



CHIA Queensland Annual Review 2023 - 2024





ACKNOWLEDGEMENTS

The Community Housing Industry Association Queensland (CHIA Queensland) respectfully acknowledges the Aboriginal and Torres Strait Islander Owners, Elders and Emerging Leaders of the lands on which it meets and conducts its business; past, present and future.

CHIA Queensland thanks our members, associates, sponsors and partners including the Department of Housing for their support throughout the year.

Company Details

CHIA Queensland is the registered business name for CHPs for QLD Limited. A company limited by guarantee, CHIA Queensland is non-profit and member based.

ACN 169 723 460 | ABN 73 169 723 460

Registered business address: c/Brisbane Housing Company Limited, Level 17/333 Ann Street, Brisbane, Queensland, 4000

Copyright © CHIA Queensland November 2024



INTRODUCTION

WHO WE ARE

The Community Housing Industry Association (CHIA) Queensland is the independent industry body for community housing in Queensland. Established in 2015 we support and represent community housing providers and advocate for social and affordable housing policy and programs which provide homes for people on low and moderate incomes.

Our members are not for profit, registered, community housing providers who deliver a diverse range of housing options, from purpose-built developments for families, key workers, and older people to housing for people with disability and those requiring crisis and transitional accommodation. Collectively our members own or manage more than 12,700 social and affordable rental homes across the State.

Community housing providers develop and deliver housing solutions which provide long term stability for residents and communities. They are committed to ensuring our homes and communities are more than just places we live—they are vibrant, connected, and supportive environments where everyone can flourish.

On behalf of our members CHIA Queensland strives to:

- Influence legislative and policy settings to ensure they represent, support, grow and strengthen the community housing industry.
- Promote practices and strategies which enhance tenant outcomes.
- Enhance business sustainability and innovation through partnerships and knowledge sharing.



MESSAGE FROM THE CHAIR



Welcome to CHIA Queensland's Annual Review for 2023-24.

Housing continues to be a critical issue affecting many Queenslanders especially those on low incomes. As of June, the number of people on the housing register had risen to more than 45,000 and many individuals and families remain in emergency accommodation or sleeping in parks and cars.

To end Queensland's housing crisis, we need to pull all levers possible and increase supply across all parts of the housing system. Additional social and affordable housing owned and managed by community housing providers is a vital part of the solution.

This year CHIA Queensland has continued to work with the community housing sector to bring forward important policy and investment solutions that will assist Queenslanders to find homes in the months, years and decades ahead.

We have led the development of industry advice and facilitated sector briefings on key matters including the Housing Australia Future Fund, QuickStarts and the Master Agreement. Written and verbal submissions have been prepared in response to a range of legislative and policy reforms including rental reform and planning amendments.

CHIA Queensland has continued to be an active member in governance and industry groups and is working in partnership with the Queensland Government, Q Shelter and

Aboriginal and Torres Strait Islander Housing Queensland (ATSIHQ) to deliver the Community Housing Futures (CHF) Program.

This initiative has supported 44 community housing providers to access advice, training and tools which can support growth. We are delighted that an additional \$4 million has been committed to continue CHF and look forward to working with all stakeholders to shape the program into the future.

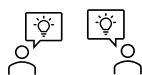
Our activities have been undertaken in partnership with colleagues from across the sector and within government and we very much appreciate the generous spirit of partnership that has underpinned our work together this year.

As the peak body for community housing, CHIA Queensland will continue to advocate for increased investment and policy settings which will enable our sector to flourish and grow.

We look forward to working with the new government to deliver on their ambitious targets and to accelerate the supply of new social and affordable housing for Queenslanders in need.

A handwritten signature in dark ink, appearing to read 'Kristan Conlon'.

Kristan Conlon, Chair



POLICY LEADERSHIP to advance social and affordable housing.

This year, CHIA Queensland has continued to provide industry-led advice and legal opinion on housing related legislation, policies and programs.

In partnership with McCullough Robertson, we led the engagement with Community Housing Providers and provided written advice and submissions on QuickStarts Round 2 and the Community Housing Master Agreement.

Following the release of Homes for Queenslanders, CHIA Queensland actively engaged with the Department of Housing and the sector about issues relating to the design and implementation of key new initiatives including the Youth Subsidy and the Community Housing Rent Policy.

CHIA Queensland prepared a detailed written submission and gave evidence at the committee hearing regarding the Residential Tenancies and Rooming Accommodation and Other Legislation Amendment Bill 2024 (Qld). Our advocacy helped to deliver an exemption from the cap on rent increases for Community Housing Providers delivering social housing.

Written submissions were also prepared for the review of the Shaping SEQ Regional Plan and proposed amendments to the Planning Regulation.

In response to member concerns, CHIA Queensland provided a summary of issues regarding the Community Rent Scheme to the Department of Housing and hosted an information session for CHPs regarding the allocation of additional funding announced in the budget.

Throughout the year CHIA Queensland has continued to raise concerns regarding delays in referrals for community housing vacancies and advocated for a review of the One Social Housing System.

In recent months we have been working with Queensland Disability Network (QDN) in the development of the *My Housing Options* toolkit and will support its implementation across the sector.

The development of the new Supportive Housing Policy has been a very positive development, and we were pleased to participate in that workshops and discussions to help shape the policy.

Through our participation in the Community Housing Steering Committee, we have raised matters impacting the sector including insurance, Community Rent Scheme quotas, NRAS purchases, Community Housing Rent Policy, Transitional Housing policy settings, insurance gaps and the Master Agreement.

More recently, along with other members of the CHIA network we sponsored research by Polis to capture data and learnings from Round 1 of the Housing Australia Futures Fund which were shared with the Department of Housing.

CHIA Queensland worked closely with the Queensland Regulator to plan a series of sector engagement workshops and regular discussions have focussed on streamlining the process for registration of wholly owned SPVs and improvements to sector wide reporting. We have also attended both national Regulatory Advisory Group meetings and contributed to feedback on the review of the NRSCH metrics.

Through our member briefings and e-bulletins we have continued to keep our members informed about sector developments and initiatives.



PROMOTE the role and value of Queensland's community housing industry

This year CHIA Queensland has provided an industry voice to the Homes for Queenslanders Implementation Taskforce and Community Education and Engagement Working Group providing expert advice to inform implementation of the strategy and help address barriers to delivery.

Coinciding with the National Housing Conference, we co-facilitated a fringe event to explore support for an Industry Road Map for Queensland and hosted a face-to-face session with the CEO of Housing Australia about the implementation of the Housing Accord and the Housing Australia Future Fund.

Queensland's interests are also well-represented at the national level, with Rebecca Oelkers, CEO of Brisbane Housing Company as the Deputy Chair of CHIA National and Andrew Elvin, CEO of Coast2Bay as Queensland's Regional Director.



INDUSTRY DEVELOPMENT strategies to sustain a dynamic and diverse community housing sector

In partnership with Aboriginal and Torres Strait Islander Housing Queensland and Q Shelter we have overseen the implementation and evaluation of the Community Housing Futures Program. This has entailed quarterly governance meetings as well as fortnightly operational meetings.

To inform the Q Shelter and Homelessness Queensland Workforce Connect Project we conducted a series of semi-structured interviews with senior executives and CEOs from the community housing sector and

collated these findings into a report identifying challenges and opportunities.

CHIA Queensland has promoted the Industry Standard Tenant Survey for use by smaller community housing providers. This work has been led by CHIA NSW.

We have also been pleased to share with our members the software showcase series led by CHIA Vic with demonstrations aimed at supporting providers to understand what business software options are available for their organisation.

We continue to look for opportunities to promote energy efficiency and retrofit initiatives and this year we hosted an online presentation by Cloverleaf and Tesla regarding the South Australia Virtual Power Plant which is reducing energy costs for more than 4,000 Social Housing tenants.

We continue as members of the Community Housing Climate Action Network which aims to build capacity of the sector to reduce emissions and prepare for the impacts of climate change.

We are also members of the Community Housing Disability Network which works to improve nonmarket housing options for people with disability and influence mainstream housing practice and design.



ENHANCE organisational and financial viability

Our membership has grown, and we are pleased to report that by the end of 2023-24, CHIA Queensland members owned or managed over 12,700 properties across Queensland.

The CHIA Queensland Board of Directors participated in two workshops to develop our Strategic Plan for 2025-2030. The plan continues our focus on increasing awareness of the community housing industry, strengthening our policy influence, enhancing tenant outcomes and growing CHIA Queensland to deliver more services and support for our members.

Our Board of Directors farewelled Charlotte Dillion from YWCA in October 2024 and we welcomed new Director Mandy Thompson from Family Emergency Accommodation Townsville (FEAT), a Tier 3 community housing provider.

ACKNOWLEDGEMENTS

CHIA Queensland thanks our members, associates, sponsors (McCullough Robertson Lawyers and Grant Thornton Australia) and the Department of Housing for their contribution to our work over the past 12 months. We are extremely grateful for their support.

We also thank our Board of Directors, and staff for the passion, energy and commitment they have demonstrated over the past year to boost the profile and impact of community housing in Queensland.



PROMOTE the role and value of Queensland's community housing industry

There were plenty of opportunities to promote the work of our members and the profile of the industry in 2023-24.

We are proud to showcase just some of the projects and innovative initiatives kicked off this year.

These exemplify the growth and capital developments in our sector to support housing need; our partnerships; and the wrap around services that CHPs provide to support their tenants.





Roseberry Qld - Waybeah Friend Street Village

2023-24 was a massive year for Roseberry Qld with a number of projects being initiated, developed or finalised. One such project was a highlight for the organisation and has demonstrated the importance of partnerships between governments and local organisations.

Thanks to a partnership with the Queensland Government through the Housing Investment Fund, Roseberry Qld were able to purchase a former workers accommodation precinct in Gladstone and convert it to social and affordable housing.

The Waybeah Friend Street Village consists of 20 social and 65 affordable units, significantly increasing the supply of affordable housing in Gladstone.

Following the completion of some modifications to enhance the suitability and liveability of the units, Roseberry Qld opened the complex up to applications and were overwhelmed with the response.

Ongoing efforts to create and maintain a community atmosphere have begun, and tenants are delighted with their new homes.

One tenant, who had previously been homeless for 17 years described himself as “*happier than happy*” with his new home. Stories like this one have been repeated over and over as each new tenant moves into the complex.

Roseberry Qld are thankful to the support of the Queensland Government which has allowed them to house more local Gladstone individuals and families, and look forward to supporting their tenants for many years to come.



30 New Social Homes for Miami

Community Housing (Qld) Limited began work on 30 new homes as part of the Miami Social Homes project, to be delivered in partnership with the Queensland Government. These homes will provide quality, accessible and safe living spaces for vulnerable older adults and people with disabilities. Developed on the site of a previously underutilised ageing unit complex, the Miami project is a perfect example of optimising land use and revitalising aging housing stock.



Banksia Apartments

Churches of Christ Housing Services Limited has built Banksia Apartments, comprising of 40 Social Housing units for seniors delivered in partnership with the Queensland Government and 10 Specialist Disability Accommodation (SDA) units funded by CCHSL.

Officially opened in June 2024, this mixed-tenure development on the Sunshine Coast is a thriving and interconnected community designed to accommodate the changing accessibility needs of people as they age. With all units built to gold liveability standards, they have wide doorways, accessible bathrooms and space to park mobility scooters at the door of each unit.

Residents have access to an independent lifestyle as well as the security of having access to future care should their needs ever change with home care services and an aged care facility. This innovative and supportive community also enjoys lifestyle amenities including a large auditorium, swimming pools and a café.

The SDA residents have their own individual unit in which to create their home and allows them to live independently within a fully accessible community. They have the freedom and personal space to enjoy all the onsite facilities and to participate in the community. In partnership with *Get Going Support*, SDA residents have onsite, access to a concierge style support service providing them with the reassurance and security of having someone close by to support them with their physical support needs, 24 hours a day.

The 40 Social Housing units were tenanted by those over 55 who chose to downsize from large public housing properties in the region. The brand-new, low-maintenance and accessible units were an appealing alternative to the older, larger properties many under-occupiers were struggling to maintain and navigate. Banksia Apartments is a new chapter for them, offering not only an accessible home, but also a lifestyle that many don't associate with Social Housing. This approach created dozens of vacancies in homes suitable for large families waiting for Social Housing assistance.





Sociii to Empower Women & Children

Bric has partnered with Sociii to offer women with children the opportunity to participate in a 12-month program that aims to facilitate mental and emotional healing, personal growth and community building among participants. This initiative launched in mid-2024 is designed to address generational trauma and societal challenges through an evidence-based approach. The pilot with 15 single mothers has showed significant positive growth with participants securing new jobs, receiving pay rises, starting businesses and improving their personal lives.

Community Garden Projects



A range of community garden projects have taken place at Bric properties with the support of the Community Sustainable Spaces grant via the Department of Environment. Three projects in Fortitude Valley and Enoggera were scoped and completed during the year. A fourth community garden project at Lower Bowen Terrace, New Farm was funded and carried out by ADCO Construction with a strong involvement from tenants. Tenants at each site were consulted to understand their priorities which included low maintenance, wildlife friendly spaces, raised garden beds for herbs and welcoming areas where people can spend time outside together.

Portwood Street, Redcliffe

Bric completed construction of 18 well designed and well located 1-bedroom apartments in Redcliffe in late 2023. The development was built in partnership with the Queensland State Government and with support from Moreton Bay Council. The homes are located close to health services, shops and neighbourhood services. Each unit is spacious and accessible, designed to Gold and Platinum Liveable Housing Standards, allowing residents to age in place. The secure building provides parking and a communal area on the ground floor. The homes were targeted to seniors many of whom were at risk of homelessness because of the lack of affordable accommodation options in the Redcliffe peninsular and some residents 'downsized' from larger public housing, thus freeing up much needed family homes in the region. The new residents have formed a strong and supportive community and many volunteer in the broader community.





National Affordable Housing (NAH) has achieved significant growth during 2023-24 delivering over 420 social and affordable housing across regional and south-east Queensland, with a further 407 scheduled for delivery between 2025-2027.



Brookvale Drive, Underwood

NAH continues to build positive partnerships with property developers to support submissions for social and affordable housing. It is proud to be a partner of Everyone's Place, a consortium creating 483 affordable housing outcomes in south-east Queensland. The consortium members are Tetris Capital, Everyone's Place (division of Metricon), KDL Property Group and ANZ. This project is part of the Queensland Housing Investment Growth Initiative. NAH will provide the allocation, tenancy, and property management for the 483 homes. Construction will commence shortly with residents expected to move into their homes from mid-2025.



Redbank Project (construction coming soon)

NAH's mission is to help create Better Lives and does this by creating Customer Centred Pathways.

NAH is supporting the Queensland Government's Big Build through acquiring 335 National Rental Affordable Scheme (NRAS) houses across Queensland which will support over 664 residents.

Michael is a NAH tenant from Townsville who has benefitted from NAH's acquisition of NRAS houses. Michael is a full-time carer for his younger brother and daughter. The family had spent a year going from hotel to hotel and were not able to afford the private market rental prices. The NAH housing services team were able to find them a 3-bedroom property, which was one of the ex-NRAS properties the Queensland Government has funded to boost social housing supply across the state.

Michael and his family are very happy in their new home and Michael has seen an improvement in the health of both his brother and daughter.

BRISBANE YOUTH SERVICE

NEW FUTURES FOR YOUNG PEOPLE



Brisbane Youth Service (BYS) has experienced a year of unprecedented growth in response to the surge in demand for services among vulnerable young people. The increase in occasions of support—up by 16% in 2023-24 to a total of 68,310—underscores the growing need for assistance in the community.

BYS will be better placed to respond to this need with the announcement of a key milestone: the establishment of a new integrated Youth Support Centre at 518 Brunswick Street, Fortitude Valley. This facility, designed with input from the young people they support, will streamline access to essential services, including housing, physical health, mental health, and support for domestic and family violence—all under one roof.



In early 2024, BYS opened a 19-bed temporary supported accommodation facility for young people facing homelessness in partnership with the Department of Housing, Local Government, Planning and Public Works. This facility is part of BYS's broader commitment to ensuring all young people can access safe and secure housing. Additionally, the growth of the Advantage Thinking model Falconer House program, which now includes eight beds, further reflects BYS's dedication to providing safe and stable environments for vulnerable young people to pursue life goals.



The expansion of the State government's Immediate Housing Relief for Families funding to include individuals and couples has enabled BYS to extend vital emergency accommodation to a broader demographic. The organisation has rapidly increased its services to deliver this response.

Together with dedicated partners, staff, and supporters, BYS is empowering young people across Brisbane to create new futures. Even with brief support from BYS, most young people can overcome difficulties, move out of crisis, and thrive in the community.





Access Community Housing has continued to make significant progress during the 2023-2024 financial year in its mission to provide more safe, secure, and affordable homes for individuals and families across Far North Queensland.

In partnership with the Queensland Government, Access has commenced the construction of 30 new homes on Mulgrave Road in Cairns. This development represents a collaborative effort to tackle housing challenges in the region. By more than doubling the capacity of the previous site, which housed 14 ageing dwellings, these modern social homes will maximise land use and improve housing accessibility for the local community. This project has also fostered partnerships with local suppliers, supporting the regional economy and reinforcing our community connections.



Throughout the year, Access completed 309 property condition audits to prioritise maintenance and improvement efforts and ensure the continued safety and quality of our housing stock. Access also strengthened its internal capabilities with the appointment of a Financial Controller, a key role in supporting sustainable growth and maintaining fiscal responsibility.

As part of Access's commitment to operating with cultural integrity, its team took part in the 'Deep Listening On-Country' program led by K'gari 3 Sisters and CEED Healing. This immersive experience instilled the essence of Aboriginal spiritual practices, reinforcing their dedication to culturally sensitive engagement.



Access has also expanded its housing portfolio with the addition of three large family homes, each featuring four bedrooms and two bathrooms to provide more comfortable and spacious living options for larger families in the community.

Thanks to the Cairns Regional Council's Sustainability and Climate Action grant, solar panels have been installed at the Pease Street community hall, promoting green energy solutions and enhancing environmental sustainability efforts.

These achievements reflect Access Community Housing's dedication to delivering impactful outcomes and strengthening their community partnerships.



Coast2Bay Housing Group's achievements this year have been nothing short of extraordinary. Growth targets have been surpassed, their presence in the community has been expanded, they have delivered exemplary new property developments and acquired additional dwellings to provide a further 139 secure housing outcomes for vulnerable people.

This year, their collaborative efforts with all levels of government, the private sector and the housing industry have significantly enhanced their ability to deliver on their mission and respond to community needs.

Transforming lives and promoting social inclusion through community and affordable housing.

Key Highlights for the 2023-2024 Financial Year

Coast2Bay Housing Group completed development of 26 new social homes in Yandina in partnership with the Queensland Government. Named Munah Gillah, meaning native honey in Kabi Kabi language, all units were ready for people to move in by Christmas 2023.



Through their collaborative efforts with Refocus and the Department of Housing, Coast2Bay Housing Group have successfully trialled a new and innovative Care Leavers program to assist young people leaving care to secure studio apartments. Refocus provide support to the tenants through case management to meet their short and long-term goals.



Coast2Bay Housing Group delivered on the Queensland Government's Housing Investment Fund NRAS Acquisitions Program, purchasing 110 dwellings to bring into their long-term community housing portfolio.

Their RISE2 program provides emergency accommodation for women and children escaping domestic and family violence. This year, a significant community grant from Bendigo Community Bank seeded a new project to meet the urgent need in Noosa. In March 2024, a Queensland Government capital grant funded 9 more RISE2 homes for the Sunshine Coast and Noosa.

Importantly, through planning, collaboration and funding proposals, Coast2Bay Housing Group has developed a pipeline of over 350 homes for delivery in the next three years.

Coast2Bay Housing Group extends their gratitude to their shareholders, stakeholders, partners and the team – thank you for your support in delivering these outstanding achievements.



As a small Tier 3 CHP and SHS, Family Emergency Accommodation Townsville (FEAT) works hard to create positive impacts with the families in its long-term, transitional, and temporary supported accommodation programs. FEAT has a staff group of 13 and manage, headlease or own 70 properties.

FEAT ensures that the littlest people in their housing have access to the things they need to develop and grow. FEAT is proud to partner with CQUniversity's Psychology Capstone Program and this year the students provided the team with strategies to assist in supporting children to achieve their developmental milestones.

In order to deliver on this, a local community partner, Calvary Care came on board and provided play packs which not only ensure that children who are homeless have some fun activities to do but will also be engaged with activities that support their development.

FEAT is grateful for the support of their partners Calvary Care and CQUniversity in helping them to achieve their collective goals.

They say it takes a village to raise a child. Homeless children need the village more than most.





CHIA QUEENSLAND MEMBERS 2023-2024

Aboriginal and Torres Strait Islander Community Health Service Brisbane
Access Community Housing Ltd
BlueCHP Ltd
Bric Housing Company Ltd
Brisbane Housing Company Ltd
Brisbane Youth Service
Churches of Christ Housing Services Ltd
Coast2Bay Housing Group Ltd
Common Ground Queensland Ltd
Community Accommodation and Support Agency Inc
Community Action Inc
Community Housing (Queensland) Ltd
Community Living Association
Family Emergency Accommodation Townsville
Gladstone Central Committee on the Ageing
Hervey Bay Housing Coalition Inc
Home In Place
INCH Housing Inc
Jacaranda Housing Ltd
Mackay Regional Housing Company Ltd – Connect
Housing Group
Mangrove Housing Ltd
Mareeba Community Housing Company Ltd
Mission Australia
National Affordable Housing Consortium (NAHC)
Regional Housing Limited
Roseberry Community Services Inc – Roseberry Qld
Shelter Action Housing Cairns
Tableland Community Housing Association Inc
Youth Housing Project
Yumba-Meta Housing Ltd
YWCA Australia Ltd

CHIA Queensland acknowledges its:

- Founding Member: David Cant
- Associates: Anglicare SQ Homelessness Services Women & Families, Fleetwood Australia, Mareeba Council
- Reciprocal Members: Q Shelter, Committee for Brisbane, Council for Homeless Persons Queensland

CHIA QUEENSLAND DIRECTORS AND OFFICE BEARERS 2023-2024



Chair, Kristan Conlon
Partner, McCullough Robertson



Director, Jane West
CEO, BRIC Housing



Director, Andrew Elvin
CEO, Coast2Bay Housing Group



Director, Lizbeth (Lizz) Bott
CEO, Jacaranda Housing



Director, Peter Garrone
*Chief Financial Officer & Company
Secretary Brisbane Housing Company Ltd*



Director, Charlotte Dillon
*General Manager, YWCA National
Housing*



Director, Alexandra McColl
*Executive Manager, Brisbane Operation
for Home In Place*



Director, Alicia Follent
*Queensland State Manager, Community
Housing Limited (CHL)*

BOARD ATTENDANCE 2023 – 2024

	25 July	5 September	17 October	3 November (Strategy Meeting)	14 November (AGM)	20 February	26 March	30 April	21 May (Strategy Meeting)	25 June
Kristan Conlon (Chair)	X	X	X	X	X	X	X	X	X	X
Andrew Elvin (Deputy Chair)	Apology	Apology	X	X	X	X	X	X	X	X
Peter Garrone (Treasurer & Company Secretary)	X	X	X	X	X	X	X	X	X	X
Jane West	X	X	X	X	X	X	X	X	X	X
Alexandra McColl	X	X	X	X	X	X	X	X	X	X
Lizz (Lizabeth) Bott	X	X	X	X	X	Apology	X	X	X	X
Alicia Follent	X	X	X	Apology	X	X	X	X	Apology	Apology
Charlotte Dillon	X	X	X	X	X	X	X	X	Apology	X

CHIA Queensland's Board of Directors volunteer their time, energy, expertise, knowledge and networks to oversee the governance, strategic directions and policy of the organisation. Directors are elected or appointed at the Annual General Meeting.

CHIA Queensland's Board of Directors met seven times in the 2023 – 2024 year and held two strategic planning meetings. Meetings were held in person and by video conference.



SPONSORS AND SUPPORTERS



McCullough Robertson has proudly served as a trusted, independent Australian law firm for nearly 100 years. Recognised for its comprehensive legal services, the firm offers specialist expertise to a broad range of industries, including property, construction, mining, energy and renewables, banking, insurance, food and agribusiness, technology, telecommunications, and government.

Embedded in McCullough Robertson's DNA is a strong commitment the not-for-profit sector. Partnering with various non-profit organisations, including community housing providers and sector leaders, McCullough Robertson always supports its clients in realising their vision and making a positive contribution to the community.

In 2023, McCullough Robertson launched its dedicated Community Housing service, bringing a full-service team of legal specialists with the knowledge and proven track record advising the housing sector. Collaborating with an array of purpose-driven organisations, developers and industry leaders, McCullough Robertson's Community Housing team are trusted advisers in supporting a shared vision of helping address the housing crisis.



Grant Thornton is one of the world's leading independent assurance, tax and advisory firms, combining service breadth, depth of expertise and industry insight with an approachable "client first" mindset and a broad commercial perspective.

CHIA Queensland's Audit Partner, Matt Bell, has experience across a broad range of industries including not-for-profit, real estate and construction and food and beverage. In the not-for-profit sector Matt has a focus on education, affordable housing, training and health services sectors.

Matt is a Director of the Grant Thornton Foundation, a public ancillary fund which provides support to selected charitable organisations active in the area of youth.



With over 50 years' experience, Karndean DesignFlooring is a global supplier of commercial and residential luxury vinyl tile flooring. Our range of floor tiles and wood planks faithfully reproduce the look of natural materials such as wood and stone, yet with none of their practical drawbacks.

At Karndean, we understand that stylish and durable floors add uniqueness to newly built houses. Karndean DesignFlooring have many years of experience working with residential developers in social housing to create flooring collections that fill homeowners with pride.

Unlike carpet, ceramic tile and sheet vinyl, Karndean's flooring is resilient. Replacement and maintenance are simpler, making it ideal for new and refurbished houses. Our flooring is also quiet when compared to many floating floors making it ideal for apartments.

Importantly, Karndean floors are hygienic and safe. Our wear layers use high quality 100% virgin PVC, a material clinically proven to not promote bacterial growth.

Karndean is uniquely positioned: Only Karndean fibreglass reinforced LooseLay with a specialized adhesive and Rigid Core products (Korlok and Van Gogh) can mitigate slab moisture up to 95% RH, potentially eliminating the need for significant floor preparation systems, thereby saving CHPs time and money constructing, leaving tenants with beautiful, durable and easily maintained homes. Importantly, flooring materials can be fully recycled post-use, contributing to sustainability and a circular economy.

In the Social Housing space, our community housing partners benefit by Karndean DesignFlooring being:

1. Long term cost view proposition. Refurbishment costs closest in over-all cost to a newly laid floor.
2. Fit for purpose. More durable than sheet vinyl and significantly more cost efficient, saving at least 19% when replacing sheet vinyl floors, excluding additional costs minimum \$45m2 for acoustic underlay.
3. Moisture mitigating system to further reduce costs significantly, reducing reliance on expensive and time-consuming floor preparation components.
4. Fully-recyclable.
5. A responsible corporate citizen.

Working with Karndean as your business partner is made easy. We are committed to partnering and serving PowerHousing members. This includes dedicated business managers, teams of support staff, healthy stock levels and premium delivery service nationally.



Since 1987 SDM has focused exclusively on the community and social housing sector so we can equip our customers with the tools that make all the difference. Our solution provides a complete suite of modular software that integrates effortlessly, all built on a SQL database.

Whether you're nationwide or hyper-local, SDM's build-as-you-go approach to housing management systems and services is designed to assist users in a wide variety of tasks. We've shaped everything based on over 35 years of real-world experience in community and social housing.

Our Software solutions offers:

- Rent & Housing Management / Waiting List & Allocations / Voids Management
- Repairs & Planned Maintenance
- General, Purchase & Sales Ledgers
- Fixed Assets & Complaints Registers
- Rent Calculator / Landlord & Agent Modules
- Web Portal
- 3rd Party Integration capability
- Microsoft Reporting Tools

For more detail, visit our website at <https://www.sdmhousing.com.au/>, contact our Sales team at 1300070863 or email us at sales@sdmhousing.com.au