

CHIA QUEENSLAND

ANNUAL REVIEW

2024-25



Community Housing
INDUSTRY ASSOCIATION
QUEENSLAND

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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 13,350 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; and
- Enhance business sustainability and innovation through partnerships and knowledge sharing.

MESSAGE FROM THE CHAIR



**KRISTAN
CONLON**

Chair

This has been a year of transformation for CHIA QLD. As Queensland's peak community housing body, we've entered a new era -amplifying our voice, building stronger partnerships, and positioning our members at the centre of housing reform.

In 2025, CHIA QLD has consolidated its role as the trusted convener and advocate for the sector. We have brought together diverse providers, government, and partners to co-design solutions that reflect both lived experience and strategic foresight. Our work has ensured that community housing is not only recognised as essential infrastructure, but as a cornerstone of Queensland's housing future.

A key highlight of the year has been bringing our Strategic Plan to life. What began as a shared vision is now guiding our advocacy, shaping sector-wide growth, and anchoring the way we engage with members and partners. The plan has provided clarity of purpose and a roadmap for action - ensuring CHIA QLD is not only responding to today's challenges but actively shaping the future of housing in Queensland. We also achieved significant milestones this year. Our budget bid demonstrated the sector's **capacity to deliver at scale and positioned** community housing as a critical lever in addressing supply and affordability. At the same time, CHIA QLD has strengthened its relationship with government, ensuring that our members' voices are heard in policy reform and investment decisions. These achievements reflect the growing recognition of CHIA QLD as a trusted partner in shaping Queensland's housing system.

This transformation has been possible because of the collective strength of our Board, whose guidance and commitment have steered CHIA QLD through this pivotal year. I extend my heartfelt thanks to each Board member for their leadership and wisdom. In particular, I acknowledge and thank our retiring CEO, Annemaree Callander, for her outstanding leadership and dedication to CHIA QLD. Annemaree's vision and commitment have left an enduring mark on the organisation and the sector. I also warmly thank our retiring Board members — Mandy Thompson, Peter Garrone, Alex McColl, Andrew Elvin, and Lizz Bott - for their invaluable contributions. Their service and insight have helped shape CHIA QLD into the strong, collaborative organisation it is today.

As Chair, I am proud of the organisation we have become. CHIA QLD is now firmly positioned as the sector's anchor - grounded in evidence, powered by collaboration, and committed to equity and inclusion. With our Strategic Plan in action, key milestones achieved, and the sector united in purpose, I am confident we will continue to drive lasting change for communities across the State.

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

Kristan Conlon, Chair

CEO'S STATEMENT



**JULIE
SAUNDERS**
CEO

2025 has been a year of transformation for CHIA QLD and for the community housing sector in Queensland. This Annual Review is both a reflection on our collective achievements and a moment of transition in leadership.

I want to begin by acknowledging the outstanding contribution of Annemaree Callander, who retired this year after leading CHIA QLD with vision, dedication, and authenticity. Annemaree's leadership strengthened our organisation's voice, influence, and impact, and her legacy will continue to shape CHIA QLD for years to come. It is an honour to step into this role and build on the strong foundations she has left.

This year we have also made significant progress in bringing our Strategic Plan to life:

- Increasing awareness of the community housing industry - amplifying the sector's profile through media, forums, and advocacy.
- Influencing policy to grow and strengthen the sector - advancing our budget bid and deepening our relationship with government.
- Promoting practices that enhance tenant outcomes - sharing evidence and sector-led innovations that place tenant wellbeing at the centre.
- Growing organisational and financial capacity - investing in CHIA QLD's capability to support members and sustain our role as the peak body.

I extend my thanks to our retiring Board members - Mandy, Peter, Alex, Andrew, and Lizz - for their invaluable contributions and leadership. Their service has helped position CHIA QLD as a strong, collaborative organisation ready for the future.

Looking ahead, our focus is on growth and sustainability - ensuring our tenants are at the heart of all decisions. We will continue to harness the sector's collective strength to expand supply, embed integrated housing and service delivery, and ensure community housing remains a cornerstone of equity across Queensland. Central to this will be the development of our Sector Roadmap - a co-designed plan that unites members, government, and partners around clear priorities and actionable steps.

With our Strategic Plan in action, key milestones achieved, and a Sector Roadmap in development, CHIA QLD is well positioned to lead the next chapter of transformation. Together, we will drive lasting change and deliver better housing outcomes for communities across the state.

A stylized, handwritten signature in black ink, belonging to Julie Saunders.

Julie Saunders, CEO

OUR ACHIEVEMENTS

This Annual Review reflects a year of progress, partnership, and purpose. Together, we have amplified the voice of Queensland's community housing industry, influenced critical reforms, and strengthened our collective capacity. These achievements are not just milestones — they are stepping stones towards the bold vision set out in our Strategic Plan 2025–2030.

INCREASE AWARENESS



- SECTOR PROFILE ELEVATED
- MEMBER PROJECTS SHOWCASED
- NATIONAL POLICY COLLABORATION

INFLUENCE POLICY



- MASTER AGREEMENT PILOTS
- QUICKSTARTS ROUND 2 SUBMISSION DELIVERED
- PLANNING REFORM SUBMISSIONS LODGE

PROMOTE TENANT OUTCOMES



- TENANT SURVEY PROMOTED
- DISABILITY TOOLKIT DEVELOPED WITH QDN
- ENERGY EFFICIENCY SHOWCASE HOSTED

GROW ORGANISATIONAL CAPACITY



- 17,000+ HOMES MANAGED
- STRATEGIC PLAN LAUNCHED
- BOARD RENEWAL COMPLETED



As we look ahead, CHIA Queensland remains committed to working alongside members, government, and communities to ensure that every Queenslanders has access to safe, secure, and affordable housing. Thank you to our members, partners, and Board for your dedication and leadership. The year ahead promises both challenge and opportunity, and we are ready to meet it with clarity, collaboration, and conviction.

INCREASE AWARENESS OF QUEENSLAND'S COMMUNITY HOUSING INDUSTRY

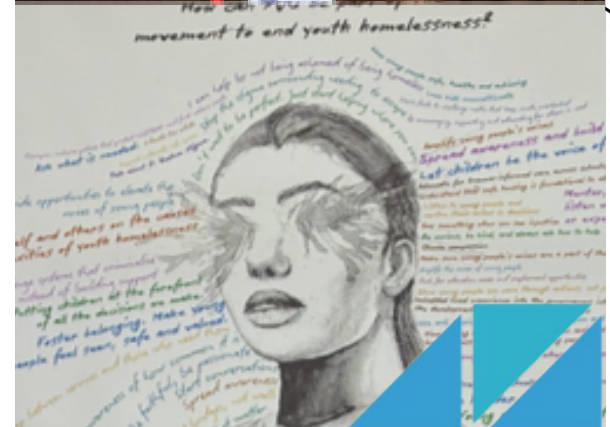
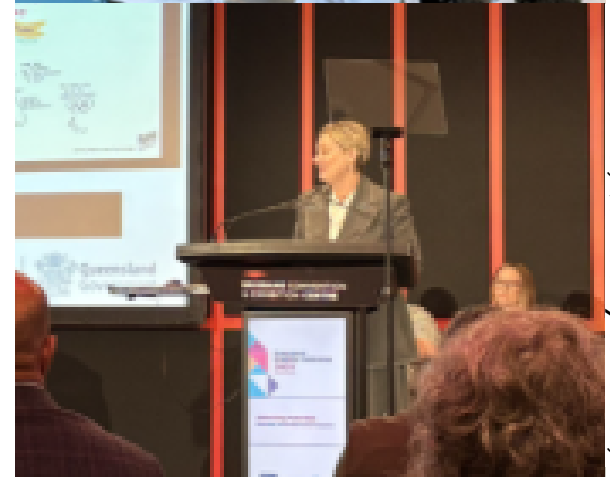
- Provided an industry voice to the Homes for Queenslanders Implementation Taskforce and Community Education & Engagement Working Group.
- Hosted a face-to-face session with the CEO of Housing Australia on the Housing Accord and Housing Australia Future Fund.
- Ensured Queensland's interests are represented nationally through leadership roles to support CHIA National.
- Showcased member projects and initiatives that highlight:
 - Growth and capital developments to meet housing need.
 - Strong partnerships across the sector.
 - Wrap-around services supporting tenants and communities; and
 - Amplified the sector's profile through media, forums, and advocacy.



ABC interview with Steve Austin and Family Emergency Accommodation Townsville, AGM

INFLUENCE POLICY TO GROW AND STRENGTHEN THE COMMUNITY HOUSING INDUSTRY

- Delivered submissions and legal advice on QuickStarts Round 2 and the Community Housing Master Agreement (with McCullough Robertson Lawyers).
- Worked with the new Government on the development of the Master Agreement and other policy initiatives.
- Contributed to planning reforms via submissions on the Shaping SEQ Regional Plan and Planning Regulation amendments.
- Raised systemic issues through the Community Housing Steering Committee (including insurance, quotas, NRAS purchases and transitional housing).
- Sponsored POLIS research to capture learnings from Housing Australia Futures Fund Round 1.
- Worked with the Queensland Regulator to streamline SPV registration and improve sector-wide reporting.
- Attended national Regulatory Advisory Group meetings and contributed to the review of NRSCH metrics.



Launch of Master Agreement Plots with Minister O'Connor, Aid Disability Conference, Foyer Foundation Art Exhibition and Forum

PROMOTING PRACTICES AND STRATEGIES THAT ENHANCE TENANT OUTCOMES

- Promoted the Industry Standard Tenant Survey (led by CHIA NSW) to strengthen tenant voice for smaller providers.
- Partnered with Queensland Disability Network (QDN) to develop the My Housing Options toolkit, supporting improved pathways for people with disability.
- Participated in shaping the new Supportive Housing Policy through workshops and sector input.
- Hosted an energy efficiency showcase with Cloverleaf and Tesla on the South Australia Virtual Power Plant, reducing tenant energy costs.
- Continued membership in the Community Housing Climate Action Network, building sector capacity to reduce emissions and prepare for climate impacts.
- Contributed to the Community Housing Disability Network, advocating for inclusive housing design and practice.



GROW ORGANISATIONAL AND FINANCIAL CAPACITY

- Membership growth: CHIA Queensland members now own or manage over 13,350 properties across Queensland.
- Funding increase of 200%.
- The Board of Directors developed the Strategic Plan 2025–2030, setting clear priorities for growth, influence, tenant outcomes, and organisational sustainability.
- Farewelled Directors Charlotte Dillon (19 September 2024) Lizz Bott (30 June 2025), and Peter Garrone (12 August 2025), and Directors Andrew Elvin, Alex McColl, Mandy Thompson who will retire at the 2025 AGM.
- Strengthened partnerships with sponsors (McCullough Robertson Lawyers and Grant Thornton Australia) and the Department of Housing.
- Established professional company secretary role.
- Committed to full time CEO and currently standing up organisation with investment in governance, staffing, and organisational capability to deliver expanded services.



OVER 13,350

CHIA QLD members owning or managing properties across QLD

200%

Funding Increase



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.

CHP HIGHLIGHTS



Mareeba Community Housing Company has continued their path to growth with an expansion of two new programs under their Specialist Homeless Services and the opening of a new office in Mossman in the Douglas shire. Their workforce of 23 staff across 3 sites, continues to evolve with expansion of program delivery across 3 local shires and additional housing stocks under development and management in Mareeba.

Training and professional development is a key focus in their workforce development and retention with opportunities open to all MCHC employees to undertake further studies and enhance their roles. This year three of their new employees under the outreach program have enrolled in TAFE to undertake community services certification to gain skills beyond the contract dates of June 2026.

This year Mareeba Community Housing's enhanced outreach team took on the orange look to promote "Homeless Action Now" in Mareeba to raise awareness of their services and impacts of homelessness in their region. A short survey provided good insight from the community and their perspective of homelessness including increased visibility of rough sleepers and causes aligned to mental health, FDV, cost of living and shortage of affordable housing.

While the housing sector is under pressure in their region Mareeba Community Housing's SHS program housing support officers continue to achieve amazing housing outcomes to house clients and sustain tenancies with data to be outlined in their annual report.



The design and development of 2 x 2-bedroom duplex for senior residents in Mareeba was undertaken in partnership with the Mareeba Shire Council and funding under the Queensland Government grants. Their new triplex project is still under development stage with June 2026 as date for completion. Mareeba Community Housing are looking forward to working with the community to increase their housing footprint in the affordable housing market.



National Affordable Housing (NAH) know that stable housing leads to positive outcomes for individuals and communities. During the financial year NAH acquired 290 ex-NRAS properties under the NRAS Property Initiative (NPI), funded by the QLD Department of Housing and Public Works. Management of affordable homes provided by Build-to-Rent investors is a major emerging opportunity for NAH. They currently manage over 900 investor properties. NAH entered into the Help to Home program in early 2025, and head leased 100 dwellings which are currently, providing housing outcomes for 116 Adults and 142 Children. NAH owned portfolio is on track to exceed 1500 dwellings.



Access Community Housing (ACHC) has delivered another year of strong growth, innovation, and impact in Far North Queensland. In a period marked by rising demand for secure and affordable housing, ACHC strengthened their governance, expanded their housing pipeline, and deepened their connection with community.

A major milestone was achieving Tier 1 registration under the National Regulatory System for Community Housing, placing ACHC among Queensland's most trusted providers. This recognition reflects the strength of their systems, financial management, and commitment to service excellence.

ACHC's focus on housing delivery saw the largest construction pipeline in their history, with 51 properties under development and the completion of 30 modern homes at their Earlville project, providing safe, high-quality accommodation for seniors, people with disability, and First Nations peoples.

Internally, ACHC continued to evolve — establishing a dedicated Customer Service Team, modernising their asset management and digital systems, and enhancing operational resilience. Staff turnover dropped significantly, demonstrating a stable and engaged workforce ready to meet the challenges of growth.

These achievements were recognised when ACHC was named the Queensland winner of the Excellence in Social Housing Award at the AHI Brighter Future Awards.

Guided by a clear strategic plan and values of respect, compassion, responsibility, equity, and courage, ACHC remains focused on creating sustainable housing solutions that foster dignity, stability, and opportunity.

Together with the ACHC Board, partners, and community, they are building a stronger, more resilient organisation ready to meet the region's evolving housing needs — one home, one family, and one community at a time.

BRISBANE YOUTH SERVICE

Brisbane Youth Service (BYS) supports young people aged 12–25 and their children who are experiencing or at risk of homelessness. Our free, confidential services include crisis and transitional housing, emergency relief, physical and mental health care, alcohol and drug interventions, domestic and family violence support, and specialist programs for young women and young families.

In 2024–25, BYS delivered 82,992 occasions of support, up 21% from last year. In response to rising demand, we opened the new BYS Youth Support Centre in Fortitude Valley in November 2024. The Centre brings many services together in one accessible location.



With record investment from government and philanthropic partners, BYS rolled out new initiatives to break cycles of disadvantage. Safe Young Mums and Bubs is a 24/7 residential program for young mothers and their children. It offers housing, parenting support, and therapeutic care to improve wellbeing and prevent child removal.

Meanwhile, Ruby's Reunification Program provides respite and support for young people aged 12–15 and their chosen family members. It aims to prevent homelessness by helping families reconnect and stay together.



BYS worked with young people to create the Youth Domestic, Family, and Sexual Violence (DFSVM) Practice Framework. We also developed SAGE+, a trauma-informed group program for LGBTIQ+SB young people affected by DFSVM and/or homelessness. This program was selected for evaluation by La Trobe University.

The launch of the Specialised Mental Health Program, supported by Brisbane North PHN, strengthened our Health Services. Paul Moran joined as Clinical Health Services Director, boosting clinical governance, while new roles were established to help young people navigate care.

In housing, BYS secured two units through a partnership with National Affordable Housing. In addition, we continue to lead the youth response as part of Brisbane Zero, working to ensure homelessness is rare, brief, and non-recurring.



The Hon Meaghan Scanlon MP, the Hon Grace Grace MP, and BYS leadership at the BYS Youth Support Centre grand opening.



An innovative partnership between Bric, St George Community Housing and EDQ

Bric Housing is proud to play a central role in one of Queensland's most significant new social and affordable housing developments, in partnership with St George Community Housing (SGCH), Economic Development Queensland and Housing Australia. The \$120 million Carseldine Village project, located in the northern suburbs of Brisbane, will deliver 152 social and affordable apartments, making a significant contribution to meeting the acute housing needs in the area. Construction commenced in July 2025 and is expected to be completed by mid-2027.

SGCH is leading the delivery of the project, leveraging its experience in large-scale housing development and financing. Bric will manage the tenancies and assets once complete, ensuring that residents are well-supported and that the homes remain high-quality, sustainable and inclusive for the long term. The site is within an Economic



Development Queensland (EDQ) masterplanned community, which provides great local amenity, including a retail centre, sporting facilities, child care and aged care, as well as market residential. This landmark collaboration between Bric and SGCH represents a new model of partnership, combining national investment and development capability with local management and community focus.

It also reflects Bric's broader strategy to contribute to the growth of social and affordable housing in Queensland through innovative partnerships and scalable solutions.



In November 2024 Coast2Bay Housing completed 24 new social homes in Nirimba on the Sunshine Coast. Designed by Hollindale Mainwaring Architecture and constructed by Murphy Builders, the complex provides exceptional originality in its design with a focus on high quality architecture, subtropical design principles and a strong response to the Aura 'City of Colour' vision.

This is what one of their lovely tenants had to say after moving in: "(...)Aspley Crescent, Nirimba has been designed and constructed to a high standard. This not only provides people in need with affordable housing but additionally, with the standard of design and a modern new home, gives the residents dignity ... providing an opportunity for a more successful future."

In June 2025 Coast2Bay Housing's second project in Aura was completed at Light Lane, Banya, providing 34 social homes for singles, couples and families, including a large cohort of people with disabilities. The tenancing process was completed in just 10 business days, an impressive new record for their dedicated housing team, working in conjunction with the local Housing Service Centre.



The project was designed by Hollindale Mainwaring Architecture and constructed by Badge with an outstanding construction timeframe of only 10 months. The complex includes a dedicated community room, alfresco and gardens with space for Coast2Bay staff and tenant engagement activities.



International Women's Day was especially memorable, with Thread Together hosting two exclusive events for Coast2Bay women:

An after-hours celebration at Pillow Talk in Brisbane, where guests were welcomed by staff and gifted \$1,000 to spend on homewares.

A day at the DISSH Clothing warehouse, complete with new wardrobes and pampering activities.

Two Coast2Bay women co-presented alongside the Thread Together CEO to the executives of both companies, helping to pave the way for this program to be rolled out nationally.



Coast2Bay Housing are incredibly proud to celebrate two individual award winners at the 2025 Australian Housing Institute Brighter Future Awards.

Andrew Elvin, CEO, was recognised for Outstanding Achievement and Maggie Carins, was received the Inspirational Team Member Award.



Coast2Bay Housing's Development Team were also AHI Brighter Future Winners, taking home the Leading Housing Development Project Award for Aspley Crescent, Nirimba. Coast2Bay's complex Munah Gillah, Yandina was also recognised as a finalist at Urban Institute of Australia Queensland Excellence Awards for Affordable Housing.



2024-25 has been a year of growth, innovation and collaboration for Roseberry Qld as they continue their mission to provide safe housing and life-changing support across Central Queensland.

This year saw the expansion of their housing portfolio with the Waybeah Precinct and the inception of new projects including the Amber Lodge Veterans' Accommodation Program, delivering purpose-designed, trauma-informed units for veterans and their families experiencing or at risk of homelessness. Supported by the Commonwealth Government, ex-service organisations and community partners, the program provides both stable housing and wrap-around wellbeing support.

Roseberry Qld also advanced their Housing Older Women Project, acquiring new transitional units in Gladstone to meet the rising need among women aged 55+. The initiative reflects their commitment to responsive housing solutions and community partnerships that promote safety, independence and social connection.

Roseberry Qld's Waybeah social and affordable accommodation precinct became fully tenanted and is supporting 85 individuals and families. The addition of a further 85 units into the social and affordable market made a significant contribution to increasing housing supply in Gladstone and provided opportunities for individuals and families on low to moderate incomes to access safe, secure, and affordable housing closer to employment, education, and community supports.

Through CQ Zero, their regional "Advance to Zero" initiative, Roseberry Qld continues to lead system-level change in ending homelessness. Through shared governance, sector training, and strong partnerships with health, housing, and community services, CQ Zero seeks to improve housing outcomes, reduce duplication, and strengthen pathways out of homelessness.

Internally, Roseberry Qld have invested in staff development, digital transformation and cultural learning, ensuring their workforce remains responsive, inclusive and aligned with their strategic vision.

Together, these initiatives represent Roseberry Qld's ongoing commitment to evidence-based, person-centred housing and support services that strengthen individuals, families and communities across Central Queensland.

Hervey Bay Housing Coalition Inc



Hervey Bay Housing Coalition Incorporated (HBHC) commenced in 1995 with 5 units built from Department of Housing funding on Council owned land. It has since progressed to managing 55 long term properties.

The Coalition openly fosters Tenant Participation and encourages tenants to become involved and become members of the organisation.

This offers tenants an opportunity to learn new skills, gain confidence and grow.

Being a small Tier 3 organisation, we employ a Housing Manager 30 hours a week and more recently, using a Restart Wage Subsidy we have introduced a Maintenance Officer/ Housing Support 15 hours a week, overseeing Contractors, very light maintenance duties and minimal administration duties.

In June 2024, we purchased an additional 3-bedroom property and in July 2024 were able to offer a grandparent with her 2 young granddaughters a stable long-term home. They are a very excited family and more recently were approved to get a puppy, a happy new addition to the household.

On 18th December 2024, we celebrated 10 years since registration with NRSCH. An achievement, we are very proud of.

This year has seen some trying times for our organisation. The floods on March 9 in Hervey Bay caused damage to several of our properties with replacement of floor coverings and in some cases kitchens and bathroom cupboards being necessary. Naturally during these circumstances displaced tenants had to be housed in alternative suitable accommodation.

Over the years, HBHC has built up an excellent rapport with other housing and support services in Hervey Bay offering tenants referral points when required we are always eager to collaborate in any joint activities, such as Expos.

Training opportunities are encouraged and our Housing Manager completed the REIQ Property Management Fundamentals in July 2025

Since its beginning, the Coalition has prospered and grown with stable Management Committees, good Tenant Participation and most effective financial management.

From Left- Back- Russell Arrowsmith- Maintenance Officer and Ros Connor- Housing Manager

From Left Front- Merryn Napier- President, Irene Francis- Treasurer and Judy Lannan- Committee Member



At Vinnies Housing, we are proud to lead the delivery of the 500 Homes initiative—the most ambitious housing program in the 131-year history of the St Vincent de Paul Society Queensland. This transformative effort is our direct response to Queensland’s housing crisis, aiming to provide safe, stable, and supported homes for individuals and families experiencing or at risk of homelessness.

In June 2025, we broke ground on the first development: a 60-unit community housing complex in Nerang, Gold Coast and since then, construction has commenced in Toowoomba (27 homes) and Bundaberg (60 homes), with more locations being progressed to expand our existing footprint across Queensland. The Nerang, Toowoomba and Bundaberg developments are being delivered in partnership with the Queensland Government.

These developments are more than bricks and mortar. Each site is designed to integrate community support services, tenant participation and engagement to ensure tenants not only have a roof over their heads but also the tools to rebuild their lives and reconnect with their communities.

We are proud to deliver housing that is more than shelter—it’s a foundation for wellbeing.

Vinnies Housing and St Vincent de Paul Society Queensland are grateful for the support of the Queensland Government, along with many other generous supporters including Vinnies CEO Sleepout participants and donors. Funds raised are vital in securing land and capital to deliver these projects.

Vinnies Housing is a proud subsidiary of the St Vincent de Paul Society Queensland, a significant provider of specialist and community support programs across Queensland, delivering \$507 million in services and support in the 2024-2025 Financial Year.



Left to right these are: Kevin Mercer (CEO, SVDPO), Hon. Sam O'Connor (Minister for Housing and Public Works, Queensland Government), Jack Gardiner (Managing Director, GFG Projects), Trish McMahon (State President, SVDPO), Sharon Shearsmith (CEO, Vinnies Housing), Dennis Innes (Chair, Vinnies Housing).



**CHURCHES
of CHRIST**
HOUSING SERVICES

Wiltshire Apartments in Basin Pocket, Ipswich was completed in February 2025. This project saw Churches of Christ Housing Services (CCHSL) transform an underutilised site comprising 13 dwellings across 9 properties into a thriving, 41-unit, long-term social housing community for over-55s. Identified early on as being in a prime location for infill development, being close to established transport and services, the project not only increased density and therefore supply in the region but also created an opportunity to deliver modern homes with enhanced sustainability and efficiency, and improved accessibility for an ageing population.

During the construction process, seniors under-occupying large public housing properties in nearby areas were invited to learn more about Wiltshire Apartments at local information sessions with CCHSL and Ipswich Housing Service Centre staff. The Department identified under-occupiers that were finding their homes harder to maintain and navigate as they aged, and those who saw the appeal in downsizing to a modern, low-maintenance home.

Wiltshire Apartments' ground floor offers one carpark for each unit, additional visitor parking, an outdoor barbecue area, and a large, air-conditioned community room with kitchen. On floors one through three, a combination of one- and two-bedroom units all meet gold and platinum Liveable Housing Australia design guidelines. The building is designed for energy efficiency, making the most of natural airflow along wide-open corridors, and many units enjoy scenic views of Ipswich city and surrounds.

Six months after residents moved into Wiltshire apartments, utilising Community Housing Future funding CCHSL engaged Civic Shifts to run an under-occupier workshop to learn from residents how they found the process of downsizing and how their lives have changed since moving in.

Pleasingly, workshop participants reported a marked increase in their wellbeing, increasing from 5/10 to 9/10 after moving into their new homes. All workshop attendees spoke positively of the properties' quality and the improvement in their health and lifestyle, with factors like the community room contributing positively to reducing feelings of isolation.

While they acknowledged downsizing unwanted or unneeded possessions from their old homes was difficult – in some cases, over 30 years' worth of items – all participants felt it was worth it and, in the end, all were glad that they had made the move.



Common Ground Queensland is a Tier 2 community housing provider delivering Supportive Housing for Queenslanders across a range of programs including:

- Brisbane Common Ground, for individuals who have experienced chronic homelessness.
- Supportive Housing for Families Project, for families rebuilding after homelessness and child safety involvement.
- Asylum Seeker and Refugee Assistance (ASRA), in collaboration with partner organisations, providing homes and tailored support to help people from refugee and asylum-seeking backgrounds sustain their tenancies and thrive.

Brisbane Common Ground was purpose-built in 2012 and provides 146 self-contained apartments, half reserved for people who have experienced long-term homelessness and half for low-income tenants, creating a vibrant, mixed community where inclusion and safety are at the heart of daily life.

Grounded in the Housing First philosophy, tenants hold secure leases, not time-limited tenancies and have access to wraparound, on-site supports provided by partner, Micah Projects.

On 13 February 2025, Common Ground Queensland launched Supportive Housing: A Case for Change, a groundbreaking report authored by Deloitte that demonstrated that Brisbane Common Ground not only delivers life-changing outcomes for tenants but also creates significant social and fiscal benefits for government and the wider system. The research demonstrated that:

- each tenancy at Brisbane Common Ground generates \$203,700 in lifetime economic and social benefits per tenant—through better health, increased safety, and stronger community participation.
- Supportive Housing reduces the risk of returning to homelessness, creating a \$455,800 fiscal benefit over 10 years for the Queensland Government.

These savings reflect something deeper than cost efficiency; they represent the permanent resolution of homelessness for individuals who otherwise might cycle endlessly between crisis systems.

Momentum is building. The Queensland Government has begun construction of a new high-density Supportive Housing development on the Gold Coast, and several local councils are exploring the model to address rough sleeping and chronic homelessness in their own communities. With evidence on our side and lives being changed every day,

Common Ground Queensland is ready to lead the next chapter—expanding Supportive Housing across Queensland where communities are beginning to recognise that Supportive Housing is not just a homelessness response, it's a community safety response. It's an asset that thrives when the whole community stands behind it, proud of what it represents: a proven path to ending homelessness.



CHIA QUEENSLAND MEMBERS 2024-2025

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
St Vincent de Paul Queensland Housing
Tableland Community Housing Association Inc
Youth Housing Project
Yumba-Meta Housing Ltd

CHIA Queensland acknowledges its:

Founding Member: David Cant

Associates: Mareeba Council and Aruma



CHIA QUEENSLAND DIRECTORS AND OFFICE BEARERS 2024-2025



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 (Retired 19 September 2024)*



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



Chief Systems Officer, Alicia Follent
*Queensland State Manager,
Community Housing Limited (CHL)*



Director, Mandy Thompson
*General Manager, Family
Emergency Accommodation
Townsville*

BOARD ATTENDANCE 2024 – 2025

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 eight times in the 2024 – 2025 year. Meetings were held in person and by video conference.

	23 July 2024	3 September 2024	15 October 2024	26 November 2024	26 November 2024 AGM	20 January 2025	4 March 2025	8 April 2025	20 May 2025
Kristan Conlon (Chair)	X	X	X	X	X	X	X	X	X
Andrew Elvin (Deputy Chair)	X	X	X	X	X	X	X	X	Apology
Peter Garrone (Treasurer & Company Secretary)	X	Apology	X	X	X	X	X	X	X
Jane West	X	Apology	X	X	Apology	X	X	X	X
Alexandra McColl	X	X	X	Apology	Apology	X	X	X	X
Lizz Bott	X	X	X	X	X	X	X	X	X
Alicia Follent	X	X	X	X	X	X	X	Apology	X
Charlotte Dillon <i>Resignation 19 September 2024</i>	X	X	-	-	-	-	-	-	-
Mandy Thompson		X (guest)	X	X	X	X	X	X	X

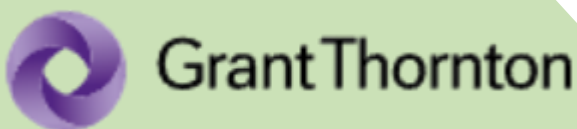
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We prioritise delivering creative and commercially successful outcomes for our clients, combining technical excellence with deep industry expertise to cut through the complexity and see our clients through their critical challenges and opportunities.

Our work in the not-for-profit and charity sector is an integral part of McCullough Robertson. We are deeply invested in the housing sector, and passionate about contributing to a solution to the housing crisis gripping our nation. Our multidisciplinary Community Housing team is a trusted advisor to community housing providers, having provided services to this sector for more than 20 years.



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.



Community Housing

INDUSTRY ASSOCIATION

QUEENSLAND

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: 518 Brunswick St Fortitude Valley 4006

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