	Appointed 29/10/2012.
Stephen Fiyalko	Appointed 27/2/2012. Elected 29/10/2012. Resigned 21/5/2014.

Directors have been in office since the start of the financial year to the date of this report unless otherwise stated.

Long Term Objectives

The principal objective of the company is to:

> provide advice and assistance on legal and other rights relevant to residential tenancies to socially or economically disadvantaged tenants, with the aim of providing direct relief of their poverty, helplessness or misfortune, to represent tenants and speak for the collective interests of tenants

To fulfil its principal objectives the company's principal activities are:

> 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

Short Term Objectives

The company has identified the following short term objectives:

- > Achieve our social change objectives
- > Improve our direct client advocacy
- > Improve our educational reach
- > Improve our organisational sustainability

To fulfil its short term objectives the company has undertaken the following activities:

- > Implemented a comprehensive action plan approved by the Board to guide our social change activity
- > Reviewed and improved our advice and advocacy service
- > Enhanced the delivery of our online client services
- > Continued to enhance membership services

The short term objectives of the company are subject to annual review by the Board.

Review of Operations

The Board has developed a comprehensive set of indicators to monitor and review the performance of the company.

Having reviewed the operations of the company the Board notes as follows:

- > Service reach remains broad, particularly in the key strategic area of social change activity. Media profile and engagement with relevant issues has been comprehensive. Overall client services have increased and the decline in phone service levels has been arrested. New advice services through email have continued to increase. Website access, particularly to multilingual resources continues to increase.

- > Financial health remains strong with no projects in deficit after transfers from project balances. Very limited exceptions to the achievement of funding and service agreement targets. All grants are confirmed for 2014/15 financial year.
- > Service quality remains strong with consistently high client satisfaction levels and no significant exceptions in service audit processes.
- > Internal health is adequate. Staff turnover and absenteeism reduced following higher results in the last few years due to future funding and service uncertainty.

The full set of performance indicators are provided in the Annual Report.

Future Developments

The likely developments in the operations of the company and the expected results of those operations in future financial years are as follows:

- > Work is continuing on income diversification strategies that will deliver additional discretionary income to the company.
- > Overall the Victorian Government is reviewing and changing some funding and service priorities which creates some uncertainty about future revenues.

The Board expects that income diversification activities will better position the company for future challenges and the delivery of its objectives.

Operating Results

The loss of the company for the year amounted to \$61,227 (2013: \$33,557 surplus).

There were no significant changes in the affairs of the company during this financial year.

Information on Directors

Dr Caroline Smith	Appointed 29/10/2012
Qualifications	Bachelor of Commerce (Hons), PhD (Human Resources)
Experience	Senior Commonwealth public servant with a focus on workforce, education and training.
Special Responsibilities	Policy Committee
George Lioukas	First appointed 8/2/2010
Qualifications	BSc, Grad Cert (Technology Management)
Experience	Telecommunications management and marketing
Special Responsibilities	Audit & Risk Committee
Georgie Foster	Appointed 9/12/2013. Resigned 9/3/2014
Qualifications	Bachelor of Arts (Social Sciences), Masters of Law
Experience	Senior policy adviser to Government
Special Responsibilities	Policy Committee

Graeme McDonald	Appointed 7/2/2011. Elected 24/10/2011
Qualifications	LLB
Experience	Admitted to legal practice in 1984. Senior roles in public service
Special Responsibilities	Policy Committee, Chairperson
Kate Dempsey	Elected 29/10/2012
Qualifications	Bachelor of Arts (Psychology), PhD (Psychology)
Experience	Over 20 years management consulting experience within the public and community sectors
Special Responsibilities	Governance Committee
Marianne Webb	Appointed 12/9/2011
Qualifications	BAppSc
Experience	Financial analysis and expenditure review. Policy adviser
Special Responsibilities	Audit & Risk Committee
Pam Williams	Appointed 8/4/2013. Resigned 14/11/2013
Qualifications	BEd (Hons), AICD Member
Experience	Senior public servant with extensive experience in management, public policy and strategic projects
Special Responsibilities	Governance Committee
Philip Campbell	Appointed 29/10/2012.
Qualifications	Bachelor of Engineering, AICD Member
Experience	A senior director and executive with over 30 years experience in national and international enterprises across a range of industries
Special Responsibilities	Strategy Committee
Stephen Fiyalko	First appointed 27/2/2012. Resigned 21/5/2014
Qualifications	BA
Experience	Former CEO employment services, Program development
Special Responsibilities	Strategy Committee

Meetings of Directors

During this financial year, **22** meetings of directors were held.

Attendances by each director during the year were as follows:

	Subcommittee Meetings									
	Directors' Meetings		Audit & Risk Committee*		Governance Committee		Policy Committee		Strategy Committee	
	Number eligible to attend	Number attended	Number eligible to attend	Number attended	Number eligible to attend	Number attended	Number eligible to attend	Number attended	Number eligible to attend	Number attended
Caroline Smith	7	7					1	1		
George Lioukas	7	5	6	6						
Georgie Foster	3	2					-	-		
Graeme McDonald	7	7			2	2				
Kate Dempsey	7	7			2	2				
Marianne Webb	7	7	6	6						
Pam Williams	2	2			2	2				
Philip Campbell	7	7							6	6
Stephen Fiyalko	5	3							4	3

* previously Finance Committee

The entity is incorporated under the Corporations Act 2001 and is an entity limited by guarantee. If the entity is wound up, the Constitution states that each member is required to contribute a maximum of \$10 each towards meeting any outstanding obligations of the entity. At 30 June 2014, the total amount that members of the company are liable to contribute if the company is wound up is \$240 (2013: \$380).

Auditor's Independence Declaration

The lead auditor's independence declaration for the year ended 30 June 2014 has been received and forms part of the directors' report.

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



Graeme McDonald

Chairperson

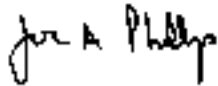
Dated this 22nd day of September 2014

**Auditor's Independence Declaration
Under Subdivision 60-C Section 60-40
of Australian Charities and Not-For-Profits Commission Act 2012
to the Directors of Tenants Union of Victoria Limited**

I declare that, to the best of my knowledge and belief, in relation to the audit for the financial year ended 30 June 2014 there have been:

- i. no contraventions of the auditor independence requirements as set out in the Australian Charities and Not-for-profits Commission Act 2012 in relation to the audit;
and
- ii. no contraventions of any applicable code of professional conduct
in relation to the audit.

C.W. Stirling & Co.
Chartered Accountants



John A. Phillips

Partner

Dated this 22nd day of September 2014
Melbourne

**Statement of Profit or Loss and Other Comprehensive Income
for the year ended 30 June 2014**

Tenants Union of Victoria Ltd ACN 081 348 227

	Note	2014 \$	2013 \$
Revenue from ordinary activities		2,038,904	1,885,997
Employee benefits expense		(1,380,203)	(1,275,046)
Programs, publicity, printing and stationary		(162,670)	(131,041)
Occupancy expense		(166,508)	(166,826)
Communications		(134,639)	(82,346)
Depreciation expense		(9,059)	(12,485)
Library and resources		(32,502)	(27,940)
Equipment purchases	1(b)	(29,020)	(9,244)
Administration and other expenses		(185,530)	(138,734)
Surplus (Loss) before income tax	2	(61,227)	42,335
Income tax expense	1(a)	-	-
Net surplus (loss) for the year		(61,227)	42,335
Other comprehensive income			
Other comprehensive income for the year, net of tax		-	-
Total comprehensive income (loss) for the year		(61,227)	42,335
Total comprehensive income (loss) attributable to members of the entity		(61,227)	42,335

The accompanying notes form part of these financial statements.

**Statement of Financial Position
as at 30 June 2014**

Tenants Union of Victoria Ltd ACN 081 348 227

	Note	2014 \$	2013 \$
CURRENT ASSETS			
Cash and cash equivalents	3	798,143	749,832
Trade and other receivables	4	105,755	84,430
Other current assets	5	7,615	4,824
TOTAL CURRENT ASSETS		911,513	839,086
NON-CURRENT ASSETS			
Trade and other receivables	4	4,610	4,610
Plant and equipment	6	19,308	17,813
TOTAL NON-CURRENT ASSETS		23,918	22,423
TOTAL ASSETS		935,431	861,509
CURRENT LIABILITIES			
Trade and other payables	7	34,907	36,156
Current tax liabilities	8	20,404	14,111
Short-term provisions	9	159,044	155,702
Other current liabilities	10	295,829	202,070
TOTAL CURRENT LIABILITIES		510,184	408,039
NON-CURRENT LIABILITIES			
Long-term provisions	9	46,179	13,175
TOTAL NON-CURRENT LIABILITIES		46,179	13,175
TOTAL LIABILITIES		556,363	421,214
NET ASSETS		379,068	440,295
EQUITY			
Retained surplus		364,068	425,295
Reserves	11	15,000	15,000
TOTAL EQUITY		379,068	440,295

The accompanying notes form part of these financial statements.

Statement of Changes in Equity
for the year ended 30 June 2014

Tenants Union of Victoria Ltd ACN 081 348 227

	Retained Surplus	Capital Reserve	Total
	\$	\$	\$
Balance as at 1 July 2012	382,960	15,000	397,960
Comprehensive Income			
Surplus for the year	42,335	-	42,335
Other comprehensive income	-	-	-
Total comprehensive income	42,335	-	42,335
Transfer to reserves	-	-	-
Balance as at 30 June 2013	425,295	15,000	440,295
Comprehensive Income			
Loss for the year	(61,227)	-	(61,227)
Other comprehensive income	-	-	-
Total comprehensive income	(61,227)	-	(61,227)
Transfer to reserves	-	-	-
Balance as at 30 June 2014	364,068	15,000	379,068

The accompanying notes form part of these financial statements.

Statement of Cash Flows
for the year ended 30 June 2014
Tenants Union of Victoria Ltd ACN 081 348 227

	Note	2014 \$	2013 \$
CASH FLOW FROM OPERATING ACTIVITIES			
Receipts from government and other sources		2,290,780	2,133,096
Payments to suppliers and employees		(2,260,726)	(2,051,896)
Interest received		28,811	28,869
Net cash provided by operating activities	14	58,865	110,069
CASH FLOW FROM INVESTING ACTIVITIES			
Payment for plant and equipment		(10,554)	(4,319)
Net cash used in investing activities		(10,554)	(4,319)
CASH FLOW FROM FINANCING ACTIVITIES			
Net cash provided by financing activities		-	-
Net increase (decrease) in cash held		48,311	105,750
Cash and cash equivalents at beginning of financial year		749,832	644,082
Cash and cash equivalents at end of financial year	3	798,143	749,832

The accompanying notes form part of these financial statements.

Notes to the financial statements for the year ended 30 June 2014

The financial statements cover Tenants Union of Victoria Limited as an individual entity, incorporated and domiciled in Australia. Tenants Union of Victoria Limited is a company limited by guarantee.

The financial statements were authorised for issue on 22 September 2014 by the directors of the company.

Note 1: Statement Of Significant Accounting Policies

The directors have prepared the financial statements on the basis that the company is a non-reporting entity because there are no users who are dependent on its general purpose financial reports. These financial statements are therefore special purpose financial statements that have been prepared in order to meet the requirements of the Australian Charities and Not-for-profits Commission Act 2012. The company is a not-for-profit entity for financial reporting purposes under Australian Accounting Standards.

The financial report has been prepared in accordance with the mandatory Australian Accounting Standards applicable to entities reporting under the Australian Charities and Not-for-profits Commission Act 2012 and the significant accounting policies disclosed below, which the directors have determined are appropriate to meet the needs of members. Such accounting policies are consistent with those of previous periods unless stated otherwise.

The financial statements, except for the cash flow information, have been prepared on an accruals basis and are based on historical costs unless otherwise stated in the notes. Material accounting policies adopted in the preparation of these financial statements are presented below and have been consistently applied unless stated otherwise. The amounts presented in the financial statements have been rounded to the nearest dollar.

Accounting Policies

a. Income Tax

No provision for income tax has been raised, as the company is exempt from income tax.

b. Plant and Equipment

Plant and equipment are measured on the cost basis less depreciation and impairment losses.

The carrying amount of plant and equipment is reviewed annually by directors to ensure it is not in excess of the recoverable amount from these assets. The recoverable amount is assessed on the basis of the expected net cash flows that will be received from the asset's employment and subsequent disposal. The expected net cash flows have been discounted to their present values in determining recoverable amounts.

Plant and equipment that have been contributed at no cost, or for nominal cost are valued at fair value of the asset at the date it is acquired.

Depreciation

The depreciable amount of all fixed assets are depreciated on a straight line basis over their useful lives to the company commencing from the time the asset is held ready for use. All assets with a cost base of under \$1,000 are expensed on acquisition.

The depreciation rates used for plant and equipment range from 20% to 33%.

The asset's residual values and useful lives are reviewed, and adjusted if appropriate, at each balance sheet date. An asset's carrying amount is written down immediately to its recoverable amount if the asset's carrying amount is greater than its estimated recoverable amount.

Gains and losses on disposals are determined by comparing proceeds with the carrying amount. These gains or losses are included in the income statement.

c. Financial Instruments

Recognition and initial measurement:

Financial instruments, incorporating financial assets and financial liabilities, are recognised when the company becomes a party to the contractual provisions of the instrument. Trade date accounting is adopted for financial assets that are delivered within timeframes established by market place convention.

Financial instruments are initially measured at fair value plus transaction costs where the instrument is not classified at fair value through profit or loss. Transaction costs related to instruments classified as at fair value through profit or loss are expensed to profit or loss immediately. Financial instruments are classified and measured as set out below:

Derecognition:

Financial assets are derecognised where the contractual rights to receipt of cash flows expires or the asset is transferred to another party whereby the company no longer has any significant continuing involvement in the risks and benefits associated with the asset. Financial liabilities are derecognised where the related obligations are either discharged, cancelled or expire. The difference between the carrying value of the financial liability extinguished or transferred to another party and the fair value of consideration paid, including the transfer of non-cash assets or liabilities assumed is recognised in profit or loss.

Classification and subsequent measurement:

(i) Loans and receivables:

Loans and receivables are non-derivative financial assets with fixed or determinable payments that are not quoted in an active market and are subsequently measured at amortised cost using the effective interest rate method.

(ii) Financial liabilities:

Non-derivative financial liabilities (excluding financial guarantees) are subsequently measured at amortised cost using the effective interest rate method.

Fair value:

Fair value is determined based on current bid prices for all quoted investments. Valuation techniques are applied to determine the fair value for all unlisted securities, including recent arm's length transactions, reference to similar instruments and option pricing models.

Impairment:

At each reporting date, the company assesses whether there is objective evidence that a financial instrument has been impaired. In the case of available-for-sale financial instruments, a prolonged decline in the value of the instrument is considered to determine whether an impairment has arisen. Impairment losses are recognised in the Income Statement.

d. Impairment of Assets

At each reporting date, the company reviews the carrying values of its tangible and intangible assets to determine whether there is any indication that those assets have been impaired. If such an indication exists, the recoverable amount of the asset, being the higher of the asset's fair value less costs to sell and value in use, is compared to the asset's carrying value. Any excess of the asset's carrying value over its recoverable amount is expensed to the Income Statement.

Where the future economic benefits of the asset are not primarily dependent upon the asset's ability to generate net cash inflows and when the entity would, if deprived of the asset, replace its remaining future economic benefits, value in use is depreciated replacement cost of an asset.

Where it is not possible to estimate the recoverable amount of a class of asset, the company estimates the recoverable amount of the cash-generating unit to which the asset belongs.

e. Employee Benefits

Provision is made for the company's liability for employee benefits arising from services rendered by employees to Balance Sheet date. Employee benefits expected to be settled within one year together with benefits arising from wages, salaries and annual leave which may be settled after one year, have been measured at the amounts expected to be paid when the liability is settled, plus related on-costs. Other employee benefits payable later than one year have been measured at the present value.

Contributions are made by the company to an employee superannuation fund and are charged as expenses when incurred.

f. Unexpended Grants

The company receives grant monies to fund projects either for contracted periods of time or for specific projects irrespective of the period of time required to complete those projects. It is the policy of the company to treat grant monies as unexpended grants in the balance sheet where the entity is contractually obliged to provide the services in a subsequent financial period to when the grant is received or in the case of specific project grants where the project has not been completed.

g. Cash and Cash Equivalents

Cash and cash equivalents includes cash on hand, deposits held at-call with banks, other short-term highly liquid investments with original maturities of three months or less, and bank overdrafts.

Cash flows are presented in the cash flow statement on a gross basis, except for the GST component of investing and financing activities, which are disclosed as operating cash flows.

h. Revenue

Revenue from the sale of goods is recognised upon the delivery of goods to customers. Grant revenue is recognised in the income statement when it is controlled. When there are conditions attached to grant revenue relating to the use of those grants for specific purposes it is recognised in the balance sheet as a liability until such conditions are met or services provided. Interest revenue is recognised on a proportional basis taking into account the interest rates applicable to the financial assets. Revenue from the rendering of a service is recognised upon the delivery of the service to the customers. All revenue is stated net of the amount of goods and services tax (GST).

i. Contributions

When the company receives non-reciprocal contributions from the Government and other parties for no or a nominal value, these contributions are recognised at the fair value on the date of acquisition upon which time an asset is taken up in the balance sheet and revenue in the income statement.

j. Goods and Services Tax (GST)

Revenues, expenses and assets are recognised net of the amount of GST, except where the amount of GST incurred is not recoverable from the Australian Tax Office. In these circumstances the GST is recognised as part of the cost of acquisition of the asset or as part of an item of the expense. Receivables and payables in the balance sheet are shown inclusive of GST.

k. Comparative Figures

Comparative figures have been adjusted to conform to changes in presentation for the current financial year.

l. Economic Dependence

Tenants Union of Victoria Ltd is dependent upon the Office of Housing, Victoria Legal Aid and Consumer Affairs Victoria for the majority of its revenue used to operate the business. At the date of this report the board of directors has no reason to believe that these organisations will not continue to support the company.

	2014	2013
	\$	\$
Note 2: Surplus from Ordinary Activities		
Surplus from ordinary activities before income tax expense has been determined after:		
(i) Revenue		
Grant revenue		
Victoria Legal Aid – Commonwealth Funding	115,540	111,663
Victoria Legal Aid – State Funding	570,447	519,571
Consumer Affairs Victoria	623,017	526,756
Office of Housing	779,533	742,148
Other funding	8,919	37,419
Less: funds deferred until unconditional	(94,312)	(87,461)
Total Grant Revenue	2,003,144	1,850,096
Interest earned	28,811	28,869
Membership fees	1,835	1,965
Other income	5,114	5,067
Total Revenue	2,038,904	1,885,997
(ii) Expenses		
Remuneration of auditor		
- audit of the financial report	13,697	9,500
- other audit related services	3,760	2,500
Rental expense on operating leases	106,566	124,528
Note 3: Cash and Cash Equivalents		
Cash on hand	600	600
Cash at bank	295,763	268,379
Cash at bank on short term deposit	501,780	480,853
	798,143	749,832
Note 4: Trade and Other Receivables		
CURRENT		
Accrued income and sundry debtors	105,755	84,430
NON-CURRENT		
Security deposits	4,610	4,610

	2014	2013
	\$	\$
Note 5: Other Current Assets		
Prepayments	7,615	4,824
Note 6: Plant And Equipment		
Plant and equipment - at cost	102,287	91,732
Less accumulated depreciation	(82,979)	(73,919)
	19,308	17,813
<i>Movements in carrying amounts</i>		
Written down value at the beginning of the financial year	17,813	25,979
Additions	10,554	4,319
Depreciation for the year	(9,059)	(12,485)
Written down value at the end of the financial year	19,308	17,813
Note 7: Trade and Other Payables		
Trade creditors	10,867	14,388
Sundry creditors and accrued expenses	24,040	21,768
	34,907	36,156
Note 8: Tax Liabilities		
Net Tax Liabilities – GST	20,404	14,111
Note 9: Provisions		
SHORT-TERM		
Employee benefits	159,044	155,702
LONG TERM		
Employee benefits	46,179	13,175

	2014	2013
	\$	\$
Note 10: Other Current Liabilities		
Income received in advance	7,500	-
Grants received in advance - VLA	33,016	24,042
Grants received in advance - VLA ERO	6,550	6,550
Project Balances:		
CAV – Metro Advocacy	12,787	-
CAV – Legal & Policy	4,446	-
CAV – Outreach	3,283	8,053
CAV – Tenancy Projects	8,118	11,289
OoH PHIP – Education	88,837	61,814
OoH PHIP – Policy	69,579	43,552
OoH PHIP – Special Grant	18,140	18,140
OoH PHIP – Training	3,856	2,915
OoH PHIP – SHASP	39,717	25,715
	<hr/> 295,829	<hr/> 202,070
Note 11: Reserves		
Capital Replacement Reserve	<hr/> 15,000	<hr/> 15,000

The company has established a capital replacement reserve for the purpose of retaining funds for the acquisition of assets.

Note 12: Members' Guarantee

The entity is incorporated under the Corporations Act 2001 and is an entity limited by guarantee. If the entity is wound up, the Constitution states that each member is required to contribute a maximum of \$10 each towards meeting any outstanding obligations of the entity. At 30 June 2014, the number of full members was 24 (2013: 38).

Note 13: Events Subsequent to Reporting Date

No matters or circumstances have arisen since the end of the financial year which significantly affected or may significantly affect the operations of the company, the results of those operations, or the state of affairs of the company in future financial years.

	2014	2013
	\$	\$
Note 14: Cash Flow Information		
Reconciliation of cash flow from operations with loss from ordinary activities after income tax		
Surplus (loss) from ordinary activities after income tax	(61,227)	42,335
Non-cash flows in surplus from ordinary activities		
Depreciation	9,059	12,485
Changes in assets and liabilities		
Decrease/(increase) in receivables	(21,325)	(21,647)
Decrease/(increase) in other current assets	(2,791)	1,650
Increase/(decrease) in payables	(1,249)	(46,521)
Increase/(decrease) in provisions	36,346	15,075
Increase/(decrease) in tax liabilities	6,293	2,995
Increase/(decrease) in other liabilities	93,759	103,697
Cash inflows (outflows) from operations	58,865	110,069

Note 15: Leasing Commitments

Operating Lease Commitments

Non-cancellable operating leases contracted for but not capitalised in the financial statements:

Payable

- not longer than 1 year	-	48,357
- longer than 1 year but not longer than 5 years	-	-
- longer than 5 years	-	-
	-	48,357

Details of significant leasing arrangements: The company's property lease has expired and occupancy is on a monthly tenancy arrangement.

Note 16: Company Details

The registered office and principal place of business of the company is:
55 Johnston Street, Fitzroy, Victoria 3065.

Note 17: Contingent Liability

The company operates programs and in return receives funding under agreement with the Victorian and Commonwealth Governments. It is a condition of receipt of these grant funds that in the event of the company ceasing to operate the programs under agreement, or upon voluntary winding up of the company, the company is required to return control of the assets to the Victorian and Commonwealth Governments.

Note 18: New Accounting Standards for Application in Future Periods

The following are key new Australian Accounting Standards that have been issued but are not yet mandatorily applicable. The directors, having assessed the possible future impact that these Standards may have on the financial statements of the company, believe that there will be no material effect upon application of their recognition and measurement requirements.

AASB 9: Financial Instruments (December 2010) and AASB 2010-7: Amendments to Australian Accounting Standards arising from AASB 9 (December 2010) (applicable for annual reporting periods commencing on or after 1 January 2015).

These Standards address accounting for financial assets and financial liabilities.

AASB 2012-3: Amendments to Australian Accounting Standards – Offsetting Financial Assets and Financial Liabilities and AASB 2013-4: Amendments to Australian Accounting Standards – Novation of Derivatives and Continuation of Hedge Accounting (applicable for annual reporting periods commencing on or after 1 January 2014).

These Standards make amendments in relation to offsetting financial assets and liabilities and certain hedge accounting requirements.

Directors' Declaration

Tenants Union of Victoria Ltd ACN 081 348 227

In accordance with a resolution of the directors of Tenants Union of Victoria Limited, the directors declare that:

1. The financial statements and notes, are in accordance with the Australian Charities and Not-for-profits Commission Act 2012 and:
 - a. comply with Accounting Standards applicable to the company; and
 - b. give a true and fair view of the financial position as at 30 June 2014 and of its performance for the year ended on that date in accordance with the accounting policies described in Note 1 to the financial statements.
2. In the directors' opinion there are reasonable grounds to believe that the company will be able to pay its debts as and when they become due and payable.

This declaration is made in accordance with a resolution of the Board of Directors.



Graeme McDonald

Chairperson

Dated this 22nd day of September 2014

Independent Audit Report to the Members of Tenants Union of Victoria Limited

Tenants Union of Victoria Ltd ACN 081 348 227

We have audited the accompanying financial report, being a special purpose financial report, of Tenants Union of Victoria Limited, which comprises the statement of financial position as at 30 June 2014, and the statement of profit or loss and other comprehensive income, statement of changes in equity and statement of cash flows for the year then ended, notes comprising a summary of significant accounting policies and other explanatory information and the directors' declaration.

This audit report has also been prepared for the members of the Society pursuant to Australian Charities and Not-for-profits Commission Act 2012.

Directors' Responsibility for the Financial Report

The directors of the company are responsible for the preparation and fair presentation of the financial report and have determined that the accounting policies described in Note 1 to the financial report are appropriate to meet the requirements of the Australian Charities and Not-for-profits Commission Act 2012 and are appropriate to meet the needs of the members. The directors' responsibility also includes such internal control as the directors determine is necessary to enable the preparation of a financial report that is free from material misstatement, whether due to fraud or error.

Auditor's Responsibility

Our responsibility is to express an opinion on the financial report based on our audit. We have conducted our audit in accordance with Australian Auditing Standards. Those standards require that we comply with relevant ethical requirements relating to audit engagements and plan and perform the audit to obtain reasonable assurance whether the financial report is free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial report. The procedures selected depend on the auditor's judgement, including the assessment of the risks of material misstatement of the financial report, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the company's preparation of the financial report that gives a true and fair view in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the company's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by the directors, as well as evaluating the overall presentation of the financial report.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

Independence

In conducting our audit, we have complied with the independence requirements of the Australian Charities and Not-for-profits Commission Act 2012.

Audit opinion

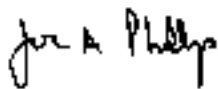
In our opinion, the financial report of Tenants Union of Victoria Limited is in accordance with the Australian Charities and Not-for-profits Commission Act 2012, including:

- a. giving a true and fair view of the company's financial position as at 30 June 2014 and of its performance for the year ended on that date; and
- b. complying with Australian Accounting Standards to the extent described in Note 1 and the Australian Charities and Not-for-profits Commission Regulations 2013.

Basis of Accounting

Without modifying our opinion, we draw attention to Note 1 to the financial report, which describes the basis of accounting. The financial report has been prepared for the purpose of fulfilling the directors' financial reporting responsibilities under the Australian Charities and Not-for-profits Commission Act 2012. As a result, the financial report may not be suitable for another purpose.

C.W. Stirling & Co
Chartered Accountants



John A. Phillips

Partner

Dated this 22nd day of September 2014
Melbourne

**Compilation Report
For the Directors of Tenants Union Of Victoria Limited
Tenants Union of Victoria Ltd ACN 081 348 227**

We have compiled the special purpose financial statements of Tenants Union of Victoria Limited, which comprise the Detailed Operating Statement for the year ended 30 June 2014 as set out on the following pages.

The Responsibility of the Directors of Tenants Union of Victoria Limited

The Directors of Tenants Union of Victoria Limited are solely responsible for the information contained in the special purpose financial statements and have determined that the accounting policies used are appropriate to meet their needs and for the purpose that the financial statements were prepared.

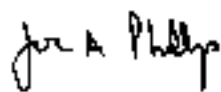
Our Responsibility

On the basis of information provided by the directors of Tenants Union of Victoria Limited we have compiled the accompanying special purpose financial statements in accordance with the APES 315: Compilation of Financial Information.

Our procedures use accounting expertise to collect, classify and summarise the financial information, which the directors provided, in compiling the financial statements. Our procedures do not include verification or validation procedures. No audit or review has been performed and accordingly no assurance is expressed.

The special purpose financial statements were compiled exclusively for the benefit of the directors of Tenants Union of Victoria Limited. We do not accept responsibility to any other person for the contents of the special purpose financial statements.

C.W. Stirling & Co
Chartered Accountants



John A. Phillips

Partner

Dated this 22nd day of September 2014
Melbourne

Detailed Operating Statement
For The Year Ended 30 June 2014
Tenants Union of Victoria Ltd ACN 081 348 227

	2014	2013
	\$	\$
Income		
Grants – recurrent	1,994,225	1,812,678
Grants – non-recurrent	8,919	37,419
Interest earned	28,811	28,869
Membership fees	1,835	1,965
Other income	5,114	5,066
Total Income	2,038,904	1,885,997
Less Expenditure		
Accounting and audit fees	17,457	12,000
Accreditation	7,385	-
Archiving costs	3,740	2,532
Bank charges	2,198	1,637
Capital equipment	14,437	-
Catering – meetings	2,755	1,721
Cleaning	17,497	15,355
Computer software and consumables	14,583	9,244
Consultancy – IT support	55,448	74,858
Consultancy – other	80,980	30,168
Depreciation	9,059	12,485
Directory entries	6,668	7,017
Disbursements	9,927	10,431
Employment advertisements	2,835	2,870
Gas/electricity	12,634	14,575
Insurances	3,171	2,721
Internet and website	88,269	-
Library	26,323	21,203
Miscellaneous	7,801	3,898
Payroll	1,265,506	1,165,047
Photocopying	20,707	11,431
Postage and freight	9,255	7,736
Practising certificates	3,188	2,555
Printing	19,127	26,182
Publications program	28,479	50,895

	2014	2013
	\$	\$
Expenditure (continued)		
Publicity	12,500	12,716
Rent	106,946	124,528
Repairs and maintenance	22,825	11,274
Security	1,357	813
Special projects	8,960	-
Staff amenities	12,080	13,282
Staff development and training	16,342	16,681
Stationery	12,625	11,081
Subscriptions and memberships	6,179	6,608
Superannuation	112,752	106,150
Telephone	30,447	27,778
Travel	21,718	20,611
Waste Removal	1,900	1,730
Workcover	4,071	3,849
Total Expense	2,100,131	1,843,662
Surplus (Loss) for the Year	(61,227)	42,335

The detailed operating statement should be read in conjunction with the attached Compilation Report of C.W. Stirling & Co., Chartered Accountants.

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Yes, what else but home?
Robert Frost



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